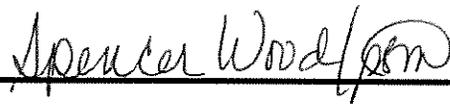


POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION OFFICE OF INFORMATION TECHNOLOGY	UNIT OR OFFICE ISD/Information Technology Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005481	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>												
			Agency Organizational Tree												
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION												
	<input type="checkbox"/> Permanent <input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input type="checkbox"/> Classified <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> 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.															
JOB DESCRIPTION AND WORKER CHARACTERISTICS															
<table border="1"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">70</td> <td style="vertical-align: top;">Under direction of Department of Administrative Services (DAS), IT Services management: assists in End User Support, troubleshooting user problems, workstations & other devices for hardware/software & networked & stand-alone hardware/software; copies desktop images to workstation using duplication software; moves networked & stand-alone hardware/software; receives & logs help desks tickets for all support work (emailed, phone, walk-by, etc.)</td> <td style="vertical-align: top;"> Knowledge of (1) networks workstations, printers & related devices; (2) hardware/software & networked/client applications; (3) computer science; (4) human relations. Skill in (5) operation of a personal computer & peripherals; (6) hardware & software installation. Ability to (7) define problems, collect data, establish facts, draw valid conclusions & initiate solutions; (8) interpret extensive variety of technical material in books, journals & manuals; (9) apply principles to solve practical, everyday problems; (1) handle inquiries from & contacts with officials & general public. </td> </tr> <tr> <td style="vertical-align: top;">30</td> <td style="vertical-align: top;">Under direction of Management Staff; prepares equipment for salvage, deploys equipment, reports inventory changes (PC/laptop, monitor)</td> <td style="vertical-align: top;"> Knowledge of 1, 2, 3, (11) inventory control practices & principles. Skill in 5. Ability to 7, 9 and 10. </td> </tr> <tr> <td colspan="3"> Position is unclassified per Section 124.11(A12) of Ohio Revised Code. </td> </tr> </tbody> </table>				%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	70	Under direction of Department of Administrative Services (DAS), IT Services management: assists in End User Support, troubleshooting user problems, workstations & other devices for hardware/software & networked & stand-alone hardware/software; copies desktop images to workstation using duplication software; moves networked & stand-alone hardware/software; receives & logs help desks tickets for all support work (emailed, phone, walk-by, etc.)	Knowledge of (1) networks workstations, printers & related devices; (2) hardware/software & networked/client applications; (3) computer science; (4) human relations. Skill in (5) operation of a personal computer & peripherals; (6) hardware & software installation. Ability to (7) define problems, collect data, establish facts, draw valid conclusions & initiate solutions; (8) interpret extensive variety of technical material in books, journals & manuals; (9) apply principles to solve practical, everyday problems; (1) handle inquiries from & contacts with officials & general public.	30	Under direction of Management Staff; prepares equipment for salvage, deploys equipment, reports inventory changes (PC/laptop, monitor)	Knowledge of 1, 2, 3, (11) inventory control practices & principles. Skill in 5. Ability to 7, 9 and 10.	Position is unclassified per Section 124.11(A12) of Ohio Revised Code.		
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JOB CODE 99940	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 												
			DATE 9/26/14												