

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 Server

SECONDARY TECHNOLOGY (IT ONLY)
Application Distribution

POSITION NUMBER
20005484

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 35
Page 1 of 3

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	<p>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 (Governor's Office, Boards and Commissions and Medicaid): responsible to deliver, implement, and support applications and platforms; maintain the operations and maintenance of the DAS infrastructure for DAS customers. This position will serve as a lead worker and have the highest level of technical knowledge of the DAS applications, platforms, operations, application and server integration. The position will also:</p> <p>Evaluate effectiveness and risk of Information Technology (IT) processes.</p> <ul style="list-style-type: none"> - Interfaces with IT enterprise and agency Service Representatives (state agencies & internal agency) on the development of Enterprise and agency IT services - Evaluates IT enterprise and agency requirements. - Plans and designs for the implementation of the IT services - Designs IT Network implementations to include network provider connectivity and hardware/software (i.e. switches, routers, devices, etc.) - Interfaces with IT Security in monitoring potential threats on systems for the agency & enterprise. <p>Recommends changes in IT procedures to meet customer needs.</p> <ul style="list-style-type: none"> - Evaluates current IT network designs for meeting IT service objectives - Makes recommendations to update network designs and implementations to meet IT service objectives. - Evaluates effect of policies on network designs - Makes recommendation for updating policies to meet statewide an agency objectives 	<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</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933
APD/1/2-16 US

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10/18/16

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/End Point Solutions

COUNTY OF EMPLOYMENT
Franklin

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PRIMARY TECHNOLOGY (IT ONLY)
Microsoft Server

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Application Distribution

POSITION NUMBER
20005484

Reclassification New Position Update

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Bargaining Unit 14
PR 35
Page 2 of 3

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
20	Evaluates and/or researches IT Network Service's hardware and/or software solutions <ul style="list-style-type: none"> - Interfaces and/or performs work with other IT services applications or platforms. - Provides feedback to project team or higher-level staff IT network services - Attends IT services seminars, meeting and training session on industry trends. 	analysis; (30) identifying & specifying business requirements; (31) using data recovery tools & techniques; (32) systems evaluation, & complex problem solving. 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. Knowledge of: 1-25 Skill in: 26-39 Ability to: 40-46
15	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines.	Knowledge of: 1-25 Skill in: 26-39 Ability to: 40-46 *developed after employment

JOB TITLE
Infrastructure Specialist 3

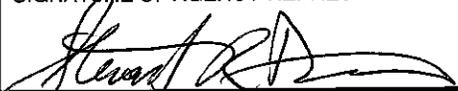
AD 11-2-16 K5

JOB CODE
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10/15/16

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Unified Network Services

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
QOS Multi-service networking

SECONDARY TECHNOLOGY (IT ONLY)
Router/Switch; WAN; Security Monitoring

POSITION NUMBER

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 New Position
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 Position Hyperlinked to Agency Organizational Tree

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5	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines.	Knowledge of: 1-25 Skill in: 26-39 Ability to: 40-46
	<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>	*developed after employment

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933
ADD 11-2-16 VES

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10/18/16