



<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION OFFICE OF INFORMATION TECHNOLOGY	UNIT OR OFFICE ISD/Customer Service Center	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20073572	<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 Computer Network Defense Analyst		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 9 PR 29 Page 2 of 2

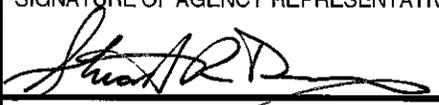
NORMAL WORKING HOURS (Explain unusual or rotating shift):  
**8 hour shift between the hours of 6:00 am to 7:00 pm (may include some weekends and holidays)**

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Under general supervision provides overflow and backup 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, analyzes day-to-day operations to detect processing trends & system restrictions in order to identify & resolve chronic system accessing & networking problems; analyzes current operational procedures to recommend productivity enhancements	<b>Knowledge of 1-3*; 5-7.</b> <b>Skill in 8-9.</b> <b>Ability to 10-20.</b>
5	Upon direction by Supervisor, acts as back-up for telephone directory assistance email response and calls; Performs other related duties as assigned: makes copies of training & office materials; creates & maintains reports; faxes information; assists with other project functions attends staff meetings; serves on process improvement teams; attends variety of training seminars & classes; assists in training new staff members.	<b>Knowledge of 1-7*.</b> <b>Skill in 8-9.</b> <b>Ability to 10-13.</b>

\*developed after employment.

JOB CODE  
64433  
 JOB CODE TITLE  
Customer Service Assistant 3  
 APD 10-2-15 V

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 9/17/15
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