

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
 SECONDARY TECHNOLOGY (IT ONLY):

POSITION NUMBER
20006525

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Infrastructure Specialist 1/ Management Analyst
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: See Table of Organization

Permanent Classified Overtime: Eligible Exempt
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type:
 Bargaining Unit 14
 Page 1 of 3

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

*developed after employment.

Apd 9-8-15 (cc)

JOB TITLE
Infrastructure Specialist 1

JOB CODE
69931

List Position Numbers & Job Titles of Positions Directly Supervised: SIGNATURE OF AGENCY REPRESENTATIVE: *Euler* DATE: 9/8/15

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Printer Support

SECONDARY TECHNOLOGY (IT ONLY)

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Agency Organizational Tree

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Infrastructure Specialist 1/
Management Analyst

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See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 14

If FLSA Exempt, exemption type:

Page 2 of 3

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Evaluates agency information management practices: provides analysis & training in areas of file management, scheduling, machine readable records, storage, destruction/retention & administration; prepares reports & recommends improvements; calculates cost savings derived from implementation of sound record-keeping techniques & storage solutions; responds to inquiries regarding record retention; establishes & maintains database of current scheduling information; communicates & works closely with Agency Records personnel to exchange information & assist in management of state records administration; reviews & approves/disapproves retention schedules; assist state agencies in establishing internal forms management capabilities (e.g., trains state agencies & their form management representatives in forms management techniques, provides direct forms management assistance to new state agencies.)	Knowledge of 1, 3, 4, (24) information management; (25) public relations; (26) training & development Skill in 15, 16, (27) operation of PC & related software (e.g., MS Word, Excel, PowerPoint, Outlook, OAKS*) Ability to (28) research, analyze & evaluate processes & recommend improvements; (29) handle inquiries & contacts with state agencies, vendors &/or general public.
10	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, 10, 11 Skill in 12, 15, 17, 18, 19, 20 Ability to 23, 24, 28, 29
5	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, 10 Skill in 12, 13, 14, 19 Ability to 23, 28, 29

*developed after employment.

Apd 9.8.15 (cc)

JOB TITLE
Infrastructure Specialist 1

JOB CODE
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/8/15

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5	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.	Knowledge of 1, 3, 4, 5, 8, 11 Skill in 13, 14, 15, 17, 18, 20 Ability to 23, 24, 28
20	Researches & analyzes systems & procedures involving State Printing Avanti software & other printing operations in order to determine where necessary improvements are needed: provides various procurement reports; prepares monthly billing & production reports & performs analysis of data; develops & prepares other reports as needed (e.g., agency volume reports, contract volume reports for bid evaluation purposes, other reports for projecting annual budgets); conducts quality control studies on operations involving Avanti software; performs on-going audits on data that is being input by copy center & buyers; serves as main contact person for all staff regarding Avanti software issues; tracks reported issues; prepares reports on findings; makes recommendations to administrator; determines production spoilage requirements; resolves operational issues with functional operation of Avanti software; serves as liaison for IT staff relating to Avanti issues; maintains coordination with Avanti contractor for all software issues; maintains technical support for on line bidding system; composes & initiates various letters (e.g., Affirmative Action, disqualifications, addendums); contacts vendors for contract extensions; maintains files.	Knowledge of 1, 3, 4, 30, 31, 32 Skill in 15, 16, 19, 20, 21, 22, 23, 24, 25, 26, 33 Ability to 34, 35

*developed after employment.

Appl 9-8-15 (e)

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JOB CODE
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DATE

Enke Jasson

9/8/15