

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505260

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/WSS

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
UNIX/Linux

SECONDARY TECHNOLOGY (IT ONLY)
Performance Monitoring Software Admin, IBM Hardware, Storage Management, Systems Control & Monitoring

POSITION NUMBER
20006445

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006460 IT Manager 2

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
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, and SAN administration (i.e., multiple technology domains) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains. Creates, organizes, files and maintains documentation.	<p>Knowledge of: (1) customer support & personal service technical writing & documentation practices; (2) Tivoli Storage Manager (TSM); (3) Storage Area Network (SAN); (4) IT principles, methods & practices in assigned specialty area; (5) software distribution tools & configuration management & mechanisms; (6) organizations operation environment, topology, & protocols; (7) back-up & recovery techniques; (8) performance monitoring methods; (9) installation & configuration procedures; (10) system administration methods & procedures; (11) operating systems installation & configuration procedures; (12) UNIX/Linux; (13) Performance Monitoring Software Administration; (14) IBM Hardware; (15) Storage Management; (16) Systems Control & Monitoring.</p> <p>Skill for: (17) troubleshooting; (18) critical thinking; (19) operation monitoring; (20) judgment & decision making; (21) systems analysis & systems evaluations; (22) identifying & specifying business requirements; (23) using data recovery tools & techniques; (24) systems evaluation, & complex problem solving.</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
add 7/2/11
Per

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

7/2/11

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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30	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	Ability to: (25) stay abreast of current technologies in area of IT assigned; (26) define problems, collect data, establish facts & draw valid conclusions.
15	Interfaces with other platforms from a hardware and/or software perspective.	Knowledge of: 1-23 Skills for: 17-24 Ability to: 25-26
15	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	Knowledge of: 1-23 Skills for: 17-24 Ability to: 25-26

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
Apr 7/2/11

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