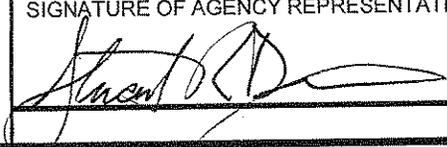


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505150
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Consolidated Help Desk/Admin	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006011	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Help Desk & Administration Deputy		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006009 Deputy Director 6	
	<input checked="" type="checkbox"/> Permanent <input 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  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am    TO: 5:00 pm			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
45	Assists Deputy State Chief Information Officer (CIO) by directing the non-technical, day-to-day operations of the Office of Information Technology (OIT) Consolidated Help Desk (e.g., OAKS, Enterprise Computing, Enterprise Shared Services, & Network Services): provides advice & guidance to Administrator & Deputy Director in developing & implementing strategy for OIT Consolidated Help Desk deployment; creates long-range strategic plans in the areas of budgeting, equipment resourcing, workforce staffing, organizational development & training; develops & implements policies & procedures for help desk; leads help desk integration by working closely with the managers & staff & coordinates activities with existing help desks; creates & communicates the Consolidated Help Desk's mission, vision, goals & objectives to state government; manages office priorities; represents OIT Consolidated Help Desk at high-level meetings; creates, receives & responds to correspondence; develops promotional information (e.g., brochures, web site updates, job aids & manuals); creates all reports & other metrics; writes & issues directives & memoranda under own signature; coordinates tier two (2) & three (3); conducts help desk training for state's senior managers.	Knowledge of (1) Help Desk procedures; (2) strategic planning; (3) time management; (4) budgeting; (5) risk assessment; (6) workforce staffing & organizational development; (7) project planning; Skill in (8) operation of personal computer & associated hardware/software; Ability to (9) manage multiple demands or tasks on projects; (10) define problems, collect data, establish facts & draw valid conclusions; (11) communicate effectively orally & in writing with diverse groups; (12) review & evaluate project progress; (13) write concise & accurate reports.		
35	Manages & processes overall activity of OIT Consolidated Help Desk: responds to select customer &/or issues (i.e., the difficult customer or issue); may interview customers to assess the nature & extent of issues & determine customer satisfaction; uses several help desk software tools (i.e., Customer Relationship Management, HP Openview, Service Desk) across multiple programs (Ohio Administrative Knowledge System, Enterprise Computing, Enterprise Shared Services) to document issues; maintains statistic support of key performance indicators; ensures goals & objectives of the consolidation are achieved by monitoring daily performance, adjusting schedules, training & counseling of employees; schedules help desk meetings & retreats; attends industry standard seminars & conferences	Knowledge of 1, 2, 3, 5, 6, 7 Skill in 8 Ability to 9, 10, 11, 12, 13		
JOB CODE TITLE Deputy Director 3	List Position Numbers & Job Titles of Positions Directly Supervised: 20006335 IT Manager 2 20006017 Administrative Assist 4 20075122 Management Analyst Supervisor 2		SIGNATURE OF AGENCY REPRESENTATIVE 	
JOB CODE 61313			DATE 2/5/10	

Cpd 3/8/10 eb

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505150
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Consolidated Help Desk/Admin	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006011	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION Help Desk & Administration Deputy		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006009 Deputy Director 6	
	<input checked="" type="checkbox"/> Permanent <input 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  Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am    TO: 5:00 pm			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
20	Supervises administrative & customer service relations personnel on behalf of Deputy State CIO: oversees strategic & tactical planning, policies, procedures & standards for division, oversees development, review, maintenance & distribution of strategic planning documents, policies, procedures & guidelines; participates in development of reorganization & operation of all program areas within ISD (e.g., Enterprise Shared Services, Enterprise Computing, Unified Network Services, MARCS, Windows System Services); acts as agency liaison for all ISD services & ensures quality control; oversees staff acquisition & team development as needed; prepares variety of regular reports for senior management & stakeholders; identifies risks & risk response control as needed; prepares all closeout activities when project is completed.	Knowledge of 1, 2, 3, 5, 6, 7 Skill in 8 Ability to 9, 10, 11, 12, 13		
JOB CODE TITLE Deputy Director 3	List Position Numbers & Job Titles of Positions Directly Supervised: 20006335 IT Manager 2 20006017 Administrative Assist 4 20075122 Management Analyst Supervisor 2		SIGNATURE OF AGENCY REPRESENTATIVE 	
JOB CODE 61313			DATE 2/5/10	

Add 3/8/10 CB