

POSITION DESCRIPTION AGENCY/DEPT ID
DAS505150

DIVISION OR INSTITUTION Office of Information Technology UNIT OR OFFICE Information Technology Services (ITS) COUNTY OF EMPLOYMENT Franklin

This row is for Information Technology classifications ONLY PRIMARY TECHNOLOGY (IT ONLY) **Desktop Support** SECONDARY TECHNOLOGY (IT ONLY) **Microsoft Server**

POSITION NUMBER
20006575

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION Infrastructure Specialist POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION

Permanent Temporary Intermittent Classified Unclassified Essential Overtime: Eligible Exempt If FLSA Exempt, exemption type: Bargaining Unit 14 PR 33 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; (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 tools & configuration management & mechanisms; (10) organizations operation environment, topology, & protocols; (11) local area & wide area networking principles & concepts; (12) back-up & recovery techniques; (13) performance monitoring methods; (14) basic internet server maintenance techniques; (15) installation & configuration procedures; (16) internet clients, such as browsers & streaming video; (17) system administration methods & procedures; (18) operating systems installation & configuration procedures; (19) technology design.</p> <p>Skill for: (20) reading comprehension, (21) speaking; (22) service orientation, installation; (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems analysis, systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) systems evaluation, & complex problem solving.</p> <p>Ability to: (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems, collect data, establish facts & draw valid conclusions.</p>

JOB TITLE
Infrastructure Specialist 1

JOB CODE
69931
APD 5-22-12 Ua

List Position Numbers & Job Titles of Positions Directly Supervised: SIGNATURE OF AGENCY REPRESENTATIVE DATE
 5-4-12

POSITION DESCRIPTION AGENCY/DEPT ID
DAS505150

DIVISION OR INSTITUTION Office of Information Technology UNIT OR OFFICE Information Technology Services (ITS) COUNTY OF EMPLOYMENT Franklin

This row is for Information Technology classifications ONLY PRIMARY TECHNOLOGY (IT ONLY) **Desktop Support** SECONDARY TECHNOLOGY (IT ONLY) **Microsoft Server**

POSITION NUMBER
20006575

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION Infrastructure Specialist POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION

Permanent Temporary Intermittent Classified Unclassified Essential Overtime: Eligible Exempt If FLSA Exempt, exemption type: Bargaining Unit 14 PR 33 Page 2 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
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: 1-19 Skills for: 20-31 Ability to: 32-34
15	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	Knowledge of: 1-19 Skills for: 20-31 Ability to: 32-34
5	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: 1-19 Skills for: 20-31 Ability to: 32-33

Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.

JOB TITLE
Infrastructure Specialist 1

JOB CODE
69931
APD 5-28-12 UAS

List Position Numbers & Job Titles of Positions Directly Supervised: SIGNATURE OF AGENCY REPRESENTATIVE DATE

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5-4-12