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 20006403

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

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

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☐ Eligible ☒ 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: Sunday through Thursday TIME: 11:30 PM to 8:00 AM

JOB CODE TITLE Information Technology Supervisor 2

JOB CODE 64118

APD 3-9-15 WB

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, firewalls; (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.

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

SRD 2/5/15

POSITION DESCRIPTION

AGENCY/DEPT ID
Department of Administrative Services
DAS500000

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

POSITION NUMBER 20006403

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

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

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

NORMAL WORKING HOURS (Explain unusual or rotating shift):
WORKING DAYS: Sunday through Thursday TIME: 11:30 PM to 8:00 AM

JOB CODE TITLE Information Technology Supervisor 2

JOB CODE 64118

APD 3-4-15

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 .	**Knowledge of** 1, 2*, 3, 5*, 6, 7, 8 **Skill in** 9, 10. **Ability to** 11, 12, 13, 14, 15, 16, 17 *Developed after employment.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
SEE TABLE OF ORGANIZATION		SRD 2/5/15