

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Customer Service Center

State County Agency New Position Change
Agency

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Customer Service Center Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006009 Deputy Director

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00am to 5:00pm

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
80	<p>Provides advice & guidance to administrators, Deputy Directors, & managers of the Office of Information Technology (OIT) Customer Service Center (CSC) (e.g., OAKS, Enterprise Computing, Enterprise Shared Services & Network Services); develops & implements strategy, policies & procedures for OIT/CSC deployment in conformance with the Information Technology Infrastructure Library (i.e., ITIL, industry standard framework for providing guidance specific to information technology (IT) service delivery & support processes); advises administrator on long-range strategic information technology (IT) plans in the areas of budgeting, equipment resourcing, workforce staffing, organizational development & training; formulates & implements policies & procedures for CSC; manages system design & development of multiple control standards, productivity tool analysis; leads integration of existing help desks into the CSC by working closely with managers & staff & coordinating activities; creates & communicates CSC's mission, vision & goals to state government & the OAKS program; evaluates & recommends CSC software & hardware; manages office priorities; represents CSC at high-level meetings; creates, receives & responds to correspondence; develops promotional information (e.g., brochures, web site updates, job aids, manuals); approves all reports & other metrics; writes & issues directives & memoranda under own signature; coordinates tier 2 & 3 responses; conducts CSC training for state's senior managers; CSC's tier 3 staff & manager; supervises lower-level help desk managers.</p>	<p>Knowledge of (1) computer science; (2) ITIL Framework; (3) project management life cycle methodologies; (4) computer hardware & software; (5) time management; (6) strategic planning; (7) call center administration (e.g., budgeting, equipment resourcing, workforce staffing); (8) organizational development; (9) employee training & development; (10) supervision; (11) customer service techniques; Skill in (12) operation of personal computer & associated hardware/software; Ability to (13) manage multiple demands or tasks on projects; (14) define problems, collect data, establish facts & draw valid conclusions; (15) communicate effectively orally & in writing with diverse groups; (16) review & evaluate project progress; (17) write concise & accurate reports.</p>
20	<p>Manages & processes overall activity of OIT Customer Service Center: responds to select customers &/or issues (i.e., the difficult customer or issue); may interview customers to assess the nature & extent of issues & determine customer satisfaction; uses several helpdesk software tools (e.g., Customer Relationship Management (CRM), HP Openview, Service Desk) across multiple programs (e.g., OAKS, Enterprise Computing, Enterprise Shared Services) to document issues; maintains statistical support of key performance indicators; ensures goals & objectives of the consolidation are achieved by monitoring daily performance, adjusting schedules, training & counseling employees; schedules help desk meetings & retreats; attends industry standard seminars & conferences.</p> <p>Position is unclassified per 124.11(A)(9) of Ohio Revised Code and is overtime exempt.</p>	<p>Knowledge of 1, 2, 3, 4, 6, 8, 9, 10, 11 Skill in 12, (18) operation of customer relationship management software (e.g., PeopleSoft CRM, HP Openview & Service Desk) Ability to 13, 14, 15, 16, (19) handle sensitive inquiries from customers.</p>

POSITION NUMBER
20075592

JOB CODE TITLE
Information Technology Consultant 3

JOB CODE
64132

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

9/24/08

Apd 9-26-08 CB