

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505130
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Customer Service Center	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 Customer Service Center Administrator	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006009 Deputy Director 6	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Classified <input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt	Bargaining Unit
If FLSA Exempt, exemption type:		Page 1 of 2	
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm			
JOB DESCRIPTION AND WORKER CHARACTERISTICS			
%	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 Customer Service Center (CSC) (e.g., OAKS, Enterprise Computing, Enterprise Shared Services, & Network Services): provides advice & guidance to Administrator & Deputy Director in developing & implementing strategy for CSC deployment; creates long-range strategic plans in the areas of budgeting, equipment resourcing, workforce staffing, organizational development & training; develops & implements policies & procedures for CSC; leads CSC integration by working closely with the managers & staff; coordinates activities with existing help desks; creates & communicates the CSC mission, vision, goals & objectives to state government; manages office priorities; represents CSC 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 CSC training for state's senior managers.	Knowledge of (1) customer service center 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 the CSC: 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 20006357 IT Consultant 3		SIGNATURE OF AGENCY REPRESENTATIVE 
JOB CODE 61313			DATE 7/9/10

JOB CODE TITLE Deputy Director 3
 Job Code 61313
 App'd 7/9/10 *[Signature]*

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JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
20	Supervises administrative & CSC 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		
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appd 7/9/10 *Per*