

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

Bargaining Unit 14
PR 34

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

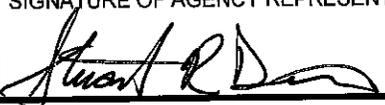
JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|----|--|---|
| 50 | <p>Installs, maintains, configures, upgrades and/or administers hardware and/or software independently in Virtual Desktop and workstation support, network administration, server administration, business continuity, information security, telecommunications and network connectivity, and / or SAN administration (i.e., multiple technology domains) 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.</p> | <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; (20) Virtual Desktop services delivery and troubleshooting</p> <p>Skill in: (21) reading comprehension, (22) speaking; (23) service orientation, installation; (24) troubleshooting; (25) critical thinking; (26) operation monitoring; (27) judgment & decision making; (28) systems analysis, systems evaluations; (29) operation analysis; (30) identifying & specifying business requirements; (31) using data recovery tools & techniques; (32) systems evaluation, & complex problem solving</p> |

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932
APD 10-1-15 LMS

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE


DATE
9/30/15

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|----|---|--|
| 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. | Ability to: (33) prepare meaningful accurate & concise reports; (34) stay abreast of current technologies in area of IT assigned; (35) define problems, collect data, establish facts & draw valid conclusions. |
| 15 | Interfaces with other platforms from a hardware and/or software perspective. | Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35 |
| 5 | Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation. | Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35 |
| 5 | Conducts performance tuning for hardware and/or software; develops and maintains documentation | Knowledge of: 1-20 Skills in: 21-32 Ability to: 33-35 |

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

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DATE
9/30/15