

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505370

DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD	COUNTY OF EMPLOYMENT Franklin
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<b>This row is for Information Technology classifications ONLY</b>	PRIMARY TECHNOLOGY (IT ONLY) Enterprise Contact Center	SECONDARY TECHNOLOGY (IT ONLY) Enterprise Network Management
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POSITION NUMBER 20006409	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
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USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006357 Information Technology Consultant 3
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<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 14  Page 1 of 2
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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	Provides support & service to information system users on a computer or telecommunication network running in stand alone, client/server, web-based, and/or networked environment using established methods and procedures; performs routine analysis to resolve problems.	<p><b>Knowledge of:</b> (1) computers &amp; electronics; (2) oral &amp; written communication tools &amp; techniques; (3) customer support &amp; personal service; (4) state &amp; agency policy, procedures &amp; applicable laws*; (5) vision, mission &amp; goals of agency* (6) telecommunications; (7) IT security principles &amp; methods; (8) mathematics principles relative to assigned area in IT; (9) safety practices; (10) operating systems installation &amp; configuration procedures; (11) network standards, protocols &amp; procedures, (12) platform usage; (13) capabilities &amp; applications of network equipment including hubs, routers, switches, bridges, servers, &amp; related hardware; (14) technology design techniques; (15) basic internet server maintenance techniques; (16) back-up &amp; recovery techniques; (17) technical writing &amp; documentation.</p> <p><b>Skill for:</b> (18) reading comprehension; (19) speaking, service orientation; (20) installation; (21) troubleshooting; (22) critical thinking; (23) systems evaluation; (24) operation monitoring</p> <p><b>Ability to:</b> (25) transport items up to 50 lbs; (26) calculate decimals, percentages &amp; fractions; (27) carry out instructions in written, oral or picture form; (28) understand manuals &amp; verbal instructions, technical in nature;</p> <p style="text-align: right;">*developed after employment</p>

JOB TITLE: Information Technologist 1  
  
 JOB CODE: 69921  
  
 App'd 7/9/10 *[Signature]*

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	DATE 7/7/10
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# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505370

DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD	COUNTY OF EMPLOYMENT Franklin
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	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006357 Information Technology Consultant 3	
	<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 14  Page 2 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
		(29) stay abreast of current technologies in area of IT assigned.
40	Provides installation and monitoring support to IT specialists (e.g., un-packs, stages and/or racks hardware, performs set-up and installation for hardware and/or software; network connectivity, learns and changes application coding specifications, installs telecommunications hardware and wiring, monitors systems and notifies higher-level staff of any concerns).	<b>Knowledge of:</b> 1-17 <b>Skill for:</b> 18-24 <b>Ability to:</b> 25-29
20	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.	<b>Knowledge of:</b> 1-17 <b>Skill for:</b> 18-24 <b>Ability to:</b> 25-29

JOB TITLE  
Information Technologist 1  
  
 App'd 7/9/10 *PTM*  
  
 JOB CODE  
69921

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	DATE 7/7/10
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