100-000U

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)	SECONDARY TECHNOLOGY (IT ONLY)
	.Net Framework	Collaboration/Conferencing Software Administration, Software Configuration Management, Systems Control and Monitoring, Software Testing/Quality Assurance Tools

POSITION NUMBER 20006352

☐ 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 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: XXX am TO: XXX 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; (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

JOB CODE 69933

apd 4/22/11

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

100-000U

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☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: XXX am TO: XXX pm

JOB TITLE Infrastructure Specialist 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Skill for: (27) reading comprehension; (28) speaking; (29) service orientation; (30) installation; (31) troubleshooting; (32) critical thinking; (33) operation monitoring; (34) judgment & decision making; (35) systems analysis (36) systems evaluations; (37) operation analysis; (38) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (39) complex problem solving; (40) assuring quality. **Ability to:** (41) prepare meaningful accurate &concise reports; stay abreast of current technologies in area of IT assigned; (42) define problems; (43) collect data; (44) establish facts & draw valid conclusions; (45) 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:** 1-26 **Skill for:** 27-40 **Ability to:** 41-45
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.	**Knowledge of:** 1-26 **Skill for:** 27-40 **Ability to:** 41-45 *developed after employment
	Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.	

JOB CODE 69933

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