

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
Application Management

COUNTY OF EMPLOYMENT
Franklin

This row is for Information
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Enterprise Content Management
Systems Administration

SECONDARY TECHNOLOGY (IT ONLY)
Microsoft Server

POSITION NUMBER
20005491

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
COTS Support Specialist

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 35
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8.00AM am TO: 5.00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Evaluates effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	<p>Knowledge of: (1) Various commercial business applications; (2) Content Management &/or organizational processes and strategies; (3) Desktop Support Practices; (4) Business Analysis; (5) ITIL process; (6) oral & written communication tools & techniques; (7) customer support & personal service technical writing & documentation practices; (8) state & agency policy, procedures & applicable laws*; (9) vision, mission & goals of agency*; (10) mathematic principles relative to assigned area in IT; (11) capabilities & applications of networking technologies and servers; (12) IT principles, methods & practices in assigned specialty area; (13) software distribution & configuration management tools & mechanisms; (14) organizations operation environment, topology, & protocols; (15) SQL principles & concepts; (16) back-up & recovery techniques; (17) performance monitoring methods; (18) basic internet server maintenance techniques; (19) installation & configuration procedures; (20) internet clients, such as browsers & streaming video; (21) system administration methods & procedures; (22) operating systems/application installation & configuration procedures; (23) technology design; (24) technology design techniques; (25) structured analysis principles; (26) Windows OS - Vista/Windows 7</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 3

JOB CODE APD 8-22-14 U
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

E. J. ...

8-21-14

POSITION DESCRIPTION	AGENCY/DEPT ID DAS500000
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DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Application Management	COUNTY OF EMPLOYMENT Franklin
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This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) Enterprise Content Management Systems Administration	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Server
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POSITION NUMBER 20005491 JOB TITLE Infrastructure Specialist 3 APP 8-22-14	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION COTS Support Specialist	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input type="checkbox"/> Essential If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 35 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
		Skill for: (27) Windows XP /Vista/7 (28) critical thinking; (29) operation monitoring; (30) judgment & decision making; (31) systems analysis (32) systems evaluations; (33) operation analysis; (34) identifying & specifying business requirements; (35) using data recovery tools; (36) complex problem solving; (37) assuring quality; (38) MS Networks. Ability to: (39) prepare meaningful accurate & concise reports; stay abreast of current technologies in area of IT assigned; (40) define problems; (41) collect data; (42) establish facts & draw valid conclusions; (43) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.
40	Evaluates and/or researches hardware and/or software solutions and provides feedback to project team or higher-level staff. Interfaces and/or performs work with other applications or platforms.	Knowledge of: 1-26 Skill for: 27-38 Ability to: 39-43
20	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines.	Knowledge of: 1-26 Skill for: 27-38 Ability to: 39-43
	<i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i>	

*developed after employment

JOB CODE 69933	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Li Jiu</i>	DATE 8-21-14