

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505280

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Server

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
VMware

SECONDARY TECHNOLOGY (IT ONLY)  
Microsoft Server

POSITION NUMBER  
20006470

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

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 effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	<p><b>Knowledge of:</b> (1) oral &amp; written communication tools &amp; techniques; (2) customer support &amp; personal service technical writing &amp; documentation practices; (3) VMware Tools (e.g., DAVG, ESXi Console, SSH, esxtop, ESXi Commandline, vmkfstool); (4) VMware Platforms (e.g., vSphere, vCenter Operations Manager, vCenter, vCloud Director, Site Recovery Manager); (5) VMware Technologies (e.g., distributed virtual switch, standard virtual switch, vmkernel, portgroups; vnic, ); (6) Microsoft Server Tools; (7) Microsoft Server Platform (e.g., Server 2003 R2, Server 2008, Server 2008 R2, Server 2012); (8) Microsoft Server Technologies (e.g., raw disk mappings (RDMs); (9) IT principles, methods &amp; practices in VMware Technologies; (10) software distribution &amp; configuration management tools &amp; mechanisms; (11) organizations operation environment, topology, &amp; protocols; (12) local area &amp; wide area networking principles &amp; concepts; (13) back-up &amp; recovery techniques; (14) performance monitoring methods; (15) installation &amp; configuration procedures; (16) system administration methods &amp; procedures; (17) operating systems installation &amp; configuration procedures; (18) technology design; (19) VMware; (20) Microsoft Server.</p> <p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist 3

*apd 12/4/13 psm*

JOB CODE  
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

12-3-13

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Bargaining Unit  
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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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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><b>Skill for:</b> (21) service orientation; (22) installation; (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment &amp; decision making; (27) systems evaluations; (28) identifying &amp; specifying business requirements, (29) using data recovery tools &amp; techniques; (30) complex problem solving; (31) assuring quality.</p> <p><b>Ability to:</b> (32) prepare meaningful accurate &amp; concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems; (35) collect data; (36) establish facts &amp; draw valid conclusions; (37) provide expert technical advice, guidance, &amp; recommendations to management &amp; other technical specialists on critical IT issues.</p> <p><b>Knowledge of:</b> 1-20 <b>Skill for:</b> 21-31 <b>Ability to:</b> 32-37</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.</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> 1-20 <b>Skill for:</b> 21-31 <b>Ability to:</b> 32-37</p> <p>*developed after employment</p>

JOB TITLE  
Infrastructure Specialist 3

APD 12/4/13 PPM

JOB CODE  
69933

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE



R-10