

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/CSC

COUNTY OF EMPLOYMENT
Franklin

This row is for Information
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)

SECONDARY TECHNOLOGY (IT ONLY)

☒ Reclassification

☐ New Position

☐ Update

Position Hyperlinked to ☐

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Information Technologist 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☒ Essential

Overtime: ☒ Eligible ☐ Exempt

Bargaining Unit 09

If FLSA Exempt, exemption type:

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:30 am TO: 4:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	<p>Provides support to information system users and/or IT specialists in adherence to established CSC policies and procedures:</p> <ul style="list-style-type: none"> Provides support and services within the Customer Service Center (CSC) to support OIT services for 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 escalation procedures; initiates first level resolution within confines of access and security authority, utilizing published processes and procedures Follows up to ensure resolution within time limits prescribed by service level agreements (SLAs) Acts as liaison for services within the CSC Assists with on-boarding processes for new employees Provides reports & summaries pertaining to CSC data Collaborates with other program areas by interfacing and utilizing other IT applications or platforms. Participates in and/or provides technical IT assistance related to projects, tasks and assignments. Facilitates group assignments between the CSC and IT Service Owners, as needed. Assist with managing CSC Knowledgebase 	<p>Knowledge:</p> <ol style="list-style-type: none"> Computer hardware and software, including applications and programming Ticketing software (e.g. Service Now) Customer Service techniques and standards State and agency policies, procedures and applicable laws (e.g. first contact resolution procedure, CSC standard operating procedures) * Vision, mission and goals of agency* Training and Development <p>Skills:</p> <ol style="list-style-type: none"> Automated Call Distribution Technical writing and documentation practices (e.g. standard operating procedures, training documents, work flow diagrams) Reading/verbal comprehension (i.e. comprehend and apply written & verbal instructions) Operating PC Hardware and Software (e.g. MS Word, Excel, PPT, Outlook) Critical thinking (i.e. impact analysis, troubleshooting) Operation monitoring (i.e. assessing/monitoring process improvement) <p>Abilities:</p> <ol style="list-style-type: none"> Communication (e.g. Oral, Written, Active Listening) Problem sensitivity/problem solving Time Manage (e.g. organization and prioritization) Active learning <p>*developed after employment</p>

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3/1/77

POSITION NUMBER
20006501

JOB CODE TITLE
Information Technologist 2

JOB CODE
69922

<h1 style="margin: 0;">POSITION DESCRIPTION</h1>		AGENCY/DEPT ID DAS500000	
DIVISION OR INSTITUTION Office of Information Technology		UNIT OR OFFICE ISD/CSC	
COUNTY OF EMPLOYMENT Franklin			
This row is for Information Technology classifications ONLY		PRIMARY TECHNOLOGY (IT ONLY)	
SECONDARY TECHNOLOGY (IT ONLY)			

POSITION NUMBER 20006501	<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 Information Technologist 2		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION							
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified		Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt							
	<input type="checkbox"/> Intermittent <input checked="" type="checkbox"/> Essential		Bargaining Unit 09							
	If FLSA Exempt, exemption type:		Page 2 of 2							
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30 am TO: 4:00 pm										
JOB DESCRIPTION AND WORKER CHARACTERISTICS										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">30</td> <td style="vertical-align: top;"> <p>Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards.</p> <ul style="list-style-type: none"> Assists in developing procedures, task plans, trainings and job aids and attends meetings to gather and coordinate activities for requirements gathering. Works toward improved customer services through process and performance management Assists with & independently manages CSC initiatives Assists with managing risks and changes related to CSC processes, projects and procedures. </td> <td style="vertical-align: top;"> <p>Knowledge:</p> <ol style="list-style-type: none"> 1. Computer hardware and software, including applications and programming 2. Ticketing software (e.g. Service Now) 3. Customer Service techniques and standards 4. State and agency policies, procedures and applicable laws (e.g. first contact resolution procedure, CSC standard operating procedures) * 5. Vision, mission and goals of agency* 6. Training and Development <p>Skills:</p> <ol style="list-style-type: none"> 7. Automated Call Distribution 8. Technical writing and documentation practices (e.g standard operating procedures, training documents, work flow diagrams) 9. Reading/verbal comprehension (i.e. comprehend and apply written & verbal instructions) 10. Operating PC Hardware and Software (e.g. MS Word, Excel, PPT, Outlook) 11. Critical thinking (i.e. impact analysis, troubleshooting) 12. Operation monitoring (i.e. assessing/monitoring process improvement) <p>Abilities:</p> <ol style="list-style-type: none"> 13. Communication (e.g. Oral, Written, Active Listening) 14. Problem sensitivity/problem solving 15. Time Manage (e.g. organization and prioritization) 16. Active learning <p>*developed after employment</p> </td> </tr> </tbody> </table>					%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	30	<p>Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards.</p> <ul style="list-style-type: none"> Assists in developing procedures, task plans, trainings and job aids and attends meetings to gather and coordinate activities for requirements gathering. Works toward improved customer services through process and performance management Assists with & independently manages CSC initiatives Assists with managing risks and changes related to CSC processes, projects and procedures. 	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Computer hardware and software, including applications and programming 2. Ticketing software (e.g. Service Now) 3. Customer Service techniques and standards 4. State and agency policies, procedures and applicable laws (e.g. first contact resolution procedure, CSC standard operating procedures) * 5. Vision, mission and goals of agency* 6. Training and Development <p>Skills:</p> <ol style="list-style-type: none"> 7. Automated Call Distribution 8. Technical writing and documentation practices (e.g standard operating procedures, training documents, work flow diagrams) 9. Reading/verbal comprehension (i.e. comprehend and apply written & verbal instructions) 10. Operating PC Hardware and Software (e.g. MS Word, Excel, PPT, Outlook) 11. Critical thinking (i.e. impact analysis, troubleshooting) 12. Operation monitoring (i.e. assessing/monitoring process improvement) <p>Abilities:</p> <ol style="list-style-type: none"> 13. Communication (e.g. Oral, Written, Active Listening) 14. Problem sensitivity/problem solving 15. Time Manage (e.g. organization and prioritization) 16. Active learning <p>*developed after employment</p>
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List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 		DATE 3-31-17						