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) .NetFramework	SECONDARY TECHNOLOGY (IT ONLY) SQL, Microsoft Server, Microsoft Server Monitoring, Empirix

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
20006333 Information Technology 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 3

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.	**Knowledge of:** (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. *developed after employment

JOB CODE 69933

Appd 4/22/10

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10

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) .NetFramework	SECONDARY TECHNOLOGY (IT ONLY) SQL, Microsoft Server, Microsoft Server Monitoring, Empirix

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
20006333 Information Technology Manager 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

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 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Skill for: (22) reading comprehension; (23) speaking; (24) service orientation; (25) installation; (26) troubleshooting; (27) critical thinking; (28) operation monitoring; (29) judgment & decision making; (30) systems analysis (31) systems evaluations; (32) operation analysis; (33) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (34) complex problem solving; (35) assuring quality. **Ability to:** (36) prepare meaningful accurate &concise reports; stay abreast of current technologies in area of IT assigned; (37) define problems; (38) collect data; (39) establish facts & draw valid conclusions; (40) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.
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.	**Knowledge of:** 1-20 **Skill for:** 22-33 **Ability to:** 34-40
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. *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:** 1-20 **Skill for:** 22-33 **Ability to:** 34-40 *developed after employment

JOB CODE 69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10