

POSITION DESCRIPTION

AGENCY/DEPT ID DAS
DAS/DAS101340

DIVISION OR INSTITUTION Administrative Support	UNIT OR OFFICE Information Technology Services	COUNTY OF EMPLOYMENT Franklin
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This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) Microsoft OS	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Network
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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 20006575 Administrative Staff
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<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 34 Page 1 of 2
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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
70	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, and 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.</p> <p>Skill for: (20) reading comprehension, (21) speaking; (22) service orientation, installation;</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
APD 4-24-10 *WED*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-10

POSITION DESCRIPTION

AGENCY/DEPT ID DAS
DAS/DAS101340

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)
Microsoft OS

SECONDARY TECHNOLOGY (IT ONLY)
Microsoft Network

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
20006575 Administrative Staff

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 34
Page 2 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
		(23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems analysis, systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) systems evaluation, & complex problem solving. Ability to: (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems, collect data, establish facts & draw valid conclusions.
10	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	Knowledge of: 1-19 Skills for: 20-31 Ability to: 32-34
15	Interfaces with other platforms from a hardware and/or software perspective.	Knowledge of: 1-19 Skills for: 20-31 Ability to: 32-34
5	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	Knowledge of: 1-19 Skills for: 20-31 Ability to: 32-33

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
APD 4-29-10 US

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-10