

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505420

DIVISION OR INSTITUTION: Office of Information Technology  
 UNIT OR OFFICE: ISD/Enterprise Shared Services  
 COUNTY OF EMPLOYMENT: Franklin

**This row is for Information Technology classifications ONLY**  
 PRIMARY TECHNOLOGY (IT ONLY): Microsoft NW  
 SECONDARY TECHNOLOGY (IT ONLY): Microsoft Server

Reclassification     
  New Position     
  Update     
 Position Hyperlinked to  Agency Organizational Tree

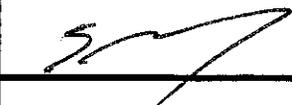
USUAL WORKING TITLE OF POSITION: \_\_\_\_\_  
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: See Table of Organization

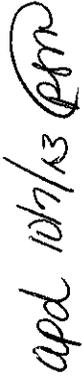
Permanent     
  Classified     
 Overtime:  Eligible     
  Exempt     
 Bargaining Unit 14  
 Temporary     
  Unclassified  
 Intermittent     
  Essential     
 If FLSA Exempt, exemption type: \_\_\_\_\_  
 Page 1 of 2

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	Evaluates current IT policies, procedures, and practices and recommends. Leads IT driven change effort. Participates in and/or leads activities to achieve project tasks/meet deadlines.	<b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service; (3) technical writing & documentation practices; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency*; (6) mathematic principles relative to assigned area in IT; (7) telecommunications; (8) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (9) IT principles, methods & practices in assigned specialty area; (10) software distribution & configuration management tools & mechanisms; (11) organizations operation environment, topology, & protocols; (12) local area & wide area networking principles & concepts; (13) back-up & recovery techniques; (14) performance monitoring methods; (15) basic internet server maintenance techniques; (16) installation & configuration procedures; (17) internet clients, such as browsers & streaming video; (18) system administration methods & procedures; (19) operating systems installation & configuration procedures; (20) technology design; (21) technology design techniques; (22) structured analysis principles; (23) cost-benefit analysis methods; (24) interrelationships of multiple IT specialties; (25) Microsoft NW; (26) Microsoft Server.

List Position Numbers & Job Titles of Positions Directly Supervised: \_\_\_\_\_  
 SIGNATURE OF AGENCY REPRESENTATIVE:   
 DATE: (5/12)

POSITION NUMBER 20006451  
 JOB TITLE Infrastructure Specialist 4  
 JOB CODE 69934  
 apd 10/17/13 

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Office of Information Technology

UNIT OR OFFICE  
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COUNTY OF EMPLOYMENT  
Franklin

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PRIMARY TECHNOLOGY (IT ONLY)  
Microsoft NW

SECONDARY TECHNOLOGY (IT ONLY)  
Microsoft Server

POSITION NUMBER  
20006451

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

Bargaining Unit 14

If FLSA Exempt, exemption type:

Page 2 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
		<p><b>Skill for:</b> (27) reading comprehension; (28) speaking; (29) service orientation; (30) installation; (31) troubleshooting; (32) critical thinking; (33) operation monitoring; (34) judgment &amp; decision making; (35) systems analysis; (36) systems evaluations; (37) operation analysis; (38) identifying &amp; specifying business requirements using data recovery tools &amp; techniques &amp; systems evaluation; (39) complex problem solving; (40) assuring quality &amp; lead work.</p> <p><b>Ability to:</b> (41) prepare meaningful, accurate &amp; concise reports; (42) stay abreast of current technologies in area of IT assigned; (43) define problems, collect data; establish facts &amp; draw valid conclusions; (44) provide expert technical advice; (45) guidance, &amp; recommendations to management &amp; other technical specialists on critical IT issues.</p>
40	<p>Develops solutions design; works with IT Architect staff, CIO or IT Managers to design solutions that meet the agency's requirements; assists analysis of the solution design's business case; authors' portions of the solution business case.</p>	<p><b>Knowledge of:</b> 1-26 <b>Skill for:</b> 27-40 <b>Ability to:</b> 41-45</p>
20	<p>Works with vendors, other specialists and/or agencies to solve integration problems. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.</p> <p><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></p>	<p><b>Knowledge of:</b> 1-26 <b>Skill for:</b> 27-40 <b>Ability to:</b> 41-45</p>

JOB TITLE  
Infrastructure Specialist 4

*apd 10/7/13 PRM*

JOB CODE  
69934

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



*10/8/13*