

# 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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<b>This row is for Information Technology classifications ONLY</b>	PRIMARY TECHNOLOGY (IT ONLY) Microsoft OS	SECONDARY TECHNOLOGY (IT ONLY) Desktop Applications
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<input checked="" type="checkbox"/> Reclassification	<input type="checkbox"/> New Position	<input type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
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USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION
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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	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit: 14 PR 33 Page 1 of 2
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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 style="text-align: right;">*developed after employment</p>

POSITION NUMBER  
20005490

JOB TITLE  
Information Technologist 3

JOB CODE  
69923  
ADD 11-2-16 V B

List Position Numbers & Job Titles of Positions Directly Supervised:

	10/18/16
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# 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  
20005490

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       Classified      Overtime:  Eligible       Exempt      Bargaining Unit: 14  
 Temporary       Unclassified      If FLSA Exempt, exemption type:      PR 33  
 Intermittent      Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM:      TO:

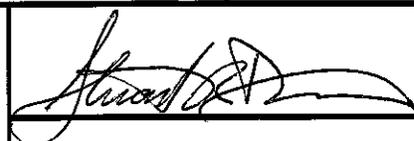
## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	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

JOB TITLE  
Information Technologist 3

JOB CODE  
69921  
APP 11-2-16 v2

List Position Numbers & Job Titles of Positions Directly Supervised:

 10/18/16