

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
SDD/OAKS Help Desk

POSITION NUMBER  
20075122

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Help Desk Supervisor

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006010 Data Systems Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8 hour shift between hours of 6:00 am & 7:00 pm including some weekends

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	Serves as agency manager for Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft application) Help Desk: develops & implements help desk policies, procedures, mission, vision & goals; supervises, directs, & oversees day-to-day activities of Customer Service Assistants (CSAs) (e.g., provides work direction, plans & assigns work schedules, conducts performance evaluations, researches & develops training, approves time & leave, initiates discipline when needed, sets goals, conducts interviews & makes hiring recommendations); participates in development of strategic plans (e.g., budgeting, equipment resourcing, workforce staffing, facilities management, training/organizational development, performance management); serves as spokesperson for OAKS Help Desk; ensures help desk compliance with appropriate state laws, rules &/or policies (e.g., ORC, OAC, federal laws & rules); attends management meetings; facilitates resolution to-difficult functional problems; schedules meetings &/or training sessions for the help desk Administrator & staff; creates, oversees development & provides interpretation of help desk reports & metrics (e.g., PeopleSoft Query, Automatic Call Distribution System, Customer Relations Management System, daily bulletin & Share Point); develops & implements telephone scripts, job aids, procedure manuals, guidelines & FAQ sheets.	Knowledge of (1) OAKS modules; (2) supervision principles; (3) business administration; (4) help desk or call center processes, procedures, & management; (5) PeopleSoft Customer Relations Management System; (6) Share-point*; (7) employee training & development; (8) budgeting; (9) state laws, rules, & policies related to help desk*; Skill in (10) operation of personal computer & associated hardware/software (e.g., Microsoft Office Suite, PS Query, Cognos); Ability to (11) deal with many variables & determine specific course of action; (12) use proper research methods in gathering data; (13) draft &/or edit administrative policies, procedures, informational booklets & directives; (14) gather, collate & classify information.
20	Assists staff in responding to higher-level help desk inquiries: responds to inquiries (e.g., phone, email & walk-ins) that CSAs cannot resolve; develops & provides training for office staff & OAKS users; assists in documentation & analysis of help desk issues; provides direction to staff regarding how to research & document issues & solutions; handles challenging issues &/or customers; serves as mentor for all staff; prepares agenda & minutes for meetings; oversees office budget development & controls expenditures; plans & coordinates purchase & allocation of office space, telephones, equipment & supplies; makes arrangements for meetings, seminars, conferences & meeting space.	Knowledge of 1, 2, 3, 4, 5, 6*, 7, 8, 9* Skills in 10 Ability to 11, 12, 13, 14  *developed after employment

JOB CODE TITLE  
Management Analyst Supervisor 2

JOB CODE  
63216

List Position Numbers & Titles of Positions Directly Supervised:  
20075123 Customer Svc Assist 1  
20075124 Customer Svc Assist 1

SIGNATURE OF AGENCY REPRESENTATIVE  
*George M... / Jr*

DATE  
12/21/07

Opd 13-21-07 CB

