

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505360

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)  
QOS Multi-service networking

SECONDARY TECHNOLOGY (IT ONLY)  
Router/Switch, WAN, Security Monitoring

POSITION NUMBER 20006405	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree		
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006426 Network Administration Supervisor		
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:		Bargaining Unit  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:30 am                      TO: 5:00 pm				

### 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 workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, or SAN administration (i.e., single technology domain) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered.	<b>Knowledge of:</b> (1) Enterprise Multiprotocol Network Administration; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) mathematic principles relative to assigned area in IT; (6) telecommunications, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures; (17) QOS Multi-service networking; (18) Router/Switch; (19) WAN; (20) Security Monitoring.  *developed after employment

JOB TITLE  
Infrastructure Specialist 1

JOB CODE  
69931  
 6/14/11 *QSN*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*David Z...*

6-14-11

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Router/Switch, WAN, Security Monitoring

POSITION NUMBER  
20006405

Reclassification     New Position     Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006426 Network Administration Supervisor

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt

Bargaining Unit

If FLSA Exempt, exemption type:

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 8:30 am    TO: 5:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p><b>Skill for:</b> (21) reading comprehension; (22) speaking; (23) service orientation; (24) installation; (25) troubleshooting; (26) critical thinking; (27) operation monitoring; (28) judgment &amp; decision making; (29) systems analysis; (30) systems evaluations; (31) operation analysis; (32) identifying &amp; specifying business requirements; (33) using data recovery tools &amp; techniques.</p> <p><b>Ability to:</b> (34) prepare meaningful, accurate &amp; concise reports; (35) stay abreast of current technologies in area of IT assigned.</p>
25	Utilizes vendor supplied and 3rd party utilities for monitoring. Diagnoses, analyzes and resolves issues for customer(s) in assigned single technology domain. Provides Tier II-III level customer support.	<p><b>Knowledge of:</b> 1-20 <b>Skills for:</b> 21-33 <b>Ability to:</b> 34-35</p>
25	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	<p><b>Knowledge of:</b> 1-20 <b>Skills for:</b> 21-33 <b>Ability to:</b> 34-35</p>
10	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards. Develops and maintains ad-hoc utilities or reports to automate processes. Stays current regarding new technologies, standards and techniques. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).	<p><b>Knowledge of:</b> 1-20 <b>Skills for:</b> 21-33 <b>Ability to:</b> 34-35</p> <p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist I

*apd 6/14/11*

JOB CODE  
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

6-14-11