

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000DIVISION OR INSTITUTION  
Office of Information TechnologyUNIT OR OFFICE  
ISD/CSCCOUNTY OF EMPLOYMENT  
FranklinThis row is for Information  
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER  
20006517JOB CODE TITLE  
Information Technologist 2JOB CODE  
69922☐ Reclassification☐ New Position☒ UpdatePosition Hyperlinked to ☐  
Agency Organizational TreeUSUAL WORKING TITLE OF POSITION  
Information Technologist 2POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
SEE TABLE OF ORGANIZATION☒ Permanent  
☐ Temporary  
☐ Intermittent☒ Classified  
☐ Unclassified  
☒ EssentialOvertime: ☒ 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"><li>Provides support and services within the Customer Service Center (CSC) to support OIT services for State Agencies, Boards &amp; Commissions.</li><li>Creates, and analyzes incident &amp; problem tickets to insure proper completion and assignment of incident or service request.</li><li>Follows established policy and procedures for prioritization categorization.</li><li>Follows escalation procedures; initiates first level resolution within confines of access and security authority, utilizing published processes and procedures</li><li>Follows up to ensure resolution within time limits prescribed by service level agreements (SLAs)</li><li>Acts as liaison for services within the CSC</li><li>Assists with on-boarding processes for new employees</li><li>Provides reports &amp; summaries pertaining to CSC data</li><li>Collaborates with other program areas by interfacing and utilizing other IT applications or platforms.</li><li>Participates in and/or provides technical IT assistance related to projects, tasks and assignments.</li><li>Facilitates group assignments between the CSC and IT Service Owners, as needed.</li><li>Assist with managing CSC Knowledgebase</li></ul>	<p><b>Knowledge:</b></p> <ol style="list-style-type: none"><li>Computer hardware and software, including applications and programming</li><li>Ticketing software (e.g. Service Now)</li><li>Customer Service techniques and standards</li><li>State and agency policies, procedures and applicable laws (e.g. first contact resolution procedure, CSC standard operating procedures) *</li><li>Vision, mission and goals of agency*</li><li>Training and Development</li></ol> <p><b>Skills:</b></p> <ol style="list-style-type: none"><li>Automated Call Distribution</li><li>Technical writing and documentation practices (e.g. standard operating procedures, training documents, work flow diagrams)</li><li>Reading/verbal comprehension (i.e. comprehend and apply written &amp; verbal instructions)</li><li>Operating PC Hardware and Software (e.g. MS Word, Excel, PPT, Outlook)</li><li>Critical thinking (i.e. impact analysis, troubleshooting)</li><li>Operation monitoring (i.e. assessing/monitoring process improvement)</li></ol> <p><b>Abilities:</b></p> <ol style="list-style-type: none"><li>Communication (e.g. Oral, Written, Active Listening)</li><li>Problem sensitivity/problem solving</li><li>Time Manage (e.g. organization and prioritization)</li><li>Active learning</li></ol> <p>*developed after employment</p>

List Position Numbers &amp; Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Robert Blair Jr

7-3-18

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Position Hyperlinked to ☐

Agency Organizational Tree

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Information Technologist 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
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☒ Permanent  
☐ Temporary  
☐ Intermittent

☒ Classified  
☐ Unclassified  
☒ Essential

Overtime: ☒ Eligible ☐ Exempt

Bargaining Unit 09

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30	<p>Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards.</p> <ul style="list-style-type: none"> <li>Assists in developing procedures, task plans, trainings and job aids and attends meetings to gather and coordinate activities for requirements gathering.</li> <li>Works toward improved customer services through process and performance management</li> <li>Assists with &amp; independently manages CSC initiatives</li> <li>Assists with managing risks and changes related to CSC processes, projects and procedures.</li> </ul>	<p><b>Knowledge:</b></p> <ol style="list-style-type: none"> <li>Computer hardware and software, including applications and programming</li> <li>Ticketing software (e.g. Service Now)</li> <li>Customer Service techniques and standards</li> <li>State and agency policies, procedures and applicable laws (e.g. first contact resolution procedure, CSC standard operating procedures) *</li> <li>Vision, mission and goals of agency*</li> <li>Training and Development</li> </ol> <p><b>Skills:</b></p> <ol style="list-style-type: none"> <li>Automated Call Distribution</li> <li>Technical writing and documentation practices (e.g. standard operating procedures, training documents, work flow diagrams)</li> <li>Reading/verbal comprehension (i.e. comprehend and apply written &amp; verbal instructions)</li> <li>Operating PC Hardware and Software (e.g. MS Word, Excel, PPT, Outlook)</li> <li>Critical thinking (i.e. impact analysis, troubleshooting)</li> <li>Operation monitoring (i.e. assessing/monitoring process improvement)</li> </ol> <p><b>Abilities:</b></p> <ol style="list-style-type: none"> <li>Communication (e.g. Oral, Written, Active Listening)</li> <li>Problem sensitivity/problem solving</li> <li>Time Manage (e.g. organization and prioritization)</li> <li>Active learning</li> </ol> <p>*developed after employment</p>

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Robert Blair JA

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