

# 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

Reclassification       New Position       Update  
 Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: \_\_\_\_\_  
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006361 Data Systems Manager

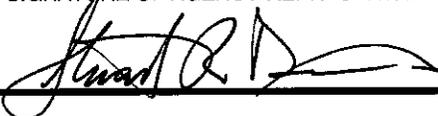
Permanent       Classified      Overtime:  Eligible       Exempt  
 Temporary       Unclassified  
 Intermittent       Essential      If FLSA Exempt, exemption type: \_\_\_\_\_  
 Bargaining Unit: \_\_\_\_\_  
 Page 1 of 2

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	Evaluates effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	<b>Knowledge of:</b> (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) mathematics 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) Fixed/Mobile Hardware; (23) Fixed/Mobile Administration.  *developed after employment

POSITION NUMBER 20006367  
  
 JOB TITLE Infrastructure Specialist 3  
  
 JOB CODE 69933 *app 3/28/11*

List Position Numbers & Job Titles of Positions Directly Supervised: \_\_\_\_\_  
 SIGNATURE OF AGENCY REPRESENTATIVE:   
 DATE: 3/17/11

# POSITION DESCRIPTION

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Office of Information Technology

UNIT OR OFFICE  
ISD/MARCS

COUNTY OF EMPLOYMENT  
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PRIMARY TECHNOLOGY (IT ONLY)  
Fixed/Mobile Hardware

SECONDARY TECHNOLOGY (IT ONLY)  
Fixed/Mobile Administration

POSITION NUMBER  
20006367  
  
 JOB TITLE  
Infrastructure Specialist 3  
  
 JOB CODE  
69933

Reclassification   
  New Position   
  Update   
 Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION    POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
 20006361 Data Systems Manager

Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit  
 Temporary     Unclassified  
 Intermittent     Essential    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
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.	<b>Skill for:</b> (24) reading comprehension; (25) speaking; (26) service orientation; (27) installation; (28) troubleshooting; (29) critical thinking; (30) operation monitoring; (31) judgment & decision making; (32) systems analysis (33) systems evaluations; (34) operation analysis; (35) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (36) complex problem solving; (37) assuring quality. <b>Ability to:</b> (38) prepare meaningful accurate & concise reports; stay abreast of current technologies in area of IT assigned; (39) define problems; (40) collect data; (41) establish facts & draw valid conclusions; (42) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.  <b>Knowledge of:</b> 1-23 <b>Skill for:</b> 24-37 <b>Ability to:</b> 38-42
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>	<b>Knowledge of:</b> 1-23 <b>Skill for:</b> 24-37 <b>Ability to:</b> 38-42  *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE    DATE  
    3/17/11