

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 Admin

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006372

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	Evaluates effectiveness and risk of fixed/mobile environment processes for Multi Agency Radio Communication System (MARCS) Computer Aided Dispatch (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.	<p>Knowledge of: (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 Database 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; (10) back-up & recovery techniques; (11) performance monitoring methods; (12) installation & configuration procedures; (13) system administration methods & procedures; (14) operating systems installation & configuration procedures;</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood

9/25/14

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DIVISION OR INSTITUTION
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JOB TITLE
Infrastructure Specialist 3

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		<p>Skill for: (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. Ability to: (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.</p>
40	Evaluates and researches fixed/mobile hardware and 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: 1-14 Skill for: 15-25 Ability to: 26-31</p>
20	Assists in providing fixed/mobile consultation and recommendations for implementation, ensuring services are not compromised. Provides technical fixed/mobile leadership for integration of various related systems. Participates in and/or provides technical fixed/mobile 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: 1-14 Skill for: 15-25 Ability to: 26-31 *developed after employment</p>

JOB CODE
69933

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood / [Signature]

9/29/14