

<b>POSITION DESCRIPTION</b>	AGENCY/DEPT ID Department of Administrative Services DAS515150
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DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE IT Services	COUNTY OF EMPLOYMENT Franklin
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<i>This row is for Information Technology Classifications ONLY</i>	PRIMARY TECHNOLOGY (IT ONLY) VMware	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Server
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<b>POSITION NUMBER</b> 20005481	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
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USUAL WORKING TITLE OF POSITION Infrastructure Specialist 2	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
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<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
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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
70	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, and SAN administration (i.e., multiple technology domains) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains. Creates, organizes, files and maintains documentation.	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) mathematic principles relative to assigned area in IT; (6) telecommunications; (7) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (8) IT principles, methods & practices in assigned specialty area; (9) software distribution tools & configuration management & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) operating systems installation & configuration procedures; (19) technology design; (20) Virtual Desktop Infrastructure (VDI) solution Design, implementation and deployment strategies.  <b>Skill for:</b> (21) reading comprehension, (22) speaking; (23) service orientation, installation; (24) troubleshooting; (25) critical thinking; (26) operation monitoring; (27) judgment & decision making; (28) systems analysis, systems  *Developed after employment.

**JOB CODE TITLE**  
 Infrastructure Specialist 2  
  
 JOB CODE APD 8-23-11  
 69932

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8-8-11
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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
15	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	evaluations; (29) operation analysis; (30) identifying & specifying business requirements; (31) using data recovery tools & techniques; (32) systems evaluation, & complex problem solving; (33) VDI Image building and implementation; (34) VDI Image and environment troubleshooting. <b>Ability to:</b> (35) prepare meaningful accurate & concise reports; (36) stay abreast of current technologies in area of IT assigned; (37) define problems, collect data, establish facts & draw valid conclusions.  <b>Knowledge of:</b> 1 – 20 <b>Skills for:</b> 21 – 34 <b>Ability to:</b> 35 - 37
10	Interfaces with other platforms from a hardware and/or software perspective.	<b>Knowledge of:</b> 1 – 20 <b>Skills for:</b> 21 – 34 <b>Ability to:</b> 35 - 37
5	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	<b>Knowledge of:</b> 1 – 20 <b>Skills for:</b> 21 – 34 <b>Ability to:</b> 35 - 37

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8-8-11
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JOB CODE 69932  
 JOB CODE TITLE Infrastructure Specialist 2  
 APP-23-4