

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
20006380

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

If FLSA Exempt, exemption type:

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.	<p>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; (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) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures; (17) technology design & techniques; (18) structured analysis principles; (19) Fixed/Mobile Hardware; (20) Fixed/Mobile Administration.</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933
apa 7/26/12 PRM

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

8/20/12

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: _____
 See Table of Organization

Permanent Classified Overtime: Eligible Exempt
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: _____
 Bargaining Unit: _____

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.	Skill for: (21) reading comprehension; (22) speaking; (23) service orientation; (24) installation; (25) troubleshooting; (26) critical thinking; (27) operation monitoring; (28) judgment & decision making; (29) systems analysis (30) systems evaluations; (31) operation analysis; (32) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (33) complex problem solving; (34) assuring quality. Ability to: (35) stay abreast of current technologies in area of fixed mobile hardware & administration; (36) define problems; (37) collect data; (38) establish facts & draw valid conclusions; (39) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues; (40) prioritize projects & tasks; (41) communicate effectively with team members & customers.
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>	Knowledge of: 1-20 Skill for: 21-34 Ability to: 35-41

List Position Numbers & Job Titles of Positions Directly Supervised: _____
 SIGNATURE OF AGENCY REPRESENTATIVE: 
 DATE: 8/29/12

POSITION NUMBER 20006380

 JOB TITLE Infrastructure Specialist 3

 JOB CODE 69933
 App 7/26/12 (pm)