

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)
Microsoft OS

SECONDARY TECHNOLOGY (IT ONLY)
Desktop Applications

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

POSITION NUMBER
20005483

USUAL WORKING TITLE OF POSITION

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

Permanent
 Temporary
 Intermittent

Classified
 Unclassified

Overtime: Eligible Exempt

If FLSA Exempt, exemption type:

Bargaining Unit: 14
PR 33
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: TO:

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	On behalf of the OIT/ISD/End Point Solutions team this position performs the following duties for the Department of Administrative Services (DAS) customers, as well as the state enterprise: provides support & service to information system users on a computer or telecommunication network running in stand alone, client/server, web-based, and/or networked environment using established methods and procedures; performs routine analysis to resolve problems.	<p>Knowledge of: (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, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures; (17) IT asset management principles & processes</p> <p>Skill for: (18) reading comprehension; (19) speaking; (20) service orientation; (21) installation; (22) troubleshooting; (23) critical thinking; (24) operation monitoring; (24) operation monitoring; (25) judgment & decision making; (26) systems analysis; (27) systems evaluations; (28) operation analysis;</p> <p>*developed after employment</p>

JOB TITLE
Information Technologist 3

JOB CODE
69923
APD 11-2-16 ve

List Position Numbers & Job Titles of Positions Directly Supervised:

 10/18/16

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PR 33
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Provides installation and monitoring support to IT specialists (e.g., un-packs, stages and/or racks hardware, performs set-up and installation for hardware and/or software; network connectivity, learns and changes application coding specifications, installs telecommunications hardware and wiring, monitors systems and notifies higher-level staff of any concerns).	(28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) using IT asset management software Ability to: (32) prepare meaningful, accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned. Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31
5	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.	Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31 *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

[Signature] 10/13/16

POSITION NUMBER
20005483

JOB TITLE
Information Technologist 3

JOB CODE
69921
ADD 11-2-16