

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/DAS105770

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

SECONDARY TECHNOLOGY (IT ONLY)

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
20006525 Computer Operations Manager 1

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

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, or SAN administration (i.e., single technology domain) where technical work requires specific knowledge to evaluate, select, adapt & modify standard procedures; devises new approaches to problems encountered.	<p>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, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures.</p> <p>Skill for: (17) reading comprehension; (18) speaking; (19) service orientation; (20) installation; (21) troubleshooting; (22) critical thinking; (23) operation monitoring; (24) judgment & decision making; (25) systems analysis</p> <p>*developed after employment.</p>

JOB TITLE
Infrastructure Specialist I

JOB CODE
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhorne/a

4/22/10

Opd 4.26.10 (ar)

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AGENCY/DEPT ID
DAS/DAS105770

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Agency Organizational Tree

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Page 2 of 2

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		(26) systems evaluations; (27) operation analysis; (28) identifying & specifying business requirements; (29) using data recovery tools & techniques. Ability to: (30) prepare meaningful, accurate & concise reports; (31) stay abreast of current technologies in area of IT assigned.
25	Utilizes vendor supplied and 3rd party utilities for monitoring. Diagnoses, analyzes and resolves issues for customer(s) in assigned single technology domain. Provides Tier II-III level customer support.	Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31
25	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	Knowledge of: 1-16 Skills for: 17-29 Ability to: 30-31
10	Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards. Develops and maintains ad-hoc utilities or reports to automate processes. Stays current regarding new technologies, standards and techniques. Receives orientation related to mentorship and applies as necessary (e.g., definition, purpose, strategies, and evaluation techniques).	Knowledge of: 1-16. Skills for: 17-29 Ability to: 30-31
		*developed after employment

JOB TITLE
Infrastructure Specialist 1

Appd 4-26-10 [Signature]

JOB CODE
69931

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhoren/a

4/22/10