

POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Identity & Access Management

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006464

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
If FLSA Exempt, exemption type:

Bargaining Unit
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 effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	<p>Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) Identity & Access Management (e.g. Power Shell, FIM Management Agent, XML, Unified Access Gateway, Threat Management Gateway, Active Directory Federated Services, Forefront Identity Management, Microsoft Networking) (4) IT principles, methods & practices in Identity Access Management; (5) software distribution & configuration management tools & mechanisms; (6) authentication protocols (e.g., SAML, LDAP, NTLM, Kerberos); (7) Domain Name System (DNS); (8) back-up & recovery techniques; (9) performance monitoring methods; (10) installation & configuration procedures; (11) system administration methods & procedures; (12) operating systems installation & configuration procedures; (13) technology design;</p> <p>*developed after employment</p>

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood KPSM

6/20/14

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE
Infrastructure Specialist 3

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p>Skill for: (14) service orientation; (15) installation; (16) troubleshooting; (17) critical thinking; (18) operation monitoring; (19) judgment & decision making; (20) systems evaluations; (21) identifying & specifying business requirements; (22) using data recovery tools & techniques; (23) complex problem solving; (24) assuring quality. Ability to: (25) prepare meaningful accurate & concise reports; (26) stay abreast of current technologies in area of IT assigned; (27) define problems; (28) collect data; (29) establish facts & draw valid conclusions; (30) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.</p>
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.	<p>Knowledge of: 1-13 Skill for: 14-24 Ability to: 25-30</p>
20	<p>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. <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>Knowledge of: 1-13 Skill for: 14-24 Ability to: 25-30 *developed after employment</p>

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood/pem

6/20/14