

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

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
20006404

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 - 32
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 am TO: 5:00 pm **ON-CALL**

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE
Information Technologist 2

JOB CODE
69922

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
80	<p>Provides direct and in-direct IT related end user support to DAS and enterprise customers; work with vendors regarding VoIP related customer support, communications and maintenance; enters customer orders that relates to VoIP installs, disconnects, moves, adds and changes; provides documentation and directions to other IT specialists as it relates to IT end user equipment and end user support. Responsible for trouble resolution of incidents utilizing the DAS ticketing system.</p>	<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 (e.g., VOIP); (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; (20) vendor support (e.g., support, maintenance & equipment warranty reports).</p> <p>Skill for: (21) reading comprehension; (22) speaking; (23) service orientation; (24) installation; (25) troubleshooting; (26) critical thinking; (27) systems evaluation & operation monitoring.</p> <p>Ability to: (28) transport items up to 50 lbs; (29) calculate decimals, percentages & fractions; (30) carry out instructions in written, oral or picture form; (31) understand manuals & verbal instructions</p> <p>*developed after employment</p>

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3/3/16

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JOB TITLE
Information Technologist 2

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	<p>Recommends and/or generates enhancements for existing VoIP infrastructure, software or support tools in compliance with specifications and standards (e.g., creates &/or modified programs modules, creates database diagrams, writes standard queries, writes test cases &/or scripts for unit and systems testing, verified unit and system test results to ensure software is producing desired results). Assigns and tracks inventory for VoIP phones and equipment; enters data into asset management tracking and helpdesk tools (repositories) and manages that data, maintains and tracks vendor warranty agreements for hardware and software.</p>	<p>technical in nature; (32) stay abreast of current technologies in area of IT assigned; (33) deal with problems involving several variables in familiar context.</p> <p>Knowledge of: 1-20* Skill for: 21-27. Ability to: 28-33.</p>

Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.

JOB CODE
69922

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DATE



3/8/16