

POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

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)
WAN

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006430

Reclassification
 New Position
 Update
 Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Network Administrator

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit

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
65	Installs, maintains, configures, upgrades and/or administers hardware & software independently in telecommunications & network connectivity for Office of Information Technology (OIT), Network Services: devises new approaches to problems encountered. Utilizes vendor supplied and 3rd party utilities for network monitoring. Diagnoses, analyzes and resolves issues for customer(s) related to network connectivity; provides Tier II-III level network support in the Customer Service Center (CSC): create, update & resolve incidents & requests.	<p>Knowledge of: (1) Enterprise Multiprotocol Network Administration; (2) customer support & service level agreements; (3) technical writing & documentation practices; (4) WAN troubleshooting tools (e.g., ping, traceroute, tracert, nslookup, ipconfig); (5) WAN technology (e.g., VoIP, T1, T3, metro Ethernet circuits, packet switching); (6) capabilities & installation of network equipment (e.g., routers, switches, CAT5/6 cable, fiber); (7) ITIL principles, methods & best practices; (8) configuration management tools and authentication protocols (e.g., telnet, SSH client, RADIUS/TACACS); (9) networking principles, topology & concepts (e.g., OSI 5-layer model, SSH, SSL, UDP, spanning tree, subnetting, NAT/PAT, DNS, TCP/IP, MAC Address, VLAN, IPv4, ISP, OSPF, SNMP); (10) network monitoring or event and security management tools (e.g., Accelops, Solarwinds or HP NNMi).</p> <p>Skill for: (11) reading comprehension; (12) speaking; (13) customer service orientation; (14) router, switch & network cabling installation; (15) troubleshoot & diagnose network connectivity issues; (16) critical thinking; (17) using network configuration tools & techniques.</p> <p>Ability to: (18) prepare meaningful, accurate & concise reports; (19) stay abreast of current technologies in networking & WAN</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist I

JOB CODE
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood

11/21/14

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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35	Promotes system security and awareness by adhering to the OIT IT security policies. Develops and maintains ad-hoc utilities or reports to automate network processes. Stays current regarding new technologies, standards and techniques. Receives orientation related to mentorship and applies as necessary (e.g., job shadowing & knowledge transfer)	Knowledge of: 1-10 Skill in: 11-17 Ability to: 18-19 *developed after employment

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DATE

Spencer Wood/pem

11/21/14