

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Computer Operations

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information  
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
Storage Management

SECONDARY TECHNOLOGY (IT ONLY)  
UNIX/Linux

POSITION NUMBER  
20006035

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  
 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: 7:00 AM TO: 5:00 PM (MONDAY to FRIDAY) ON-CALL 24X7

## 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><b>Knowledge of:</b> (1) oral &amp; written communication tools &amp; techniques; (2) customer support &amp; personal service; (3) technical writing &amp; documentation practices; (4) Storage Management Tools (IBM TPC, IBM VSC, Cisco DCNM, EMC UniSphere); (5) Storage Management Platforms (IBM Virtual Storage Center, IBM Tivoli Storage Management, IBM Flash Copy Manager, Cisco Storage Area Network, EMC DLM Disk Library for Mainframe); (6) Storage Management Technologies (e.g., EMC VMAX, EMC VNX, EMC Isilon, IBM V7000, IBM FlashSystems, IBM DS8000, Cisco MDS 9000); Unix/Linux Tools, Unix/Linux Platforms, Unix/Linux Technologies; (7) IT principles, methods &amp; best practices in storage management; (8) software distribution &amp; configuration management tools &amp; mechanisms; (9) organizations operation environment, topology, &amp; protocols; (10) backup &amp; recovery techniques; (11) performance monitoring methods; (12) installation &amp; configuration procedures; (13) system administration methods &amp; procedures; (14) operating systems installation &amp; configuration procedures; (15) technology design; (16) structured analysis principles.</p> <p><b>Skill for:</b> (18) service orientation; (19) installation; (20) troubleshooting; (21) critical thinking; (22) operation monitoring; (23) judgment &amp; decision making; (24) systems evaluation; (25) high level problem solving.</p> <p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933  
APD V 4/17/15

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 3/10/15



3-271

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p><b>Ability to:</b> (26) prepare meaningful, accurate &amp; concise reports; (27) stay abreast of current technologies in area of storage management; (28) define problems, collect data; establish facts &amp; draw valid conclusions;</p>
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.	<p><b>Knowledge of:</b> 1-17 <b>Skill for:</b> 18-25 <b>Ability to:</b> 26-28</p>
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.	<p><b>Knowledge of:</b> 1-17 <b>Skill for:</b> 18-25 <b>Ability to:</b> 26-28</p>
	<p><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></p>	<p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist 3

APD via 4/9/15

JOB CODE  
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3-2-15

SPD 3/10/15