100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/ Windows System Services	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) Systems Security	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Server

POSITION NUMBER 20006465

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006469 Network Administration Manager

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 4

JOB CODE 69934 apd 4/22/10

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.	**Knowledge of:** (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.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		4/22/10

100-000R

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Bargaining Unit 14

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 4

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Skill for: (25) reading comprehension; (26) speaking; (27) service orientation; (28) installation; (29) troubleshooting; (30) critical thinking; (31) operation monitoring; (32) judgment & decision making; (33) systems analysis; (34) systems evaluations; (35) operation analysis; (36) identifying & specifying business requirements using data recovery tools & techniques & systems evaluation; (37) complex problem solving; (38) assuring quality & lead work. **Ability to:** (39) prepare meaningful, accurate & concise reports; (40) stay abreast of current technologies in area of IT assigned; (41) define problems, collect data; establish facts & draw valid conclusions; (42) provide expert technical advice;(43) guidance, & recommendations to management & other technical specialists on critical IT issues.
40	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.	**Knowledge of:** 1-24 **Skill for:** 25-38 **Ability to:** 39-43
20	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. *Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*	**Knowledge of:** 1-24 **Skill for:** 25-38 **Ability to:** 39-43

JOB CODE 69934

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10

4/22/10