

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): Time Management Software Administration
 SECONDARY TECHNOLOGY (IT ONLY):

POSITION NUMBER: 20006466

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:

Temporary
 Unclassified
 If FLSA Exempt, exemption type:
 Page 1 of 2

Intermittent
 Essential

NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 7:00 am TO: 4:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Evaluates effectiveness and risk of Kronos processes and recommends changes in Kronos procedures to meet customer needs.	Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) Time Management Software Administration (e.g., Kronos); (4) ITSM Tool (e.g., Service Now); (5) mathematic principles relative to assigned area in IT; (6) telecommunications; (7) Kronos principles, methods & practices; (9) software distribution & configuration management tools & mechanisms; (10) organizations operation environment, topology, & protocols; (11) configure and maintain the TCP/IP server on iseries; (12) TSM and BRMS backups; (13) performance monitoring methods; (14) Apache web server maintenance techniques; (15) installation & configuration procedures; (16) internet client for Kronos access; (17) IBM System I Access for Windows; (18) operating systems installation & configuration procedures; (19) technology design & techniques (20) structured analysis principles;

JOB CODE: 69933

List Position Numbers & Job Titles of Positions Directly Supervised:
 SIGNATURE OF AGENCY REPRESENTATIVE: *Spencer Wood*
 DATE: 10/6/14

POSITION NUMBER
20006466

JOB TITLE
Infrastructure Specialist 3

JOB CODE
69933

POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD

COUNTY OF EMPLOYMENT
Franklin

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PRIMARY TECHNOLOGY (IT ONLY)
Time Management Software Administration

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006466

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 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:00 am TO: 4:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE
Infrastructure Specialist 3

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p>Skill for: (23) reading comprehension; (24) speaking; (25) service orientation; (26) installation; (27) troubleshooting; (28) critical thinking; (29) operation monitoring; (30) judgment & decision making; (31) systems analysis (32) systems evaluations; (33) operation analysis; (34) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (35) complex problem solving; (36) assuring quality.</p> <p>Ability to: (37) prepare meaningful accurate & concise reports; stay abreast of current technologies in area of IT assigned; (38) define problems; (39) collect data; (40) establish facts & draw valid conclusions; (41) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.</p>
40	Evaluates and/or researches Kronos 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: 1-22 Skill for: 23-36 Ability to: 37-41</p>
20	Assists in providing Kronos consultation and recommendations for implementation, ensuring services are not compromised. Provides technical Kronos leadership for integration of various related systems. Participates in and/or provides technical Kronos assistance to achieve project tasks/meet deadlines.	<p>Knowledge of: 1-22 Skill for: 23-36 Ability to: 37-41</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>*developed after employment</p>

JOB CODE
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood / spm

10/6/14