

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION: Office of Information Technology  
 UNIT OR OFFICE: ISD/UNS  
 COUNTY OF EMPLOYMENT: Franklin

This row is for Information Technology classifications ONLY  
 PRIMARY TECHNOLOGY (IT ONLY): WAN  
 SECONDARY TECHNOLOGY (IT ONLY):

POSITION NUMBER  
20006389

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 14  
 PR 34  
 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
**WORK HOURS: 3:00 PM – 12:00 MIDNIGHT    WORK DAYS: Monday - Friday**

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in network administration and telecommunications & network connectivity where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains. Creates, organizes, files and maintains documentation.	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) WAN Tools (e.g., Telnet & SSH Client); (4) IT principles, methods & practices in WAN (e.g. DNS, NAT, TCP/IP, OSI Layers 2 & 3, UDP, & VLAN); (5) software distribution tools & configuration management & mechanisms; (6) organizations operation environment, topology, & protocols; (7) back-up & recovery techniques; (8) performance monitoring methods; (9) installation & configuration procedures; (10) system administration methods & procedures; (11) operating systems installation & configuration procedures;

JOB TITLE  
Infrastructure Specialist 2

APD 8-11-15 UG

JOB CODE  
69932

List Position Numbers & Job Titles of Positions Directly Supervised:  
 SIGNATURE OF AGENCY REPRESENTATIVE:   
 DATE: 8/11/15

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Network

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information  
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
WAN

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER  
20006389

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 14  
PR 34  
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

**WORK HOURS: 3:00 PM – 12:00 MIDNIGHT    WORK DAYS: Monday - Friday**

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p><b>Skill for:</b> (12) service orientation; (13) installation; (14) troubleshooting; (15) critical thinking; (16) operation monitoring; (17) judgment &amp; decision making; (18) systems analysis (19) operation analysis; (20) identifying &amp; specifying business requirements; (21) using data recovery tools &amp; techniques; (22) systems evaluation &amp; complex problem solving.</p> <p><b>Ability to:</b> (23) prepare meaningful accurate &amp; concise reports; (24) stay abreast of current technologies in area of IT assigned; (25) define problems, collect data, establish facts &amp; draw valid conclusions.</p>
30	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	<p><b>Knowledge of:</b> 1-11 <b>Skills for:</b> 12-22 <b>Ability to:</b> 23-25</p>
15	Interfaces with other platforms from a hardware and/or software perspective.	<p><b>Knowledge of:</b> 1-11 <b>Skills for:</b> 12-22 <b>Ability to:</b> 23-25</p>
15	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	<p><b>Knowledge of:</b> 1-11 <b>Skills for:</b> 12-22 <b>Ability to:</b> 23-25</p>
	<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>	

JOB TITLE  
Infrastructure Specialist 2

APD 8-11-15 *[Signature]*

JOB CODE  
69932

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

5/1/15  
5-1-15