



OKLAHOMA BUREAU OF NARCOTICS AND DANGEROUS DRUGS CONTROL
VACANCY ANNOUNCEMENT
UNCLASSIFIED POSITION

Opening Date: February 26, 2016

Closing Date: March 11, 2016

Job Family / Code: GRANT PMP Help Desk Analyst (8101)
Position Numbers: 47700111
Announcement Number: 16-2
Salary : \$2,750.00 per month
Number of Vacancies: 1
Work Locations: Oklahoma City Headquarters Office
Division: Diversion

Application Filing Procedures: Please submit to Human Resources on or before the closing date:

- Cover letter identifying title of the position, announcement number and daytime contact information including email address
- Resume
- If currently a state employee, please provide current or most recent PMP evaluation.

Requirements: A selected *classified* applicant must sign a letter of understanding that they are resigning the classified service to accept the position in the unclassified service.

Subsequent to the conditional offer of employment, a background investigation, polygraph, and drug test must be successfully completed.

Overview: The Prescription Monitoring Program (PMP) Help Desk Analyst will act as the point of initial contact to provide assistance in the resolution of user and support issues and to provide research and resolution to problems by responding to questions received via telephone calls and electronic mail in a timely manner.

Work Duties:

- Answers requests for assistance or forwards them to appropriate personnel
- Interviews caller regarding the specific nature of their request, evaluates stated problems, set appropriate priorities within guidelines, communicates effectively, and provides help over the phone, via e-mail and in person
- Acquires and maintains current knowledge of relevant support policies in order to provide accurate solutions to system users
- Provides for follow up on reported problems
- Assists in updating manuals and other relevant materials
- Participates in team projects that enhance the quality or efficiency of service
- May coordinate materials and supplies for classes, workshops and meetings
- May gather and compile data and prepare reports
- May assist in data entry and maintenance of records
- May assist in coordinating training events
- May assist in verifying that pharmacies and physicians are in compliance with state law, policies and the timely correction of missing or incorrect data
- Performs related duties as required or assigned

Education and Experience Requirements: High school degree or equivalent GED and one year successful experience with computer applications, telephone equipment and demonstrated ability to communicate with a wide variety people both orally and in writing. Strong skills in one area may substitute for other areas.

Qualifications:

- Use of standard office equipment including computers
- Use of Microsoft Office 2010 or later
- Standard office practices and procedures
- Telephone techniques and etiquette
- Familiarity with telephone equipment and voice mail
- Record keeping techniques
- Effective interpersonal and communications skills

Knowledge, Skills and Abilities

- Operate standard office equipment, including computers and peripheral equipment
- Clearly and effectively present information and issues, both orally and in writing, to medical professionals, law enforcement personnel and the general public
- Read, analyze and interpret manuals, procedures and instructions
- Communicate effectively, both orally and in writing, using tact, diplomacy and patience
- Provide for follow up on reported problems
- Prioritize and schedule work
- Train others, over the phone, via e-mail or in person, in the use of specific computer applications at the level appropriate to this function
- Exercise sound judgment within policy and procedural guidelines
- Understand and follow oral and written directions
- Establish and maintain effective working relationships with those contacted in the course of the work
- Able to work under pressure and time constraints

Application materials must be received by 5 p.m. on the closing date. Send to: OBN Headquarters: 419 N.E. 38th Terrace, Oklahoma City, OK 73105 or email directly to HR at cnolen@obn.state.ok.us
Contact Crystal Nolen with questions at: 405-530-3145 / 1-800-522-8031

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