

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505370

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

This row is for Information Technology classifications ONLY | PRIMARY TECHNOLOGY (IT ONLY): Enterprise Contact Center | SECONDARY TECHNOLOGY (IT ONLY): Enterprise Network Management

POSITION NUMBER
20006411

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: _____ | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006357 Information Technology Consultant 3

Permanent Classified Overtime: Eligible Exempt Bargaining Unit 14
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: _____ 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
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>Knowledge of: (1) computers & electronics; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency* (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) technical writing & documentation.</p> <p>Skill for: (18) reading comprehension; (19) speaking, service orientation; (20) installation; (21) troubleshooting; (22) critical thinking; (23) systems evaluation; (24) operation monitoring</p> <p>Ability to: (25) transport items up to 50 lbs; (26) calculate decimals, percentages & fractions; (27) carry out instructions in written, oral or picture form; (28) understand manuals & verbal instructions, technical in nature;</p> <p>*developed after employment</p>

JOB TITLE
Information Technologist 1

Appd 7/9/10 *ern*

JOB CODE
69921

List Position Numbers & Job Titles of Positions Directly Supervised: _____ | SIGNATURE OF AGENCY REPRESENTATIVE: *[Signature]* | DATE: 7/9/10

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 Bargaining Unit 14
 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
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).	(29) stay abreast of current technologies in area of IT assigned. Knowledge of: 1-17 Skill for: 18-24 Ability to: 25-29
20	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards.	Knowledge of: 1-17 Skill for: 18-24 Ability to: 25-29

POSITION NUMBER: 20006411
 JOB TITLE: Information Technologist 1
 JOB CODE: 69921
add 7/9/10 Rm

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 SIGNATURE OF AGENCY REPRESENTATIVE: *[Signature]*
 DATE: 7/9/10