

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505430

DIVISION OR INSTITUTION: Office of Information Technology
 UNIT OR OFFICE: ISD/ Enterprise Shared Services
 COUNTY OF EMPLOYMENT: Franklin

This row is for Information Technology classifications ONLY
 PRIMARY TECHNOLOGY (IT ONLY): Help Desk Software Administration
 SECONDARY TECHNOLOGY (IT ONLY): Collaboration/Conferencing Software Administration, Business Intelligence Software Administration, Project Management Software Administration

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
 Intermittent
 Essential
 If FLSA Exempt, exemption type: _____
 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
40	Evaluates current IT policies, procedures, and practices and recommends. Leads IT driven change effort. Participates in and/or leads activities to achieve project tasks/meet deadlines.	Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service; (3) technical writing & documentation practices; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency*; (6) Numara Footprints; (7) MS Sharepoint; (8) Cognos (9) IT principles, methods & practices in assigned specialty area; (10) software distribution & configuration management tools & mechanisms; (11) organizations operation environment, topology, & protocols; (12) MS Project Server; (13) back-up & recovery techniques; (14) performance monitoring methods; (15) basic internet server maintenance techniques; (16) installation & configuration procedures; (17) internet clients, such as browsers & streaming video; (18) system administration methods & procedures; (19) operating systems installation & configuration procedures; (20) technology design; (21) technology design techniques; (22) structured analysis principles; (23) cost-benefit analysis methods; (24) interrelationships of multiple IT specialties; (25) Help Desk Software Administration; (26) Collaboration/Conferencing Software Administration; (27) Business Intelligence Software Administration; (28) Project Management Software Administration. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised: _____
 SIGNATURE OF AGENCY REPRESENTATIVE: 
 DATE: 7-26-11

POSITION NUMBER 20006337
 JOB TITLE Infrastructure Specialist 4
 JOB CODE 69934
 Apr 7/23/13 

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DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/ Enterprise Shared Services

COUNTY OF EMPLOYMENT
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PRIMARY TECHNOLOGY (IT ONLY)
Help Desk Software Administration

SECONDARY TECHNOLOGY (IT ONLY)
Collaboration/Conferencing Software Administration, Business Intelligence Software Administration, Project Management Software Administration

POSITION NUMBER
20006337

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

Bargaining Unit 14

If FLSA Exempt, exemption type:

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
		<p>Skill for: (29) reading comprehension; (30) speaking; (31) service orientation; (32) installation; (33) troubleshooting; (34) critical thinking; (35) operation monitoring; (36) judgment & decision making; (37) systems analysis; (38) systems evaluations; (39) operation analysis; (40) identifying & specifying business requirements using data recovery tools & techniques & systems evaluation; (41) complex problem solving; (42) assuring quality & lead work.</p> <p>Ability to: (43) prepare meaningful, accurate & concise reports; (44) stay abreast of current technologies in area of IT assigned; (45) define problems, collect data; establish facts & draw valid conclusions; (46) provide expert technical advice, guidance & recommendations to management & other technical specialists on critical IT issues.</p>
40	Develops solutions design; works with IT Architect staff, CIO or IT Managers to design solutions that meet the agency's requirements; assists analysis of the solution design's business case; authors' portions of the solution business case.	<p>Knowledge of: 1-28 Skill for: 29-42 Ability to: 43-46</p>
20	Works with vendors, other specialists and/or agencies to solve integration problems. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.	<p>Knowledge of: 1-28 Skill for: 29-42 Ability to: 43-46</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>		

JOB TITLE
Infrastructure Specialist 4

APD 7/23/13 PSM

JOB CODE
69934

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7-26-13