

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

|   |  |                                  |
|---|--|----------------------------------|
| DIVISION OR INSTITUTION<br>Office of Information Technology | UNIT OR OFFICE<br>ISD/Network Services | COUNTY OF EMPLOYMENT<br>Franklin |
|---|--|----------------------------------|

|  |  |   |
|--|--|---|
| <b>This row is for Information Technology classifications ONLY</b> | PRIMARY TECHNOLOGY (IT ONLY)<br>QOS Multi-service networking | SECONDARY TECHNOLOGY (IT ONLY)<br>Router/Switch, WAN, Security Monitoring |
|--|--|---|

|                             |  |  |  |
|-----------------------------|--|--|--|
| POSITION NUMBER<br>20006428 | <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<br>20006404 Network Administration Supervisor |
|---------------------------------|--|

|  |   |   |                                    |
|--|---|---|------------------------------------|
| <input checked="" type="checkbox"/> Permanent<br><input type="checkbox"/> Temporary<br><input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified<br><input type="checkbox"/> Unclassified<br><input type="checkbox"/> Essential | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt<br>If FLSA Exempt, exemption type: | Bargaining Unit<br><br>Page 1 of 2 |
|--|---|---|------------------------------------|

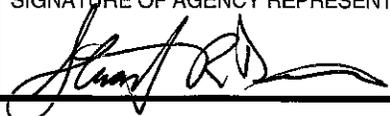
NORMAL WORKING HOURS (Explain unusual or rotating shift):  
 FROM: 7:00 am                      TO: 4:00 pm

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

| %  | Job Duties in Order of Importance   | Knowledge, Skills & Abilities  |
|----|---|--|
| 40 | Evaluates effectiveness and risk of IT processes: conducts network security troubleshooting, problem identification and resolution; implements network security changes; enforces state wide security policies, procedures and guidelines (i.e. Network Security Best Practices); administers firewalls, load balancers, DDoS appliance, Duo Security and ACS Servers; monitors logs for all network security devices; monitors network for security threats or malicious activity (i.e. virus, worms, bots, spam, etc.); reviews and implements network security change requests via ServiceNow; participates in projects with the Network Planning and Engineering groups; maintains functional drawings and documentation; responsible for inventory management and equipment salvage preparation; recommends changes in IT procedures to meet customer needs. | <b>Knowledge of:</b> (1) oral & written communication tools & techniques; (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; (7) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (8) IT principles, methods & practices in assigned specialty area; (9) software distribution & configuration management tools & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) operating systems installation & configuration procedures; (19) technology design; (20) technology design techniques; (21) structured analysis principles; (22) QOS Multi-service networking; (23) Router/Switch; (24) WAN; (25) Security Monitoring.<br><br>*developed after employment |

JOB TITLE  
Infrastructure Specialist 3

JOB CODE  
69933

|  |  |                 |
|--|--|-----------------|
| List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE<br> | DATE<br>4/18/16 |
|--|--|-----------------|

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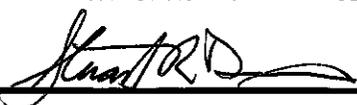
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**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

| %  | Job Duties in Order of Importance  | Knowledge, Skills & Abilities   |
|----|--|---|
|    |  | <b>Skill for:</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.<br><b>Ability to:</b> (40) prepare meaningful accurate & concise reports; stay abreast of current technologies in area of IT assigned; (41) define problems; (42) collect data; (43) establish facts & draw valid conclusions; (44) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues. |
| 40 | Evaluates and/or researches hardware and/or software solutions and provides feedback to project team or higher-level staff. Interfaces and/or performs work with other applications or platforms.  | <b>Knowledge of:</b> 1-25<br><b>Skill for:</b> 26-39<br><b>Ability to:</b> 40-44  |
| 20 | 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; provides on call support; provides onsite Customer Network Security support. | <b>Knowledge of:</b> 1-25<br><b>Skill for:</b> 26-39<br><b>Ability to:</b> 40-44  |
|    | <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>  | *developed after employment   |

|                   |  |  |        |
|-------------------|--|--|--------|
| JOB CODE<br>69933 | List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE   | DATE   |
|                   |  |  | 4/8/16 |