

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS105000

DIVISION OR INSTITUTION  
General Services Division

UNIT OR OFFICE  
State Printing & Mail Services

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information  
Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
Printer Support  
UNIX/Lenix

SECONDARY TECHNOLOGY (IT ONLY)  
Systems Control & Monitoring

POSITION NUMBER  
20006522

Reclassification

New Position

Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Infrastructure Specialist 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
See Table of Organization

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible  Exempt

Bargaining Unit 14

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 (Report in location & work hours subject to change.)

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	<p>Installs, maintains, configures, upgrades &amp;/or administers State Printing's mainframe &amp; network print applications: assesses customer printing needs, network requirements &amp; identifies printstreams &amp; data types; designs print layouts, specifies stock, mailing &amp; insertion requirements; advises customers on insertion &amp; postal barcode requirements; sets up &amp; conducts technical meetings &amp; testing as appropriate; sets up appropriate LPR print queues; downloads ports or ftp hot directories; acts as intermediary between customer &amp; DAS &amp; OIT Networking staff on source/destination addressing &amp; port requirements; configures server job ticketing for printstream translation to IPDS; performs print output testing &amp; communication directly with agency customers through testing &amp; into production; submits network postscript, PDF, text jobs &amp; AFP &amp; PRISMA V5 Server, LCDS jobs as requested; researches mainframe printing issues using PRISMA, Flasher, Syslog, Mainframe system printer logs &amp; XPAF utilities; resubmits damaged output using OCE's Prisma Production Web Interface, or Adobe Acrobat; develops applications using ELIXIR Design Pro Tools software to create &amp; modify PRISMA print resources including variable page layouts, physical forms layouts, forms, fonts &amp; graphics.</p>	<p>Knowledge of (1) state &amp; agency policy, procedures &amp; applicable laws*; (2) capabilities &amp; applications of network equipment including hubs, routers, switches, bridges, servers, &amp; related hardware; (3) IT principles, methods &amp; practices; (4) software distribution &amp; configuration management tools &amp; mechanisms; (5) organizations operation environment &amp; protocols; (6) networking principles &amp; concepts; (7) back-up &amp; recovery techniques; (8) mainframe printer support; (9) UNIX/Lenix; (10) installation &amp; configuration procedures; (11) system administration methods &amp; procedures. Skill in (12) system installation; (13) troubleshooting; (14) Printing &amp; Design software (e.g., ELIXIR Design Pro Tools, Extreme Dialogue); (15) operation monitoring; (16) judgment &amp; decision making; (17) systems &amp; operations analysis; (18) systems evaluations; (19) operation of PC &amp; associated hardware &amp; software (e.g., MS Word, Excel, Outlook, OAKS*); (20) identifying &amp; specifying business requirements; (21) using data recovery tools &amp; techniques. Ability to (22) prepare meaningful, accurate &amp; concise reports; (23) stay abreast of current technologies in area of IT assigned.</p> <p>*developed after employment.</p>

JOB TITLE  
Infrastructure Specialist 2

JOB CODE  
69932

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*E. J. [Signature]*

11/16/15

Apt 11-16-15 @

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Printer Support  
UNIX/Lenix

SECONDARY TECHNOLOGY (IT ONLY)  
Systems Control & Monitoring

POSITION NUMBER  
20006525

Reclassification

New Position

Update

Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Infrastructure Specialist 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
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Overtime:  Eligible  Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

Page 2 of 2

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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20	Serves as OCE Prisma Print Server Administrator: authorizes access to print server; performs daily housekeeping of system; backs up & restores system; moves/deletes/edits files & directories, sets-up new customer directories/queues/job tickets; specifies/assigns access levels for Prisma Production Web Interface; communicates with OCE system engineers on server functions & print stream manipulation; reports malfunctions; collects print stream files & ftp'ing variable data & resources to print vendor; installs system fixes & patches; instructs management, operators & customers in use & customization of screens of OCE Prisma Production Web Interface; sets up OCE Prisma Production web interface links for customers.	Knowledge of 2, 3, 4, 5, 7, 8, 9, 10, 11 Skill in 12, 14, 15, 17, 18, 19, 20 Ability to 23
15	Serves as DAS State Printing technical contact for interface with print vendor & serves as liaison between vendor, OIT & State Printing: creates directories on vendor site; carries out proof-of-concept testing; transfers print streams & resources for processing via secure FTP (SFTP); assists technical services staff in testing of OCE Router/RPAC, Canon V5 Server upgrades/ installation of system patches; works between vendor & OIT on needed changes; reports issues regarding ports & download issues as reported; troubleshoots communication issues; requests Access Control List setup or changes; discusses port requirements; troubleshoots & repairs workstation hardware & software issues.	Knowledge of 2, 3, 4, 6, 8, 9, 10 Skill in 12, 13, 14, 19 Ability to 23, (24) perform disaster recovery processes & procedures.
15	Conducts system monitoring & analysis: utilizes vendor supplied & 3rd party utilities for monitoring; diagnoses, analyzes & resolves issues for customer; provides Tier II-III level customer support; conducts performance tuning for hardware & /or software; develops & maintains documentation; promotes system security & awareness by adhering to Agency's & /or State's IT security policy(s) & standards; other duties as assigned.	Knowledge of 1, 3, 4, 5, 8, 11 Skill in 13, 14, 15, 17, 18, 20 Ability to 23

\*developed after employment.

JOB CODE  
69932

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Enriquez*

11/16/15

Apd 11.16.15 (ae)