

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION: Office of Information Technology
 UNIT OR OFFICE: ISD/Unified Network Services
 COUNTY OF EMPLOYMENT: Franklin

This row is for Information Technology classifications ONLY
 PRIMARY TECHNOLOGY (IT ONLY): QOS Multi-Service networking
 SECONDARY TECHNOLOGY (IT ONLY): Router/Switch; WAN; Security Monitoring

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 14
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: _____ PR 35
 Page 1 of 3

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 Information Technology (IT) processes. Performs as a Network Engineering Planner & Designer <ul style="list-style-type: none"> - Interfaces with IT enterprise and agency Service Representatives (state agencies & internal agency) on the development of Enterprise and agency IT services - Evaluates IT enterprise and agency requirements. - Plans and designs for the implementation of the IT services - Designs IT Network implementations to include network provider connectivity and hardware/software (i.e. switches, routers, VoIP devices, etc.) - Interfaces with IT Security on incorporating policy and best practices requirements into network designs. Recommends changes in IT procedures to meet customer needs. <ul style="list-style-type: none"> - Evaluates current IT network designs for meeting IT service objectives - Makes recommendations to update network designs and implementations to meet IT service objectives. - Evaluates effect of policies on network designs - Makes recommendation for updating policies to meet statewide an agency objectives 	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) mathematical 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 & configuration management tools & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) local area & wide area networking principles & concepts such as subnetting & supernetting; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) systems administration methods & procedures; (18) operating systems installation & configuration procedures; <p style="text-align: right;">*developed after employment</p>

POSITION NUMBER: 20006508
 JOB TITLE: Infrastructure Specialist 3
 JOB CODE: 69933
 AD 7-17-15

List Position Numbers & Job Titles of Positions Directly Supervised: _____

SIGNATURE OF AGENCY REPRESENTATIVE: _____ DATE: 6/11/15

POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000		
DIVISION OR INSTITUTION Office of Information Technology		UNIT OR OFFICE ISD/Unified Network Services	COUNTY OF EMPLOYMENT Franklin	
This row is for Information Technology classifications ONLY		PRIMARY TECHNOLOGY (IT ONLY) QOS Multi-service networking	SECONDARY TECHNOLOGY (IT ONLY) Router/Switch; WAN; Security Monitoring	
POSITION NUMBER 20006508	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 35 Page 2 of 3
	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		
		(19) technology design; (20) technology design techniques; (21) structured analysis principles (22) QOS Multi-Service networking; (23) Router/Switch; (24) WAN; (25) Security Monitoring. Skill in (26) reading comprehension; (27) speaking; (28) service orientation; (29) installation; (30) troubleshooting; (31) critical thinking; (32) operation monitoring; (33) judgment & decision making; (34) systems analysis (35) systems evaluations; (36) operation analysis; (37) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (38) complex problem solving; (39) assuring quality. Ability to: (40) prepare meaningful accurate & concise reports; (41) stay abreast of current technologies in area of IT assigned; (42) define problems; (43) collect data; (44) establish facts & draw valid conclusions; (45) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.; (46) get along with others. *developed after employment		
JOB CODE 69933	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	
			DATE <i>5/11/15</i> <i>6-11-15</i>	

JOB TITLE
Infrastructure Specialist 3

HPD 7-17-15

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This row is for Information Technology classifications ONLY		PRIMARY TECHNOLOGY (IT ONLY) QOS Multi-service networking	SECONDARY TECHNOLOGY (IT ONLY) Router/Switch; WAN; Security Monitoring	
POSITION NUMBER 20006508	<input type="checkbox"/> Reclassification <input checked="" type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 35 Page 3 of 3
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
JOB TITLE Infrastructure Specialist 3	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	40	Evaluates and/or researches IT Network Service's hardware and/or software solutions <ul style="list-style-type: none"> - Interfaces and/or performs work with other IT services applications or platforms. - Provides feedback to project team or higher-level staff IT network services - Attends IT services seminars, meeting and training session on industry trends. 	Knowledge of: 1-25 Skill in: 26-39 Ability to: 40-46	
	20	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.	Knowledge of: 1-25 Skill in: 26-39 Ability to: 40-46	
		<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>	*developed after employment	
JOB CODE 69933	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 6/11/11 6-11-11	