

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS  
DAS/DAS101370

DIVISION OR INSTITUTION  
Administrative Support

UNIT OR OFFICE  
Information Technology Services

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)

SECONDARY TECHNOLOGY (IT ONLY)

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  
20005453 Data Systems Administrator

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
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.	<p><b>Knowledge of:</b> (1) oral &amp; written communication tools &amp; techniques; (2) customer support &amp; personal service technical writing &amp; documentation practices; (3) state &amp; agency policy, procedures &amp; applicable laws*; (4) vision, mission &amp; goals of agency*; (5) mathematic principles relative to assigned area in IT; (6) telecommunications, capabilities &amp; applications of network equipment including hubs, routers, switches, bridges, servers, &amp; related hardware; (7) IT principles, methods &amp; practices in assigned specialty area; (8) software distribution &amp; configuration management tools &amp; mechanisms; (9) organizations operation environment, topology, &amp; protocols, local area &amp; wide area; (10) networking principles &amp; concepts; (11) back-up &amp; recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation &amp; configuration procedures; (15) internet clients, such as browsers &amp; streaming video; (16) system administration methods &amp; procedures.</p> <p><b>Skill for:</b> (17) reading comprehension; (18) speaking; (19) service orientation; (20) installation; (21) troubleshooting; (22) critical thinking; (23) operation monitoring; (24) judgment &amp; decision making; (25) systems analysis; *developed after employment</p>

JOB TITLE  
Infrastructure Specialist I

APD 4-29-10 UAS

JOB CODE  
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-10

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Bargaining Unit 14  
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Page 2 of 2

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(26) systems evaluations; (27) operation analysis; (28) identifying & specifying business requirements; (29) using data recovery tools & techniques. <b>Ability to:</b> (30) prepare meaningful, accurate & concise reports; (31) stay abreast of current technologies in area of IT assigned.
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.	<b>Knowledge of:</b> 1-16 <b>Skills for:</b> 17-29 <b>Ability to:</b> 30-31
15	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	<b>Knowledge of:</b> 1-16 <b>Skills for:</b> 17-29 <b>Ability to:</b> 30-31
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).	<b>Knowledge of:</b> 1-16 <b>Skills for:</b> 17-29 <b>Ability to:</b> 30-31

\*developed after employment

JOB TITLE  
Infrastructure Specialist I

APD 4-29-10 *MS*

JOB CODE  
69931

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-10