

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) Computer Aided Dispatch | SECONDARY TECHNOLOGY (IT ONLY) High Availability Server, Mobile Data Network Interface, Microsoft Server |

POSITION NUMBER 20006364

Reclassification
 New Position
 Update
 Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: _____
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006398 Network Administration Supervisor

Permanent
 Classified
 Overtime: Eligible
 Exempt
 Bargaining Unit 14

Temporary
 Unclassified
 If FLSA Exempt, exemption type: _____
 Page 1 of 2

Intermittent
 Essential

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 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) mathematical 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 *Apr 4/22/10* *ASm*

List Position Numbers & Job Titles of Positions Directly Supervised: _____
 SIGNATURE OF AGENCY REPRESENTATIVE: *[Signature]*
 DATE: *4/22/10*

POSITION NUMBER 20006364

JOB TITLE Infrastructure Specialist 3

JOB CODE 69933

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)
Computer Aided Dispatch

SECONDARY TECHNOLOGY (IT ONLY)
High Availability Server, Mobile Data Network Interface, Microsoft Server

POSITION NUMBER
20006364

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006398 Network Administration Supervisor

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

Page 2 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 |
|----|--|--|
| | | <p>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.</p> <p>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.</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>Knowledge of: 1-20 Skill for: 22-33 Ability to: 34-40</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. <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>Knowledge of: 1-20 Skill for: 22-33 Ability to: 34-40</p> <p>*developed after employment</p> |

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933
App'd 4/22/10 PFM

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/22/10