

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 20006357	<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		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006335 Information Technology Manager 2	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input 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			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
JOB CODE TITLE Information Technology Consultant 3	25	Provides technical advice & direction to Customer Service Center (CSC) Manager regarding activities which serve multiple state agencies: analyze performance activities & documented resolutions, identify problem areas, devise & deliver solutions to current issues & prevent future problems; assess need for any system reconfiguration based on request trends & make recommendations; analyze business processes, identify alternate solutions, asses feasibility & recommend new approaches for continual improvement; manage all procedures related to the identification, prioritization & resolution of end user requests (i.e., monitoring, tracking & coordination of CSC functions); formulates & implements technical policies, standards & procedures for CSC; prepares budgets.	Knowledge of (1) capacity planning techniques; (2) employee training & development; (3) computer science (4) networking operation systems & protocols (5) systems analysis & design; (6) customer service center methodologies (7) fiscal operations/budgeting; (8) customer relations management; (9) meeting management techniques. Skill in: (10) use of personal computer. Ability to: (11) deal with many variables & determine specific action; (12) read & interpret extensive variety of technical information systems material; (13) communicate verbally or in writing on technical & non-technical matters; (14) interpret complex technical documents & position papers; (15) write status reports & policy documents; (16) effectively resolve service level issues.	
	50	Directs & oversee the daily operations & activities of the CSC; manages the processing & coordination of appropriate & timely responses to incident reports (i.e., forwarding requests for help to appropriate function areas for resolution, monitors resolution activity & keeps clients appraised of progress; manages the processing of incoming requests to ensure courteous, timely & effective resolution to end user issues; oversees & responsible for the control, update & distribution of quality standards of the CSC; perform defined tasks to monitor service delivery against service level agreements & maintain relevant records of information; track & analyze trends in CSC requests & generates statistical reports.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9. Skill in 10 Ability to 11, 12, 13, 14, 15, 16.	
JOB CODE 64163	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	
	20075122 Mgmt Analyst Supv 2 20006412 Info Tech 1 20006409 Info Tech 1 20006413 Info Tech 1 20006411 Info Tech 1		DATE 4-14-11	

appd 3/4/11 pen

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AGENCY/DEPT ID
DAS505130

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Franklin

POSITION NUMBER
20006357

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006335 Information Technology Manager 2

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit

If FLSA Exempt, exemption type:

Page 2 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
25	Responsible for the development, implementation & administration of CSC staff training procedures & policies; analyzes, identifies & plans the education program & delivery mechanisms to ensure staff skills are in line with business needs & future strategy; coaches & mentors CSC staff; supervises staff, performs staff evaluations; represents CSC at meetings with state agencies, conferences & technical committees.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, (17) supervisory principles & techniques. Skill in 10 Ability to 11, 12, 13, 14, 15, 16.

JOB CODE TITLE
Information Technology Consultant 3

JOB CODE
64163
apd 3/4/11 [Signature]

List Position Numbers & Job Titles of Positions Directly Supervised:

20075122 Mgmt Analyst Supv 2	20006412 Info Tech 1
20006409 Info Tech 1	20006413 Info Tech 1
20006411 Info Tech 1	

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

4-14-11