100-000R

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505250

| DIVISION OR INSTITUTION | UNIT OR OFFICE | COUNTY OF EMPLOYMENT |
|---|---|---|
| Office of Information Technology | ISD/Enterprise Computing | Franklin |
| **This row is for Information Technology classifications ONLY** | PRIMARY TECHNOLOGY (IT ONLY) IBM Z/OS | SECONDARY TECHNOLOGY (IT ONLY) TSO, ISPF |

POSITION NUMBER 20006482

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006478 Information Technology Manager 2

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 1 of 2

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

JOB TITLE Infrastructure Specialist 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|---|---|---|
| 40 | Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, and SAN administration (i.e., multiple technology domains) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered. Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains. Creates, organizes, files and maintains documentation. | **Knowledge of:** (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) vision, mission & goals of agency*; (5) mathematic principles relative to assigned area in IT; (6) telecommunications; (7) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (8) IT principles, methods & practices in assigned specialty area; (9) software distribution tools & configuration management & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) operating systems installation & configuration procedures; (19) technology design.<br>**Skill for:** (20) reading comprehension, (21) speaking; (22) service orientation, installation;<br><br>*developed after employment |

JOB CODE 69932 apd 4/20/10 pm

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

100-000R

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS505250

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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 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|---|---|---|
| | | (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems analysis, systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) systems evaluation, & complex problem solving.<br>**Ability to:** (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems, collect data, establish facts & draw valid conclusions. |
| 30 | Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam). | **Knowledge of:** 1-19<br>**Skills for:** 20-31<br>**Ability to:** 32-34 |
| 15 | Interfaces with other platforms from a hardware and/or software perspective. | **Knowledge of:** 1-19<br>**Skills for:** 20-31<br>**Ability to:** 32-34 |
| 15 | Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation | **Knowledge of:** 1-19<br>**Skills for:** 20-31<br>**Ability to:** 32-33 |

JOB CODE 69932 apd 4/22/10

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10