

# 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

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	<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: provides support &amp; 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>	<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; (17) IT asset management principles &amp; processes <b>Skill for:</b> (18) reading comprehension; (19) speaking; (20) service orientation; (21) installation; (22) troubleshooting; (23) critical thinking; (24) operation monitoring; (24) operation monitoring; (25) judgment &amp; decision making; (26) systems analysis; (27) systems evaluations; (28) operation analysis;</p> <p>*developed after employment</p>

List Position Numbers & Job Titles of Positions Directly Supervised:

*[Handwritten Signature]*  
10/10/16

POSITION NUMBER  
20005487

JOB TITLE  
Information Technologist 3

JOB CODE  
69923

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/End Point Solutions

COUNTY OF EMPLOYMENT  
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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

Overtime:  Eligible  Exempt

If FLSA Exempt, exemption type:

Bargaining Unit: 14  
PR 33  
Page 2 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
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 <b>Ability to:</b> (32) prepare meaningful, accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned.  <b>Knowledge of:</b> 1-16 <b>Skills for:</b> 17-29 <b>Ability to:</b> 30-31
5	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.	<b>Knowledge of:</b> 1-16 <b>Skills for:</b> 17-29 <b>Ability to:</b> 30-31
		*developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:



10/18/16

POSITION NUMBER  
20005487

JOB TITLE  
Information Technologist 3

JOB CODE: 69921  
ARD 11-2-16