

<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 20006505	<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 type="checkbox"/> Temporary <input type="checkbox"/> Intermittent		<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential		Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:							
					Bargaining Unit 09 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												
<table border="1" style="width: 100%; border-collapse: collapse;"> <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> <tr> <td style="text-align: center; vertical-align: top;">70</td> <td style="vertical-align: top;"> Provides support to information system users and/or IT specialists in adherence to established CSC policies and procedures: <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 </td> <td style="vertical-align: top;"> Knowledge: <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 Skills: <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) Abilities: <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 style="margin-top: 10px;">*developed after employment</p> </td> </tr> </table>							%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	70	Provides support to information system users and/or IT specialists in adherence to established CSC policies and procedures: <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. 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List Position Numbers & Job Titles of Positions Directly Supervised:			SIGNATURE OF AGENCY REPRESENTATIVE 		DATE 11-6-17							

