

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505350

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)
Enterprise Contact Center

SECONDARY TECHNOLOGY (IT ONLY)
Enterprise Network Management

POSITION NUMBER
20006412

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006404 Telecommunications Network Supervisor

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 14

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) mathematics 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

Apr 4/22/10 *[Signature]*

JOB CODE
69921

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

4/22/10

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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

JOB TITLE
Information Technologist I

JOB CODE
69921
App 4/22/10 *[Signature]*

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

4/22/10