

# 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): .Net Framework  
 SECONDARY TECHNOLOGY (IT ONLY): Integration Middleware, Software Configuration Management, Systems Control & Monitoring, Software Testing/Quality Assurance Tools

Reclassification     
  New Position     
  Update     
 Position Hyperlinked to  Agency Organizational Tree

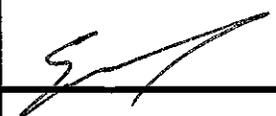
USUAL WORKING TITLE OF POSITION: \_\_\_\_\_     
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: \_\_\_\_\_  
 See Table of Organization

Permanent     
  Classified     
 Overtime:  Eligible     
  Exempt     
 Bargaining Unit: \_\_\_\_\_  
 Temporary     
  Unclassified  
 Intermittent     
  Essential     
 If FLSA Exempt, exemption type: \_\_\_\_\_     
 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
 FROM: 9:00 am      TO: 6:00 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.	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) mathematic principles relative to assigned area in IT; (6) telecommunications; (7) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (8) IT principles, methods & practices in assigned specialty area; (9) software distribution & configuration management tools & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) operating systems installation & configuration procedures; (19) technology design; (20) technology design techniques; (21) structured analysis principles; (22) .Net Framework; (23) Collaboration/Conferencing Software Administration; (24) Software Configuration Management; (25) Systems Control and Monitoring; (26) Software Testing/Quality Assurance Tools.  *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised: \_\_\_\_\_  
 SIGNATURE OF AGENCY REPRESENTATIVE:   
 DATE: 7/25/13

POSITION NUMBER  
20006349

JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933  
 Apr 7/23/13 RSM

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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)  
.Net Framework

SECONDARY TECHNOLOGY (IT ONLY)  
Integration Middleware, Software Configuration Management, Systems Control & Monitoring, Software Testing/Quality Assurance Tools

POSITION NUMBER  
20006349

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

If FLSA Exempt, exemption type:

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 9:00 am                      TO: 6:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p><b>Skill for:</b> (27) reading comprehension; (28) speaking; (29) service orientation; (30) installation; (31) troubleshooting; (32) critical thinking; (33) operation monitoring; (34) judgment &amp; decision making; (35) systems analysis (36) systems evaluations; (37) operation analysis; (38) identifying &amp; specifying business requirements, using data recovery tools &amp; techniques &amp; systems evaluation; (39) complex problem solving; (40) assuring quality.</p> <p><b>Ability to:</b> (41) prepare meaningful accurate &amp; concise reports; stay abreast of current technologies in area of IT assigned; (42) define problems; (43) collect data; (44) establish facts &amp; draw valid conclusions; (45) provide expert technical advice, guidance, &amp; recommendations to management &amp; other technical specialists on critical IT issues.</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> 1-26 <b>Skill for:</b> 27-40 <b>Ability to:</b> 41-45</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> 1-26 <b>Skill for:</b> 27-40 <b>Ability to:</b> 41-45</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

JOB CODE  
69933  
*Apr 7/23/13 PRM*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



*7-26-11*