

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 20006440 JOB CODE TITLE Information Technology Supervisor 2 JOB CODE APP 3-9-15 URS 64118	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	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 Wednesday – 3:30 pm to 12:00 am; and Saturday & Sunday – 7:00 am – 4:00 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, 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: SEE TABLE OF ORGANIZATION	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2/5/15 5RB A-5-13	

