

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505360

DIVISION OR INSTITUTION: Office of Information Technology
 UNIT OR OFFICE: ISD 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

USUAL WORKING TITLE OF POSITION: _____
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006407 Telecommunications Network Supervisor

Permanent
 Classified
 Overtime: Eligible
 Exempt
 Temporary
 Unclassified
 Intermittent
 Essential
 If FLSA Exempt, exemption type: _____
 Bargaining Unit: _____
 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 | Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, or SAN administration (i.e., single technology domain) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. | Knowledge of: (1) Enterprise Multiprotocol Network Administration; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) mathematics principles relative to assigned area in IT; (6) telecommunications, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures. Skill for: (17) reading comprehension; (18) speaking; (19) service orientation; (20) installation; (21) troubleshooting; (22) critical thinking; (23) operation monitoring; (24) judgment & decision making; (25) systems analysis; *developed after employment |

POSITION NUMBER: 20006429
 JOB TITLE: Infrastructure Specialist 1
 JOB CODE: 69931
App'd 8/13/10 psm

List Position Numbers & Job Titles of Positions Directly Supervised: _____
 SIGNATURE OF AGENCY REPRESENTATIVE: *[Signature]*
 DATE: 8/16/10

| | | | | |
|--|--|---|---|------------------------------------|
| POSITION DESCRIPTION | | AGENCY/DEPT ID DAS505360 | | |
| DIVISION OR INSTITUTION Office of Information Technology | | UNIT OR OFFICE ISD/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 20006429 | <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 20006407 Telecommunications Network Supervisor | |
| | <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 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 | |
| | | | (26) systems evaluations; (27) operation analysis; (28) identifying & specifying business requirements; (29) using data recovery tools & techniques. Ability to: (30) prepare meaningful, accurate & concise reports; (31) stay abreast of current technologies in area of IT assigned. | |
| 25 | Utilizes vendor supplied and 3rd party utilities for monitoring. Diagnoses, analyzes and resolves issues for customer(s) in assigned single technology domain. Provides Tier II-III level customer support. | | Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31 | |
| 25 | Conducts performance tuning for hardware and/or software. Develops and maintains documentation. | | Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31 | |
| 10 | Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards. Develops and maintains ad-hoc utilities or reports to automate processes. Stays current regarding new technologies, standards and techniques. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques). | | Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31 | |
| | | | *developed after employment | |
| JOB CODE 69931 | List Position Numbers & Job Titles of Positions Directly Supervised: | | SIGNATURE OF AGENCY REPRESENTATIVE  | |
| | | | DATE 8/16/10 | |

POSITION NUMBER
20006429

JOB TITLE
Infrastructure Specialist I

JOB CODE
69931
apd 8/13/10 psm