

RECLASSIFICATION OF INFORMATION MANAGEMENT CUSTOMER SERVICES
MANAGER TO INFORMATION MANAGEMENT HELPDESK MANAGER

Information Management has a vacant managerial position classified as Customer Services Manager. This is an outdated position title and position description that does not reflect current responsibilities and duties. Information Management requested a reclassification review from Employee Relations whom determined that a reclassification from M13 to M14 is warranted for this position.

Position #2214 – Information Management Customer Services Manager 1.0 FTE M13 would be reclassified and retitled to Position #2214 Information Management Helpdesk Manager 1.0 FTE M14.

NOW, THEREFORE, BE IT RESOLVED that the position Information Management Customer Services Manager be reclassified to Information Management Helpdesk Manager as described above.