

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006394	<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 Customer Service Center Supervisor		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<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: ADMIN	Bargaining Unit 22 PR 15 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): WORKING DAYS: Monday through Friday TIME: 8:00 AM – 5:00 PM			

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	On behalf of the Department of Administrative Services (DAS), Office of Information Technology (OIT), Infrastructure Services Division (ISD), supervises both permanent & rotating information technology (IT) staff in the customer service center (CSC) that analyze & create incident & problem tickets in order to support the agency mission for both internal & external customers; monitors tickets to insure proper & timely resolution; provides guidance on issues & follows escalation procedures; assigns & prioritizes work assignments; establishes & enforces unit policies & procedures; responsible for providing direction for the staff related to the CSC services (e.g., applications, email, mainframe, network, security, servers & storage); compiles & provides technical & policy-related advice in order to aid CSC Administrator in decision-making; scheduling & approval of Employee Work Hours Record & OAKS Timesheet for direct reports; generates CSC ticket reports & distributes to management; responsible for after business hours/weekends/holiday staffing of the CSC, OAKS processing escalation, & after hours awareness reports.	Knowledge of (1) computer hardware, software & operating (e.g. ServiceOne, Footprints, OAKS HCM/ELM/CRM & JES2/JES3*); (2) IT standards, policies & procedures*; (3) Sharepoint, fire-walls; (4) supervision techniques (5) agency policies & procedures *(e.g. work rules, work deadlines); (6) public relations, customer service; (7) government structure & process; (8) project management & project lifecycle. Skill in (9) operation of personal computer & associated hardware/software (e.g. ServiceOne, Footprints); (10) use of web development software (e.g. content management software). Ability to (11) define problems, collect data, establish facts & draw valid conclusions; (12) gather, collate & classify information about data, people or things; (13) handle complex & sensitive telephone, written & face-to-face contacts with employees, general public, private & government officials; (14) develop & write policies and procedures; (15) write accurate & concise reports; (16) conduct necessary research/retrieval of data & provide appropriate response verbally and/or in writing to customers; (17) prioritize & efficiently & effectively handle multiple tasks. *Developed after employment.

JOB CODE 64118	List Position Numbers & Job Titles of Positions Directly Supervised: SEE TABLE OF ORGANIZATION	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2-5-15
			3/5/15

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AGENCY/DEPT ID
Department of Administrative Services
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DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD

COUNTY OF EMPLOYMENT
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POSITION NUMBER
20006394

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Customer Service Center Supervisor
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: SEE TABLE OF ORGANIZATION

Permanent Classified Overtime: Eligible Exempt Bargaining Unit 22
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: ADMIN PR 15
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
WORKING DAYS: Monday through Friday TIME: 8:00 AM – 5:00 PM

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
35	Provides technical computer assistance & information to users; coordinates work between the service owners IT staff; plans, directs & appraises work of the CSC staff & manages office auxiliary functions (i.e. assists customers with concerns, acts as liaison for services within the CSC, assists with on-boarding processes for new employees); prepares & directs correspondence with customers; provides reports & summaries pertaining to CSC data; assists with & independently manages IT projects as assigned; researches best practices in IT to support cost-savings & efficiency standards for CSC services provided to DAS customers; MS-ISAC (MULTI-STATE INFORMATION SHARING AND ANALYSIS CENTER) Network Support coordinator within the CSC .	<p>Knowledge of 1, 2*, 3, 5*, 6, 7, 8 Skill in 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17</p> <p>*Developed after employment.</p>

JOB CODE TITLE
Information Technology Supervisor 2

APD 3-9-15 *URS*

JOB CODE
64118

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SEE TABLE OF ORGANIZATION

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

2-5-15

6 PD 2/5/15