

Workforce Role Description

Corporation of the President (COP)
Corporation of the Presiding Bishop (CPB)

General Workforce Requirements:

- Temple worthiness
- Regular attendance in a timely manner at the assigned location.

Please Note: The specific statements shown in each section of this Workforce Role Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

Job Title	Job Code	Grade Level	Approval Date
Asst, Program and Product Support	3240	CSM	8/18/99

Purposes

This is an entry level trainee position. Provide basic support to local units, FM groups, missions, Family History patrons, and other users of software programs and computer systems sponsored by the respective departments, both software developed in the department and software purchased from outside vendors. The incumbent will provide basic support for both software and hardware that is part of the system.

Responsibilities

75-90% Provides basic support to local units, FM groups, missions, Family History patrons, and other users of software programs and computer hardware systems sponsored by the incumbent's department, both software developed in the department and software purchased from outside vendors

Responds to telephone and walk-in requests for assistance and must understand the full use of assigned programs, systems, and policies and procedures including the use of the various menu options, how to make corrections or adjusting entries, how to perform reconciliations, and so on. The incumbent will have a basic understanding of the DOS and Windows. Damaged data problems and more complex procedural and technical issues are referred to more senior level specialists.

Responds to assigned policy and procedural questions.

Incumbents will work with a system or program such as the following:

FIS in Finance (support financial programs, systems, policies, procedures)

MIS in Membership (support membership programs, systems, policies, procedures)

FMOS and Maximo in Facilities Management (support facilities maintenance programs, systems, policies, procedures)

PAF and FamilySearch products in Family History (support programs, systems, policies, procedures)

Other systems and departments as authorized by Job Evaluation

Qualifications

Two years of post high school training in Business Management, Finance, Accounting, or Information Systems plus two years clerical or customer service experience is required.

Previous experience in department and knowledge of related policies and procedures is preferred.

Basic skill levels required in DOS, Windows, word processing, spreadsheet, and database software, and the use and operation of a personal computer.