

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Customer Service Center

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006409

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
CSC Support

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 14
PR - 30
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

Working Days: Monday to Friday; Working Hours – 7:00 AM to 4:00 PM

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
75	<p>Provides support and services within the customer service center (CSC) to support applications, email, mainframe, network, security, servers & storage services for multiple state agencies, boards & commissions. Creates, and analyzes incident & problem tickets to insure proper completion and assignment of incident or service request. Follows established policy and procedures for prioritization categorization. Follows up to insure resolution within time limits prescribed by service level agreements (SLAs); follows escalation procedures; Initiates first level resolution within confines of access and security authority, utilizing published processes and procedures.</p>	<p>Knowledge of (1) computer hardware, software & operating (e.g. ServiceNow, OAKS HCM/ELM/CRM) (2) IT standards, policies & procedures*; (3) Sharepoint, firewalls; (4) agency policies & procedures *(e.g. work rules, work deadlines); (5) public relations, customer service; (6) government structure & process;</p> <p>Skill in (7) operation of personal computer & associated hardware/software (e.g. ServiceNow, Footprints);</p> <p>Ability to (8) define problems, collect data, establish facts & draw valid conclusions; (9) gather, collate & classify information about data, people or things; (10) handle complex & sensitive telephone, written & face-to-face contacts with employees, general public, private & government officials; (11) write accurate & concise reports; (12) conduct necessary research/retrieval of data & provide appropriate response verbally and/or in writing to customers; (13) prioritize & efficiently & effectively handle multiple tasks; (14) get along with others.</p>

JOB TITLE
Information Technologist I

JOB CODE
69921
APD VAD 11/23/15

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



11/6/15

