

# 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)  
SharePoint

SECONDARY TECHNOLOGY (IT ONLY)  
Cognos, Microsoft Project Server, Identity/Access Management

POSITION NUMBER  
20006338

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006339 Information Technology Manager 2

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt

Bargaining Unit 14

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.	<b>Knowledge of:</b> (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) mathematic principles relative to assigned area in IT; (7) telecommunications; (8) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (9) IT principles, methods & practices in assigned specialty area; (10) software distribution & configuration management tools & mechanisms; (11) organizations operation environment, topology, & protocols; (12) local area & wide area networking principles & concepts; (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.

JOB TITLE  
Infrastructure Specialist 4

JOB CODE  
69934  
Opd 4/22/10 *ESM*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/22/10

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		<p><b>Skill for:</b> (25) reading comprehension; (26) speaking; (27) service orientation; (28) installation; (29) troubleshooting; (30) critical thinking; (31) operation monitoring; (32) judgment &amp; decision making; (33) systems analysis; (34) systems evaluations; (35) operation analysis; (36) identifying &amp; specifying business requirements using data recovery tools &amp; techniques &amp; systems evaluation; (37) complex problem solving; (38) assuring quality &amp; lead work.</p> <p><b>Ability to:</b> (39) prepare meaningful, accurate &amp; concise reports; (40) stay abreast of current technologies in area of IT assigned; (41) define problems, collect data; establish facts &amp; draw valid conclusions; (42) provide expert technical advice; (43) guidance, &amp; recommendations to management &amp; other technical specialists on critical IT issues.</p>
40	<p>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>	<p><b>Knowledge of:</b> 1-24 <b>Skill for:</b> 25-38 <b>Ability to:</b> 39-43</p>
20	<p>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> <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><b>Knowledge of:</b> 1-24 <b>Skill for:</b> 25-38 <b>Ability to:</b> 39-43</p>

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