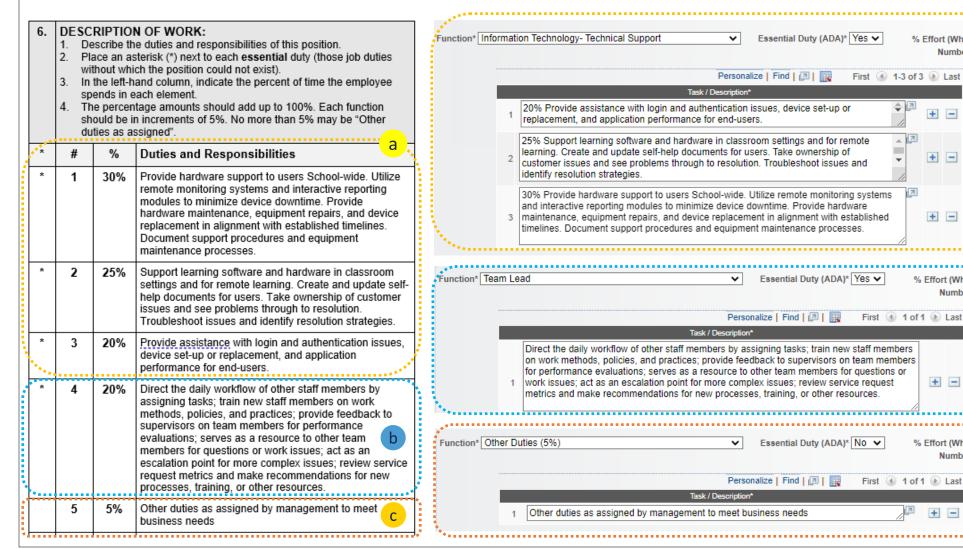- Review the Duties and Responsibilities section of the existing position description to determine how many functions you need.

  ☀ **Tip!** Use the Job Function Aid as a guide to help determine which types of duties go under which functions.

- Each Duty/Responsibility might be mapped to its own **Function** in ConnectCarolina -or- it might be appropriate to underline combine more than one Duty/Responsibility into multiple *Tasks* associated with one **Function**.
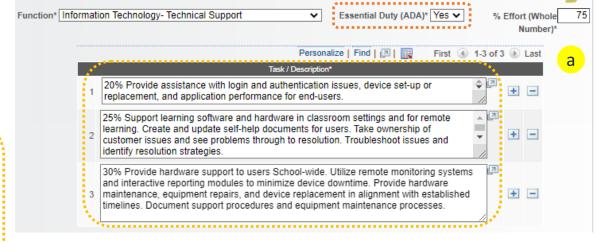

Left panel: DESCRIPTION OF WORK

6. **DESCRIPTION OF WORK:**
1. Describe the duties and responsibilities of this position.
2. Place an asterisk (*) next to each **essential** duty (those job duties without which the position could not exist).
3. In the left-hand column, indicate the percent of time the employee spends in each element.
4. The percentage amounts should add up to 100%. Each function should be in increments of 5%. No more than 5% may be "Other duties as assigned".

*	#	%	Duties and Responsibilities
*	1	30%	Provide hardware support to users School-wide. Utilize remote monitoring systems and interactive reporting modules to minimize device downtime. Provide hardware maintenance, equipment repairs, and device replacement in alignment with established timelines. Document support procedures and equipment maintenance processes.
*	2	25%	Support learning software and hardware in classroom settings and for remote learning. Create and update self-help documents for users. Take ownership of customer issues and see problems through to resolution. Troubleshoot issues and identify resolution strategies.
*	3	20%	Provide assistance with login and authentication issues, device set-up or replacement, and application performance for end-users.
*	4	20%	Direct the daily workflow of other staff members by assigning tasks; train new staff members on work methods, policies, and practices; provide feedback to supervisors on team members for performance evaluations; serves as a resource to other team members for questions or work issues; act as an escalation point for more complex issues; review service request metrics and make recommendations for new processes, training, or other resources.
	5	5%	Other duties as assigned by management to meet business needs

Right panel: Functions & Tasks

(a) Function*: Information Technology- Technical Support | Essential Duty (ADA)*: Yes | % Effort (Whole Number)*: 75

Personalize | Find | First 1-3 of 3 Last

Task / Description*

1. 20% Provide assistance with login and authentication issues, device set-up or replacement, and application performance for end-users.

2. 25% Support learning software and hardware in classroom settings and for remote learning. Create and update self-help documents for users. Take ownership of customer issues and see problems through to resolution. Troubleshoot issues and identify resolution strategies.

3. 30% Provide hardware support to users School-wide. Utilize remote monitoring systems and interactive reporting modules to minimize device downtime. Provide hardware maintenance, equipment repairs, and device replacement in alignment with established timelines. Document support procedures and equipment maintenance processes.

(b) Function*: Team Lead | Essential Duty (ADA)*: Yes | % Effort (Whole Number)*: 20

Personalize | Find | First 1 of 1 Last

Task / Description*

1. Direct the daily workflow of other staff members by assigning tasks; train new staff members on work methods, policies, and practices; provide feedback to supervisors on team members for performance evaluations; serves as a resource to other team members for questions or work issues; act as an escalation point for more complex issues; review service request metrics and make recommendations for new processes, training, or other resources.

(c) Function*: Other Duties (5%) | Essential Duty (ADA)*: No | % Effort (Whole Number)*: 5

Personalize | Find | First 1 of 1 Last

Task / Description*

1. Other duties as assigned by management to meet business needs

- Items 1, 2 and 3 from the paper form have been combined into a single *Function* with multiple *Tasks* in the system.

- Notice how the original percentages of effort were preserved in the **text** of each **Task** along with a cumulative task for the **Function**.

- The **Essential Duty (ADA)** field is marked 'Yes' because these tasks all have asterisks on the paper form.

Paper form

6. DESCRIPTION OF WORK:
1. Describe the duties and responsibilities of this position.
2. Place an asterisk (*) next to each **essential** duty (those job duties without which the position could not exist).
3. In the left-hand column, indicate the percent of time the employee spends in each element.
4. The percentage amounts should add up to 100%. Each function should be in increments of 5%. No more than 5% may be "Other duties as assigned".

*	#	%	Duties and Responsibilities
*	1	30%	Provide hardware support to users School-wide. Utilize remote monitoring systems and interactive reporting modules to minimize device downtime. Provide hardware maintenance, equipment repairs, and device replacement in alignment with established timelines. Document support procedures and equipment maintenance processes.
*	2	25%	Support learning software and hardware in classroom settings and for remote learning. Create and update self-help documents for users. Take ownership of customer issues and see problems through to resolution. Troubleshoot issues and identify resolution strategies.
*	3	20%	Provide assistance with login and authentication issues, device set-up or replacement, and application performance for end-users.
*	4	20%	Direct the daily workflow of other staff members by assigning tasks; train new staff members on work methods, policies, and practices; provide feedback to supervisors on team members for performance evaluations; serves as a resource to other team members for questions or work issues; act as an escalation point for more complex issues; review service request metrics and make recommendations for new processes, training, or other resources.
	5	5%	Other duties as assigned by management to meet business needs

System form

Function* Information Technology- Technical Support   Essential Duty (ADA)* Yes   % Effort (Whole Number)* 75

Personalize | Find | | | First 1-3 of 3 Last

Task / Description*

1. 20% Provide assistance with login and authentication issues, device set-up or replacement, and application performance for end-users.

2. 25% Support learning software and hardware in classroom settings and for remote learning. Create and update self-help documents for users. Take ownership of customer issues and see problems through to resolution. Troubleshoot issues and identify resolution strategies.

3. 30% Provide hardware support to users School-wide. Utilize remote monitoring systems and interactive reporting modules to minimize device downtime. Provide hardware maintenance, equipment repairs, and device replacement in alignment with established timelines. Document support procedures and equipment maintenance processes.

- The responsibilities for items 4 and 5 have been kept separate as individual *Functions* with just one *Task* for each.

- The **Essential Duty** field is marked 'Yes' for Team Lead and 'No' for Other Duties to match the asterisks (*) indicated on the form.

- The percentage of effort is indicated at the **Function** level for each, so there is no need to enter the % in the text of the Tasks.

6. DESCRIPTION OF WORK:

1. Describe the duties and responsibilities of this position.
2. Place an asterisk (*) next to each **essential** duty (those job duties without which the position could not exist).
3. In the left-hand column, indicate the percent of time the employee spends in each element.
4. The percentage amounts should add up to 100%. Each function should be in increments of 5%. No more than 5% may be "Other duties as assigned".

*	#	%	Duties and Responsibilities
*	1	30%	Provide hardware support to users School-wide. Utilize remote monitoring systems and interactive reporting modules to minimize device downtime. Provide hardware maintenance, equipment repairs, and device replacement in alignment with established timelines. Document support procedures and equipment maintenance processes.
*	2	25%	Support learning software and hardware in classroom settings and for remote learning. Create and update self-help documents for users. Take ownership of customer issues and see problems through to resolution. Troubleshoot issues and identify resolution strategies.
*	3	20%	Provide assistance with login and authentication issues, device set-up or replacement, and application performance for end-users.
*	4	20%	Direct the daily workflow of other staff members by assigning tasks; train new staff members on work methods, policies, and practices; provide feedback to supervisors on team members for performance evaluations; serves as a resource to other team members for questions or work issues; act as an escalation point for more complex issues; review service request metrics and make recommendations for new processes, training, or other resources.
	5	5%	Other duties as assigned by management to meet business needs

Function* Team Lead   Essential Duty (ADA)* Yes   % Effort (Whole Number)* 20

Personalize | Find | | First 1 of 1 Last

Task / Description*

1 Direct the daily workflow of other staff members by assigning tasks; train new staff members on work methods, policies, and practices; provide feedback to supervisors on team members for performance evaluations; serves as a resource to other team members for questions or work issues; act as an escalation point for more complex issues; review service request metrics and make recommendations for new processes, training, or other resources.

Function* Other Duties (5%)   Essential Duty (ADA)* No   % Effort (Whole Number)* 5

Personalize | Find | | First 1 of 1 Last

Task / Description*

1 Other duties as assigned by management to meet business needs