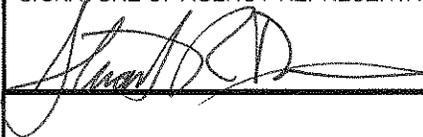


|   |   |                                  |
|---|---|----------------------------------|
| <b>POSITION DESCRIPTION</b>                                 |   | AGENCY/DEPT ID<br>DAS510120      |
| DIVISION OR INSTITUTION<br>Office of Information Technology | UNIT OR OFFICE<br>ISD/Customer Service Center | COUNTY OF EMPLOYMENT<br>Franklin |

|   |  |  |  |
|---|--|--|--|
| POSITION NUMBER<br>20075122   | <input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update   |  | Position Hyperlinked to <input type="checkbox"/> |
|   |  |  | Agency Organizational Tree                       |
|   | USUAL WORKING TITLE OF POSITION<br>Help Desk & Administration Deputy   | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR<br>20006357 Information Technology Consultant 3 |  |
|   | <input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified<br><input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified<br><input type="checkbox"/> Intermittent <input type="checkbox"/> Essential | Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt         | Bargaining Unit                                  |
| NORMAL WORKING HOURS (Explain unusual or rotating shift):<br>FROM: 8:00 am    TO: 5:00 pm |  | Page 1 of 2  |  |

| JOB DESCRIPTION AND WORKER CHARACTERISTICS |   |  |
|--|---|--|
| %  | Job Duties in Order of Importance   | Knowledge, Skills & Abilities  |
| 70   | Serves as agency manager for Ohio Administrative Knowledge System (OAKS) Help Desk & directory assistance within Customer Service Center (CSC): develops & implements help desk policies, procedures, mission, vision & goals; supervises, directs, & oversees day-to-day activities of Customer Service Assistants (CSAs) & telephone operators (e.g., provides work direction, plans & assigns work schedules, conducts performance evaluations, researches & develops training, approves time & leave, initiates discipline, 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 & directory assistance; 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) Sharepoint; (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 & telephone operators 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<br>Skills in 10<br>Ability to 11, 12, 13, 14  |

|                   |  |  |                |
|-------------------|--|--|----------------|
| JOB CODE<br>63126 | List Position Numbers & Job Titles of Positions Directly Supervised:<br>20075123 Customer Svc Assist 1    20006399 Telephone Operator 1<br>20075124 Customer Svc Assist 1    20006400 Telephone Operator 1<br>20073569 Customer Svc Assist 1    20006401 Telephone Operator 1<br>20073573 Customer Svc Assist 1    20006402 Telephone Operator 1<br>20075372 Customer Svc Assist 1 | SIGNATURE OF AGENCY REPRESENTATIVE<br> | DATE<br>7/9/10 |
|-------------------|--|--|----------------|

JOB CODE TITLE  
Management Analyst Supervisor 2  
 appd 7/9/10 *PM*

|   |   |                                  |
|---|---|----------------------------------|
| <b>POSITION DESCRIPTION</b>                                 |   | AGENCY/DEPT ID<br>DAS510120      |
| DIVISION OR INSTITUTION<br>Office of Information Technology | UNIT OR OFFICE<br>ISD/Customer Service Center | COUNTY OF EMPLOYMENT<br>Franklin |

|                             |  |   |   |                                    |
|-----------------------------|--|---|---|------------------------------------|
| POSITION NUMBER<br>20075122 | <input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update   |   | Position Hyperlinked to <input type="checkbox"/><br>Agency Organizational Tree  |                                    |
|                             | USUAL WORKING TITLE OF POSITION<br>Help Desk & Administration Deputy   |   | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR<br>20006357 Information Technology Consultant 3.                           |                                    |
|                             | <input checked="" type="checkbox"/> Permanent<br><input type="checkbox"/> Temporary<br><input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified<br><input type="checkbox"/> Unclassified<br><input type="checkbox"/> Essential | Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt<br>If FLSA Exempt, exemption type: | Bargaining Unit<br><br>Page 2 of 2 |
|                             | NORMAL WORKING HOURS (Explain unusual or rotating shift):<br>FROM: 8:00 am    TO: 5:00 pm                                    |   |   |                                    |

| JOB DESCRIPTION AND WORKER CHARACTERISTICS |  |   |
|--|--|---|
| %  | Job Duties in Order of Importance  | Knowledge, Skills & Abilities   |
| 10   | Performs other related duties as assigned: identifies areas of significant change for process improvement; attends staff meetings. | Knowledge of 1, 3, 4, 5, 9<br>Skills in 10,<br>Ability to 11, 12, 14.<br><br><u>Position Specific Minimum Qualifications</u><br>12 mos. exp. managing a help desk or call center. |

JOB CODE TITLE  
 Management Analyst Supervisor 2

App'd 7/9/10 *PSM*

JOB CODE  
 63126

|  |  |                |
|--|--|----------------|
| List Position Numbers & Job Titles of Positions Directly Supervised:<br>20075123 Customer Svc Assist 1    20006399 Telephone Operator 1<br>20075124 Customer Svc Assist 1    20006400 Telephone Operator 1<br>20073569 Customer Svc Assist 1    20006401 Telephone Operator 1<br>20073573 Customer Svc Assist 1    20006402 Telephone Operator 1<br>20075372 Customer Svc Assist 1 | SIGNATURE OF AGENCY REPRESENTATIVE<br> | DATE<br>7/9/10 |
|--|--|----------------|