100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Windows System Services	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) Microsoft Email	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Server

POSITION NUMBER 20072369

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to Agency Organizational Tree ☐

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Evaluates effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	**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 & configuration management tools & 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) technology design techniques; (21) structured analysis principles. *developed after employment

JOB CODE 69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10

Appd 4/22/10

100-000R

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505280

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Windows System Services	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) Microsoft Email	SECONDARY TECHNOLOGY (IT ONLY) Microsoft Server

POSITION NUMBER 20072369

☒ Reclassification ☐ New Position ☐ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006461 Network Administration Manager

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB TITLE Infrastructure Specialist 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		Skill for: (22) reading comprehension; (23) speaking; (24) service orientation; (25) installation; (26) troubleshooting; (27) critical thinking; (28) operation monitoring; (29) judgment & decision making; (30) systems analysis (31) systems evaluations; (32) operation analysis; (33) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (34) complex problem solving; (35) assuring quality. **Ability to:** (36) prepare meaningful accurate &concise reports; stay abreast of current technologies in area of IT assigned; (37) define problems; (38) collect data; (39) establish facts & draw valid conclusions; (40) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.
40	Evaluates and/or researches hardware and/or software solutions and provides feedback to project team or higher-level staff. Interfaces and/or performs work with other applications or platforms.	**Knowledge of:** 1-20 **Skill for:** 22-33 **Ability to:** 34-40
20	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines. *Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*	**Knowledge of:** 1-20 **Skill for:** 22-33 **Ability to:** 34-40 *developed after employment

JOB CODE 69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/22/10