

POSITION DESCRIPTION

AGENCY/DEPT ID
Administrative Services
DAS515120

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
Information Technology Services

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005476

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
College Intern

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

Permanent
 Temporary
 Intermittent

Classified
 Unclassified

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 22
PR N/A
Page 1 of 1

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m. **(Schedule is flexible depending on interns school schedule.)**

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
85	Assists Digital Government (DG) with various duties related to the Ohio Business Gateway program (OBG), and Ohio portal & web hosting services, including: performing website updates using content management software; tracking helpdesk tickets/issues; assistance with implementing the IT Asset Management (ITAM) program (i.e. providing metrics, dashboards and reports for ITS management); preparing documents using Microsoft Office desktop software (e.g. Word, Excel, Power Point); researching IT solutions and associated costs; drafting internal office procedures; scheduling meetings, preparing agendas, and taking meeting notes; responding to incoming calls and correspondence (via phone, fax, and/or email), as well as identifying and engaging appropriate state resources to provide further assistance; tracking vendor contracts, invoices, and timesheets; managing the configuration and delivery of the units' services; supporting partner agencies and their use of the units' services; Ensuring content for Digital Government-managed enterprise portals (including Ohio.gov and the Ohio Business Gateway); making periodic site backups; updating supporting systems; managing user accounts reviewing statewide Web content; keeping portal content up-to-date; monitoring and reporting on feedback surveys; providing project support for enterprise system projects; researching industry trends and state IT policy.	Knowledge of (1) information technology, business administration, public policy or related field;(2) computer &/or network hardware, software, operating systems, & procedures (3) operation of microcomputers & peripheral equipment; Skill in (4) operation of a personal computer & associated software (e.g., MS Word, Excel, Power Point). Ability to (5) pay attention to detail; (6) carry out instructions in written, oral or picture form; (7) file & maintain records accurately; (8) apply principles to solve practical, everyday problems; (9) deal with problems involving several variables in familiar context; (10) interpret a variety of technical material in books, manuals & audiovisual form; (11) communicate orally on technical & non-technical matters; (12) use proper research methods in gathering data.
15	Assist other OIT Digital Government management staff when necessary with day-to-day administrative duties. Position is unclassified per Section 124.11(A)(12) of Ohio Revised Code.	Knowledge of 1, 2, 3. Skill in 4. Ability to 5, 6, 7, 8, 9, 10, 11, 12 Major Course(s) of Study: Business Administration, Public Policy, Political Science, Economics, Accounting or related fields.

JOB TITLE
College Intern

JOB CODE
99940

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7-19-12