

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505560

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/MARCS

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Fixed/Mobile Hardware

SECONDARY TECHNOLOGY (IT ONLY)
Fixed/Mobile Administration

POSITION NUMBER
20006362

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
If FLSA Exempt, exemption type:

Bargaining Unit
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	Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, and SAN administration (i.e., multiple technology domains) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains. Creates, organizes, files and maintains documentation.	Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3)) simple to complex talk group plans; (4) trunked & conventional radio systems; (5) wireless communication systems & infrastructure; (6) telecommunications & network connectivity; (7) radio frequency communication systems (e.g., 700/800 MHz); (8) IT principles, methods & practices in assigned specialty area; (9) radio communication/tower site maintenance; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) network administration; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) Fixed/Mobile Hardware; (19) Fixed/Mobile Administration. *developed after employment

JOB TITLE
Infrastructure Specialist 2

apd 7/19/13 Pgm

JOB CODE
69932

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE


DATE
7-26-11

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New Position

Update

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Bargaining Unit
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p>Skill for: (20) reading comprehension, (21) speaking; (22) service orientation, installation; (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems analysis, systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) systems evaluation, & complex problem solving. Ability to: (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of fixed mobile hardware & administration ; (34) define problems, collect data, establish facts & draw valid conclusions.</p>
30	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	<p>Knowledge of: 1-19 Skills for: 20 - 31 Ability to: 32 - 34</p>
15	Interfaces with other platforms from a hardware and/or software perspective.	<p>Knowledge of: 1-19 Skills for: 20 - 31 Ability to: 32 - 34</p>
15	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	<p>Knowledge of: 1-19 Skills for: 20 - 31 Ability to: 32 - 34</p>

JOB TITLE
Infrastructure Specialist 2

Apr 7/19/13 pmm

JOB CODE
69932

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

7/20/13