

POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
WAN

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20006512

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: 2:00 pm TO: 11:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE
Infrastructure Specialist 2

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in network administration and telecommunications & network connectivity 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) WAN Tools (e.g., Telnet & SSH Client); (4) IT principles, methods & practices in WAN (e.g. DNS, NAT, TCP/IP, OSI Layers 2 & 3, UDP, & VLAN); (5) software distribution tools & configuration management & mechanisms; (6) organizations operation environment, topology, & protocols; (7) back-up & recovery techniques; (8) performance monitoring methods; (9) installation & configuration procedures; (10) system administration methods & procedures; (11) operating systems installation & configuration procedures;

JOB CODE
69932

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood/pem

12/15/14

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Bargaining Unit
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 2:00 pm TO: 11:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
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).	<p>Skill for: (12) service orientation; (13) installation; (14) troubleshooting; (15) critical thinking; (16) operation monitoring; (17) judgment & decision making; (18) systems analysis (19) operation analysis; (20) identifying & specifying business requirements; (21) using data recovery tools & techniques; (22) systems evaluation & complex problem solving.</p> <p>Ability to: (23) prepare meaningful accurate & concise reports; (24) stay abreast of current technologies in area of IT assigned; (25) define problems, collect data, establish facts & draw valid conclusions.</p> <p>Knowledge of: 1-11 Skills for: 12-22 Ability to: 23-25</p>
15	Interfaces with other platforms from a hardware and/or software perspective.	<p>Knowledge of: 1-11 Skills for: 12-22 Ability to: 23-25</p>
15	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	<p>Knowledge of: 1-11 Skills for: 12-22 Ability to: 23-25</p>

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Spencer Wood/pen

12/15/14