

Office of State Budget and Management
Establish New, Receipt-Supported Positions
(G.S. 143-34.1)

Agency: NC Dept. of Commerce Division: Employment and Training

Budget Code 4302 Center Title: Employment & Training Administration Center Number: 2680-5860

***** Position Information *****

Proposed Classification: Technology Support Analyst Proposed Salary Grade: 74

Salary Range: \$39,623 to \$62,372 Proposed Effective Date: 01 / 01 / 06

Number of Positions: 1

	<u>Center Authorized Budget</u>	<u>Current Request</u> (Includes salary and fringe benefits)
Total Budget	\$ 3,348,899	\$ 49,210
Receipts	<u>(3,348,899)</u>	<u>\$ (49,210)</u>
Appropriation	0	0

Funding Source(s): Federal Funds – Workforce Investment Act – Center 2680, Account 538865

Justification for Position (including description of duties and responsibilities):

The Division of Employment and Training is the administrative entity for Worker Investment Act (WIA) and Dislocated Worker funds allocated to the State of North Carolina.


We currently use WorkforcePlus, which is a web based system developed by an outside vendor to track the approximately 40,000 participants that are currently enrolled in the WIA program. We have over 1,500 Case Managers across the state who are responsible for monitoring the numerous activities of these participants and entering that data into the system. This data is the basis of all the reports required by the US DOL on how the millions of federal funds are being spent and the results of the programs on improving the work skills of the participants. This data must be accurately entered into the system in a timely manner. The WorkforcePlus system components are complex and new users face a steep learning curve. This position will be responsible for :

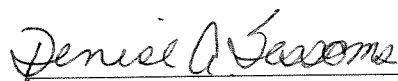
- 1. Recommending system improvements*
- 2. Researching and compiling system change requests*
- 3. Performing acceptance testing and quality assurance testing. The focus is on increasing the management capabilities of WorkforcePlus in order to reduce the time it takes to enter data and to have more useable information available on a timely basis.*

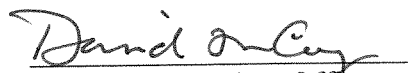
4. *Written documentation becomes the de-facto standard on how the application is supposed to work. The Technology Support Analyst needs to ensure the integrity and the usability of this documentation. The work requires a high degree of accuracy and attention to detail.*

The Technology Support Analyst position will plan, produce and present the contents of comprehensive training guides that the analyst creates for use in end user training sessions. These sessions will be provided at our onsite classroom or through our Division's Video Conferencing capabilities. This will require the training sessions to be flexible enough to be presented in a variety of formats. These sessions will enable the Case Managers to correctly use the application and to be able to use the technical documentation as a source to effectively do their job. Different levels of user will attend the training and the analyst must have the ability to distinguish their learning needs and gear to them. The analyst will be responsible for creating an online testing module to test what the user has learned and produce reports of their results.

Statutory Reference for Request: United States Department of Labor Workforce Investment Act of 1998


Robin Diehl, CFO
Department of Commerce


Denise A. Sessoms, Asst Sec.
Agency Head Signature


State Budget Officer

OK
Thomas check
11/10/05