

Job Description

Missouri State Highway Patrol

Class Title: Forms Analyst II

Title Code: V00324

Effective Date: 04/27/97

Date Reviewed:

Date Revised: 06/26/07 #32

Immediate Supervisor: Forms and References Section Supervisor

Position Supervised: None

FLSA Classification: Non-exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is a specialized position in the development, implementation, evaluation, and maintenance of forms (electronic and print) for the Missouri State Highway Patrol. Work involves assisting the forms and reference section supervisor and division director in gathering and verifying organizational and procedural information; evaluating requests for forms design; determining the need for, and proper methods of developing new forms; and revising or consolidating old forms. General supervision is received in the performance of duties. However, the employee is expected to exercise considerable initiative and independence within the area of responsibility.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks, which may be found in positions of this class.)

Analyzes, designs, creates, revises, reviews, rescinds, and maintains electronic forms using Microsoft applications such as Word and Excel utilizing Visual Basic for Application and Visual Studio.Net. Links MySQL and Lotus Notes databases to Word and Excel applications. Also utilizes Java Script, Perl CGI Script, and HTML to maintain current Internet based applications.

Determines text, object, and database field properties; names database fields; establishes workflow procedures to automate forms (e.g., tabbing order, radio buttons, conditional tabs, custom toolbars, dialog boxes, validation, etc.); builds and links multiple relational databases and list lookups; writes and edits online field help, macros, and cross edits using Visual Basic and SQL queries.

Converts manuals and documents to PDF documents and distributes agency wide over the LAN.

Analyzes, designs, creates, revises, reviews, rescinds, maintains forms for print production using PageMaker software; develops and revises diagrams, charts, drawings, and other artwork for directives, appendices, other applications, etc.

Maintains the MSHP Forms folder and informs employees of updates. Modifies, maintains, and troubleshoots Excel based FormSync application to synchronize MSHP forms throughout the agency. Performs form and form manual additions and deletions in the Forms Portal.

Creates and deploys form installation applications utilizing Setup Factory.

Troubleshoots, diagnoses, repairs, and explains electronic forms and form problems over the phone, in person, by remote access programs, and through e-mail.

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Handles assigned help-desk impacts in a timely manner.

Creates and maintains form files for originals, printed versions, and forms completion instructions; conducts monthly forms review to ensure all Patrol forms are reviewed biennially for current usage and necessary changes to the review system, if necessary.

Coordinates printing and distribution of all print version forms including those printed through the Office of Administration - State Printing.

Maintains various logs for tracking of forms, publications, and deletion of forms. This includes the projects file, requests for information, and mailing of informational package, etc.

Provides technical form analysis, design, and testing assistance to the Information Systems Division and outside vendors for the development of forms, which directly feed enterprise-wide Patrol databases.

Interviews agency employees of various positions and ranks to gather organizational and procedural information for new forms and form revisions to determine applications best suited for forms.

Makes recommendations to the section supervisor and division director for improvements in operations, procedures, and equipment.

Performs inquiries in Automated Missouri Statutes as well as over the Internet.

Writes and revises correspondence, directives, and completion manuals relating to forms.

Answers division phone lines and provides information and/or directs calls to appropriate person(s).

Serves on committees periodically as the division representative per General Order.

Attends workshops, meetings, conferences, and seminars to gather and share information with peers and to learn about new developments and/or trends in forms management.

Operates modern office equipment (e.g., personal computer, scanner, typewriter, copier, facsimile machine, calculator, telephone, etc.).

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of business English, spelling, and proofreading.

Thorough knowledge of modern office practices and procedures.

Considerable knowledge in programming and scripting languages (Visual Basic) to develop edits, cross-edits, macros, scripts, rules, formulas for edits, and automated form construction.

Thorough knowledge of the principles and techniques of computer graphics, form layout, and form design.

Working knowledge of various software packages and has the ability to adapt to upgrades utilized for word processing, graphics, and automated form design (e.g., PageMaker, Word, Excel, Lotus Notes, Internet Explorer, Visual Studio.Net, etc.)

Working knowledge of relational database theory and use, including writing SQL queries.

Ability to develop advanced and complex electronic forms containing graphic user interfaces, automated

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edits, multiple pages, multiple databases, macros, multiple form population, online instructions, etc.

Ability to learn assigned tasks within a reasonable time, to adhere to prescribed routines, and to develop proficient skill in the operation of office equipment.

Ability to read English effectively.

Ability to write documents and manuals using proper English and Grammar.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to comprehend and follow complex oral and written instruction.

Ability to handle and maintain restricted and confidential information in a professional manner.

Ability to prioritize and organize work effectively and handle multiple projects simultaneously with varying demands and deadlines.

Ability to organize surveys, studies, and analyses; to prepare written reports and recommendations; and prepare and make presentations concerning form use.

Ability to make presentations regarding the forms and procedures developed by the division.

Ability to work as part of a cooperative team with deadlines and fiscal constraints.

Ability to operate modern office equipment (e.g., personal computer, printer, scanner, typewriter, facsimile machine, copier, telephone, calculator, etc.).

Ability to establish and maintain harmonious working relationships with others (e.g., all levels of Patrol personnel, other state agency representatives, private industry representatives, and vendors).

Ability to serve on committees as necessary, to include travel as needed.

Ability to work independently with minimal supervision.

Ability to work for long periods at a desk or computer.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Two years experience using electronic forms design software incorporating programming languages to write scripts, edits, cross-edits and SQL queries.

AND

Successful completion of 60 hours of college level courses, with at least 15 semester hours in computer science or closely related areas. (Professional or technical experience as indicated above may be substituted on a year-for-year basis for the required formal education.)

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OR

Two years as a Forms Analyst I