

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

POSITION NUMBER
20005488

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 & 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>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, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures; (17) IT asset management principles & processes Skill for: (18) reading comprehension; (19) speaking; (20) service orientation; (21) installation; (22) troubleshooting; (23) critical thinking; (24) operation monitoring; (24) operation monitoring; (25) judgment & decision making; (26) systems analysis; (27) systems evaluations; (28) operation analysis;</p> <p>*developed after employment</p>

JOB TITLE
Information Technologist 3

JOB CODE
69923
APP 11-2-16

List Position Numbers & Job Titles of Positions Directly Supervised:

10/18/16

