POSITION DESCRIPTION

AGENCY/DEPT ID	
DAS500000	

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/ITS/Endpoint	Franklin

POSITION NUMBER 20005493

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
College Intern	SEE TABLE OF ORGANIZATION

☐ Permanent ☒ Temporary ☐ Intermittent	☐ Classified ☒ Unclassified	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22 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 TITLE College Intern

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Responsibilities include supporting the Office of Information Technology (OIT)/Information Technology Services (ITS) team in troubleshooting networks, workstations, printers & other devices for hardware/software & networked/client applications; assists in installation & testing of networked & stand alone hardware/software; copies desktop images to workstation using duplication software; moves networked & stand alone hardware/software; receives & logs help desk customer support calls.	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 date, 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; (10) handle inquiries from & contacts with officials & general public.
30	Collects & maintains inventory records in Desktop Services database; labels workstations, printers & other hardware devices.	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(A)(12) of Ohio Revised Code.	**Major Area of Study: Computer Science**

JOB CODE 99940 APD 7-10-15 UB

SQA 6/15

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		6-11-11