100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505430

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

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 20006333 IT Manager 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 4

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

JOB CODE 69934

apd 4/27/11

List Position Numbers & Job Titles of Positions Directly Supervised	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	Daniel Chen	4/27/11

100-000R

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Bargaining Unit 14

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 4

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		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. **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.
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.	**Knowledge of:** 1-28 **Skill for:** 29-42 **Ability to:** 43-46
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. *Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*	**Knowledge of:** 1-28 **Skill for:** 29-42 **Ability to:** 43-46

JOB CODE 69934

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
	[signature]	4/27/11

Appd 4/27/11