

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
Information Technology Services (ITS)

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Desktop Support

SECONDARY TECHNOLOGY (IT ONLY)
Microsoft Server

POSITION NUMBER
20005484

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Infrastructure Specialist

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 34
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
50	Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in System Center Configuration Manager (SCCM) and workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, and / or 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.	<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; (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) software packaging using System Center Configuration Manager (SCCM)</p> <p>Skill in: (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 evaluations; (29) operation analysis; (30) identifying & specifying business requirements; (31) using data recovery tools & techniques; (32) systems evaluation, & complex problem solving</p>

JOB TITLE
Infrastructure Specialist 2

JOB CODE AND DATE
69932 AND 11/23/15 VES

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



11/6/15

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

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Microsoft Server

POSITION NUMBER
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Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

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Page 2 of 2

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FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Ability to: (33) prepare meaningful accurate & concise reports; (34) stay abreast of current technologies in area of IT assigned; (35) define problems, collect data, establish facts & draw valid conclusions.
25	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: 1-20 Skills in: 21-32 Ability to: 33-35
15	Interfaces with other platforms from a hardware and/or software perspective.	Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35
5	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation.	Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35
5	Conducts performance tuning for hardware and/or software; develops and maintains documentation	Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35
<p><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>		

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
Apr 17 11/23/15 10

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



11/6/15