

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505340

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

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

POSITION NUMBER
20006392

Reclassification New Position Update
 Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: _____
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006394 Telecommunications Analyst Supervisor

Permanent Classified Overtime: Eligible Exempt
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: _____
 Bargaining Unit 14
 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
55	Provides maintenance and documentation support to information system users and/or IT specialists (e.g., enters meta-data into repositories, performs loading validation, executes unit or system test scripts, provides maintenance support for application software, develops, organizes, files, and maintains platform specific documentation).	<p>Knowledge of: (1) enterprise voice management; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) state & agency policy, procedures & applicable laws*; (5) enterprise contact center management; (6) telecommunications; (7) IT security principles & methods; (8) mathematic principles relative to assigned area in IT; (9) safety practices; (10) operating systems installation & configuration procedures; (11) network standards, protocols & procedures; (12) platform usage; (13) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (14) technology design techniques; (15) basic internet server maintenance techniques; (16) back-up & recovery techniques; (17) software distribution, configuration, management tools, technical writing, & documentation; (18) technical writing & documentation practices; (19) IT lifecycle concepts.</p> <p>Skill for: (20) reading comprehension; (21) speaking; (22) service orientation; (23) installation; (24) troubleshooting; (25) critical thinking; (26) systems evaluation & operation monitoring.</p> <p>Ability to: (27) transport items up to 50 lbs; (28) calculate decimals, percentages & fractions; (29) carry out instructions in written, oral or picture form; (30) understand manuals & verbal instructions</p> <p>*developed after employment</p>

JOB TITLE
Information Technologist 2

ad 8/13/10 RSM

JOB CODE
69922

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

8/16/10

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 Page 2 of 2

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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45	Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards (e.g., creates and/or modifies program modules, creates database diagrams, writes standard queries, writes test cases and/or scripts for unit and systems testing, verifies unit and system test results to ensure software is producing desired results). <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>	technical in nature; (31) stay abreast of current technologies in area of IT assigned; (32) deal with problems involving several variables in familiar context. Knowledge of: 1, 2, 3, 4*, 5*, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19 Skill for: 20, 21, 22, 23, 24, 25, 26 Ability to: 27, 28, 29, 30, 31, 32.

JOB TITLE
Information Technologist 2

apd 8/13/10 [Signature]

JOB CODE
69922

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DATE
8/16/10