

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/End Point Solutions

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
N/A

SECONDARY TECHNOLOGY (IT ONLY)  
N/A

POSITION NUMBER  
20005483

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
SEE TABLE OF ORGANIZATION

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt  
If FLSA Exempt, exemption type:

Bargaining Unit 14  
PR - 32  
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 8:00 am      TO: 5:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	<p>Provides direct and in-direct IT related end user support to DAS and enterprise customers: provides documentation and directions to other IT specialists as it relates to IT end user equipment, inventory controls, asset management, end user support, device tracking and locating devices on the State's network: enters data into asset management tracking and helpdesk tools (repositories), and manages the data; performs loading validation for software packages/testing; executes unit test scripts for software packages; develops, organizes, files &amp; maintains platform specific documentation for WASP Barcode Technologies and other network tracking tools specific to inventory control and asset management; maintains and tracks vendor warranty agreements for hardware and software.</p>	<p><b>Knowledge of:</b> (1) computers &amp; electronics; (2) oral &amp; written communication tools &amp; techniques; (3) customer support &amp; personal service; (4) telecommunications (e.g. VoIP and smart/cell phone support); (5) IT security principles &amp; methods; (6) operating systems installation &amp; configuration procedures; (7) Inventory &amp; network tracking tools (e.g., WASP Barcode Technologies &amp; LAN Sweeper); (8) vendor support (e.g. warranty repairs of supported equipment, hardware/software quote gathering); (9) helpdesk/ticketing solutions (e.g. Service Now); (10) back-up &amp; recovery techniques; (11) software distribution, configuration, management tools, technical writing, &amp; documentation; (12) technical writing &amp; documentation practices; (13) IT lifecycle concepts.</p> <p><b>Skill for:</b> (14) reading comprehension; (15) speaking; (16) service orientation; (17) installation; (18) troubleshooting; (19) critical thinking; (20) systems evaluation &amp; operation monitoring.</p> <p><b>Ability to:</b> (21) transport items up to 50 lbs.; (22) calculate decimals, percentages &amp; fractions; (23) carry out instructions in written, oral or picture form; (24) understand manuals &amp; verbal instructions.</p>

JOB TITLE  
Information Technologist 2

JOB CODE  
69922  
APD 8-18-15 *RS*

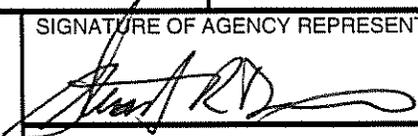
List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Stewart R. D.*

7/29/15

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000		
DIVISION OR INSTITUTION Office of Technology		UNIT OR OFFICE ISD/End Point Solutions	COUNTY OF EMPLOYMENT Franklin	
This row is for Information Technology classifications ONLY		PRIMARY TECHNOLOGY (IT ONLY)	SECONDARY TECHNOLOGY (IT ONLY)	
POSITION NUMBER 200005483	<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		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<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 - 32 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm			
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
35	<p>Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards as it relates to DAS end user support services and IT equipment utilized on the State's network (i.e. PCs, laptops, tablets, etc.): creates and modifies program modules, policies and procedures for the DAS End User Support Programs , creates database diagrams for WASP Barcode Technologies and other IT asset and network tracking tools, writes standard queries for Service Now, LAN Sweeper, WASP Barcode Technologies and other IT asset, helpdesk and network tracking tools, writes test cases and/or scripts for agency software deployments utilizing Active Directory (AD), verifies unit and system test results to ensure software packages (i.e. Microsoft updates, etc.) are producing desired results</p> <p style="text-align: center;"><i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i></p>	<b>Knowledge of:</b> 1-13 <b>Skill for:</b> 14-20 <b>Ability to:</b> 21-24		
JOB CODE 69922	JOB TITLE Information Technologist 2	APP 8-18-15 US	List Position Numbers & Job Titles of Positions Directly Supervised:	
		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 7/29/15	