

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505360

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Unified Network Services

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  
20006423

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 35  
Page 1 of 3

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
70	<p>Evaluates effectiveness and risk of Information Technology (IT) processes.</p> <ul style="list-style-type: none"> <li>- Performs duties as a Tier 3 Network Operations Engineer which includes advanced troubleshooting and problem resolution</li> <li>- Installs maintains configures, upgrades and administers network devices (LAN, WAN)</li> <li>- Interfaces with IT enterprise and agency service representatives (state agencies &amp; internal agency) on the development and support of enterprise and agency IT services</li> <li>- Evaluates IT enterprise, agency requirements and makes IT recommendations</li> <li>- Provides 24x7x365 operational support after IT services implementation to include network provider connectivity and hardware/software (i.e. switches, routers, VoIP devices, etc.) support.</li> <li>- Acts as a Tier 3 technical consultant recommending network implementations and ensuring services are not compromised</li> <li>- Utilizes 3rd party network monitoring software (i.e. Accelops, HP NNMI, ORION Solarwinds, etc.)</li> <li>- Implements network changes recommended by Network Planning and Engineering</li> <li>- Interfaces with IT Security on incorporating policy and best practices requirements into network designs.</li> </ul> <p>Recommends changes in IT procedures to meet customer needs.</p> <ul style="list-style-type: none"> <li>- Evaluates and supports current IT network designs for meeting IT service objectives</li> <li>- Makes recommendations to update network designs and implementations to meet IT service objectives.</li> <li>- Evaluates effectiveness of policies on network designs</li> <li>- Makes recommendation for updating policies to meet statewide and agency objectives</li> </ul>	<p><b>Knowledge of:</b> (1) oral &amp; written communication tools &amp; techniques; (2) customer support &amp; personal service technical writing &amp; documentation practices; (3) state &amp; agency policy, procedures &amp; applicable laws*; (4) vision, mission &amp; goals of agency*; (5) mathematical principles relative to assigned area in IT; (6) telecommunications; (7) capabilities &amp; applications of network equipment including hubs, routers, switches, bridges, servers, &amp; related hardware; (8) IT principles, methods &amp; practices in assigned specialty area; (9) software distribution &amp; configuration management tools &amp; mechanisms; (10) organizations operation environment, topology, &amp; protocols; (11) local area &amp; wide area networking principles &amp; concepts; (12) local area &amp; wide area networking principles &amp; concepts such as subnetting &amp; supernetting; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation &amp; configuration procedures; (16) internet clients, such as browsers &amp; streaming video; (17) systems administration methods &amp; procedures; (18) operating systems installation &amp; configuration procedures;</p> <p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933  
*APD 9-23-15 VCS*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



8/31/15

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505360

DIVISION OR INSTITUTION: Office of Information Technology  
 UNIT OR OFFICE: ISD/Unified Network Services  
 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

Reclassification     New Position     Update  
 Position Hyperlinked to  Agency Organizational Tree

POSITION NUMBER  
20006423

USUAL WORKING TITLE OF POSITION: \_\_\_\_\_  
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: \_\_\_\_\_  
 SEE TABLE OF ORGANIZATION

Permanent     Classified    Overtime:  Eligible     Exempt  
 Temporary     Unclassified  
 Intermittent     Essential    If FLSA Exempt, exemption type: \_\_\_\_\_  
 Bargaining Unit 14  
 PR 35  
 Page 2 of 3

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

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

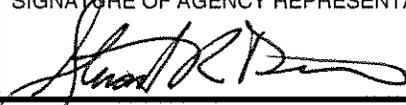
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(19) technology design; (20) technology design techniques; (21) structured analysis principles (22) QOS Multi-Service networking; (23) Router/Switch; (24) WAN; (25) Security Monitoring. <b>Skill in</b> (26) reading comprehension; (27) speaking; (28) service orientation; (29) installation; (30) troubleshooting; (31) critical thinking; (32) operation monitoring; (33) judgment & decision making; (34) systems analysis (35) systems evaluations; (36) operation analysis; (37) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (38) complex problem solving; (39) assuring quality. <b>Ability to:</b> (40) prepare meaningful accurate & concise reports; (41) stay abreast of current technologies in area of IT assigned; (42) define problems; (43) collect data; (44) establish facts & draw valid conclusions; (45) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.; (46) get along with others.  *developed after employment

JOB TITLE  
Infrastructure Specialist 3

APD 9-23-15 - Kes

JOB CODE  
69933

List Position Numbers & Job Titles of Positions Directly Supervised: \_\_\_\_\_  
 SIGNATURE OF AGENCY REPRESENTATIVE:   
 DATE: 8/31/15

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505360		
DIVISION OR INSTITUTION Office of Information Technology		UNIT OR OFFICE ISD/Unified Network Services	COUNTY OF EMPLOYMENT Franklin	
<b>This row is for Information Technology classifications ONLY</b>		PRIMARY TECHNOLOGY (IT ONLY) QOS Multi-service networking	SECONDARY TECHNOLOGY (IT ONLY) Router/Switch; WAN; Security Monitoring	
POSITION NUMBER 20006423	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<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 PR 35 Page 3 of 3
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am                      TO: 5:00 pm			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
JOB TITLE Infrastructure Specialist 3	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	20	Evaluates and/or researches IT Network Service's hardware and/or software solutions <ul style="list-style-type: none"> <li>- Interfaces and/or performs work with other IT services applications or platforms.</li> <li>- Evaluates and researches network solutions and provides results and recommendation to management and higher level staff for approval</li> <li>- Promotes ITIL Guidelines by receiving training and adhering to established processes</li> <li>- Attends IT services seminars, meeting and training session on industry trends.</li> <li>- Receives training and orientation from advanced network staff on new technologies and standards</li> </ul>	<b>Knowledge of:</b> 1-25 <b>Skill in:</b> 26-39 <b>Ability to:</b> 40-46	
	10	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines.	<b>Knowledge of:</b> 1-25 <b>Skill in:</b> 26-39 <b>Ability to:</b> 40-46	
		<i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i>		
JOB CODE 69933	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 8/31/15	