

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

POSITION NUMBER 20006413 JOB CODE TITLE Information Technology Supervisor 3 JOB CODE 64117	<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		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): FROM: 8:00 a.m. TO: 5:00 p.m.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
65	Supervises both permanent & rotating Tier 1, 2, and 3 Infrastructure Specialist staff in the customer service center (CSC) to support applications, email, mainframe, network, security, servers & storage services for multiple state agencies, boards & commissions. Oversees daily operations of CSC activities that is staffed 7 days/24 hours: monitors work in progress; monitors, creates & analyzes incident & problem tickets to insure proper & timely resolution within time limits prescribed by service level agreements (SLAs); ensures SLA requirements are met; provides guidance on issues & follows escalation procedures; assigns & prioritizes tasks & projects; assists staff in identifying & resolving difficult problems; 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); schedules & ensures call center coverage; approves leave; initiates discipline; prepares performance evaluations; creates performance goals aligned with the divisions mission statement; 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. Direct reporting staff include OAKS Customer Service, CSC Tier1, mainframe operations and Directory Assistance.	Knowledge of (1) computer hardware, software & operating (e.g. ServiceNow, 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. ServiceNow, 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 4/14/15 	

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POSITION NUMBER
20006413

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

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: ADMIN

Bargaining Unit 22
PR 15
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

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.	<p>Knowledge of 1-8*</p> <p>Skill in 9-10</p> <p>Ability to 11-17</p> <p>*Developed after employment.</p>

JOB CODE TITLE
Information Technology Supervisor 3

APD 6/1/15 US

JOB CODE
64117

List Position Numbers & Job Titles of Positions Directly Supervised:

SEE TABLE OF ORGANIZATION

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

4/16/15

SPD 4/16/15