

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS101340
DIVISION OR INSTITUTION Administrative Support	UNIT OR OFFICE Information Technology Services (ITS)	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20005458	<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 Infrastructure Specialist 1		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006575 Administrative Staff	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 34 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
55	Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, or SAN administration (i.e., single technology domain) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered.	Knowledge of: (1) computers & electronics; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency*; (6) telecommunications; (7) IT security principles & methods; (8) mathematic principles relative to assigned area in IT; (9) safety practices; (10) operating systems installation & configuration procedures; (11) network standards, protocols & procedures; (12) platform usage, (13) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (14) technology design techniques; (15) basic internet server maintenance techniques; (16) back-up & recovery techniques; (17) software distribution & configuration management tools & technical writing & documentation (18) technical writing & documentation practices; (19) IT lifecycle concepts; (20) software design principles, methods & approaches; (21) database management principles & methodologies. Skill for: (22) reading comprehension; (23) speaking; (24) service orientation; (25) installation; (26) troubleshooting; (27) critical thinking; (28) systems evaluation; (29) operation monitoring; (30) complex problem solving. Ability to: (31) transport items up to 50 lbs; (32) calculate decimals, percentages & fractions; (33) carry out instructions in written,		
JOB CODE 69931	JOB CODE TITLE Infrastructure Specialist 1	APD 2-22-11 <i>VB</i>		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 2-9-11	

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AGENCY/DEPT ID
Department of Administrative Services
DAS101340

DIVISION OR INSTITUTION
Administrative Support

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Information Technology Services (ITS)

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20005458

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Infrastructure Specialist 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006575 Administrative Staff

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 34
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		oral or picture form; (34) understand manuals & verbal instructions; (35) technical in nature; (36) stay abreast of current technologies in area of IT assigned; (37) deal with problems involving several variables in familiar context; (38) prepare meaningful, & accurate concise reports
20	Utilizes vendor supplied and 3rd party utilities for monitoring. Diagnoses, analyzes and resolves issues for customer(s) in assigned single technology domain. Provides Tier II-III level customer support.	Knowledge of: 1-21 Skill for: 22-30 Ability to: 31-38
15	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	Knowledge of: 1-21 Skill for: 22-30 Ability to: 31-38
10	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards. Develops and maintains ad-hoc utilities or reports to automate processes. Stays current regarding new technologies, standards and techniques. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).	Knowledge of: 1-21 Skill for: 22-30 Ability to: 31-38

*Developed after employment.

JOB CODE TITLE
Infrastructure Specialist 1

APD 2-22-11 US

JOB CODE
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



2-9-11