



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

POSITION NUMBER 20006411	<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 CSC Tier 1 HelpDesk Provider		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 checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt  If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 33 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): <b>Working Days: MONDAY – FRIDAY      Working Hours: Can start as early as 7:00 am</b>			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
20	Provides technical computer assistance & information to users; assist with CSC 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 & IT projects as assigned.	<b>Knowledge of 1-5*</b> <b>Skill in 6</b> <b>Ability to 7 - 12</b>		
<i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i>		*Developed after employment.		
JOB CODE TITLE Information Technologist 3  JOB CODE 69923	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 12/14/16	