

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

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

Bargaining Unit 14  
PR 35  
Page 1 of 3

If FLSA Exempt, exemption type:

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 effectiveness and risk of fixed/mobile environment processes for Multi-Agency Radio Communication Systems (MARCS) Computer Aided (CAD) and mobile data solutions. Recommends changes in fixed/mobile environment procedures to meet customer needs. Diagnoses, analyzes and resolves issues for MARCS' customers and provides Tier II-III level support.	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) Fixed/Mobile Admin Tools (e.g. Motorola PremierOne Provisioning Tool, Motorola CPS, BK Rhelm System Key, Kenwood System Key, EF Johnson System Key, Motorola Advanced System Key, Motorola two-way encryption AES, DES, ADP, Datamaxx PSMC Console, IMCI Iris, Manage Engine OpManager, Motorola Zone Watch, Zone Manager, Unified Event Manager, Genesis, etherreel, packet analyzer); (4) Fixed/Mobile Admin Technologies (e.g. Motorola Premier Computer Aided Dispatch (CAD), Motorola PremierOne CAD/Mobile/Records, Datamaxx PSMC, Radio IP Multi-IP/Mobile Transaction Gateway, Mobility Manager, Motorola Astro and Astro 25); (5) Fixed/Mobile Admin Platform (e.g. Motorola PremierOne Data-base Configuration, PremierOne Data Table Relationships, Radio IP MTG/MM/Multi IP, Motorola Astro/Astro25); (6) IT principles, methods & practices in Fixed/Mobile Admin; (7) software distribution & configuration management tools & mechanisms; (8) organizations operation environment, topology, & protocols; (9) local area & wide area networking principles & concepts;

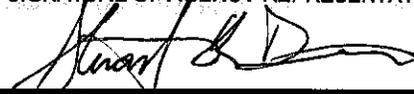
JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933  
APD 12-16-15 VES

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



11/30/15

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/MARCS	COUNTY OF EMPLOYMENT Franklin
<b>This row is for Information Technology classifications ONLY</b>	PRIMARY TECHNOLOGY (IT ONLY) Fixed/Mobile Hardware	SECONDARY TECHNOLOGY (IT ONLY) Fixed/Mobile Administration

POSITION NUMBER 20006362	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	Agency Organizational Tree			
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 35 Page 2 of 3

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 and researches fixed/mobile hardware and software solutions and provides feedback to project team or higher-level staff. Inter-faces and/or performs work with other applications or platforms.	(10) back-up & recovery techniques; (11) performance monitoring methods; (12) installation & configuration procedures; (13) system administration methods & procedures; (14) operating systems installation & configuration procedures; <b>Skill for:</b> (15) service orientation; (16) installation; (17) troubleshooting; (18) critical thinking; (19) operation monitoring; (20) judgment & decision making; (21) systems evaluations; (22) identifying & specifying business requirements; (23) using data recovery tools & techniques; (24) complex problem solving; (25) assuring quality. <b>Ability to:</b> (26) prepare meaningful accurate & concise reports; (27) stay abreast of current technologies in area of IT assigned; (28) define problems; (29) collect data; (30) establish facts & draw valid conclusions; (31) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.  <b>Knowledge of:</b> 1-19 <b>Skills for:</b> 20 - 31 <b>Ability to:</b> 32 - 34  *developed after employment

JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933  
 APD 12-16-15-UKS

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 11/30/15
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