

# 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)  
Desktop Applications

POSITION NUMBER  
20005489

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20005478 Administrative Staff

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt  
If FLSA Exempt, exemption type:

Bargaining Unit 13  
PR 33  
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
60	<p>Provides IT support and services to information system users and/or IT staff in infrastructure (e.g., installs, monitors/maintains, configures, upgrades, and/or administers/operates hardware and/or software; network connectivity, utilizes vendor supplied and 3rd party utilities for monitoring, conducts performance tuning for hardware and/or software, develops and maintains ad-hoc utilities or reports to automate processes), software development (e.g., extracts and performs data manipulation tasks, creates and/or modifies existing program modules, complies with software reusability guidelines, writes test cases and/or scripts for unit and systems testing, verifies and documents unit and system test results to ensure software is producing desired results, debugs and revises programs when unit and system tests do not produce desired results, creates and/or modifies necessary program and/or application source code documentation in accordance with agency standards), database systems (e.g., performs database backup/recovery from DR plan, conducts data modeling and implements physical data models, provides database support, advises and consults with users on accessing various databases, resolves data conflicts and inappropriate use of data, provides performance tuning and configuration for query language statements, monitors security and validates all updates through database connections), and business process analysis (e.g., creates information technology process flows and flowcharts, assists with the validation of requirements necessary for the successful completion of the information technology projects) meeting agency business needs and objectives.</p>	<p><b>Knowledge of:</b> (1) computers &amp; electronics; (2) oral &amp; written communication tools &amp; techniques; (3) customer support &amp; personal service; (4) state &amp; agency policy, procedures &amp; applicable laws*; (5) vision, mission &amp; goals of agency*; (6) telecommunications; (7) IT security principles &amp; methods; (8) mathematic principles relative to assigned area in IT; (9) safety practices; (10) operating systems installation &amp; configuration procedures; (11) network standards, protocols &amp; procedures; (12) platform usage, (13) capabilities &amp; applications of network equipment including hubs, routers, switches, bridges, servers, &amp; related hardware; (14) technology design techniques; (15) basic internet server maintenance techniques; (16) back-up &amp; recovery techniques; (17) software distribution &amp; configuration management tools &amp; technical writing &amp; documentation (18) technical writing &amp; documentation practices; (19) IT lifecycle concepts; (20) software design principles, methods &amp; approaches; (21) database management principles &amp; methodologies.</p> <p><b>Skill for:</b> (22) reading comprehension; (23) speaking; (24) service orientation; (25) installation; (26) troubleshooting; (27) critical thinking; (28) systems evaluation; (29) operation monitoring; (30) complex problem solving.</p>

JOB TITLE

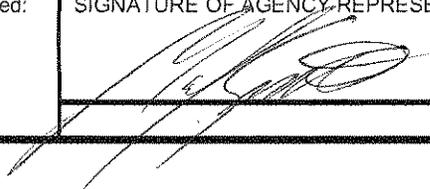
Information Technologist 3

JOB CODE  
69923

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-10

# POSITION DESCRIPTION

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POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt

Bargaining Unit

If FLSA Exempt, exemption type:

Page 2 of 2

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### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p><b>Ability to:</b> (31) transport items up to 50 lbs; (32) calculate decimals, percentages &amp; fractions; (33) carry out instructions in written, oral or picture form; (34) understand manuals &amp; verbal instructions; (35) technical in nature; (36) stay abreast of current technologies in area of IT assigned; (37) deal with problems involving several variables in familiar context; (38) prepare meaningful, &amp; accurate concise reports</p>
20	<p>Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).</p>	<p><b>Knowledge of:</b> 1-21 <b>Skill for:</b> 22-30 <b>Ability to:</b> 31-38</p>
15	<p>Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.</p>	<p><b>Knowledge of:</b> 1-21 <b>Skill for:</b> 22-30 <b>Ability to:</b> 31-38</p>
5	<p>Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required.</p>	<p><b>Knowledge of:</b> 1-21 <b>Skill for:</b> 22-30 <b>Ability to:</b> 31-38</p>

*Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*

JOB TITLE  
Information Technologist 3

JOB CODE  
69923  
ADD 4-29-10 WBS

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4-27-16