

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505340

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/ Network

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Systems Control and Monitoring

SECONDARY TECHNOLOGY (IT ONLY)
Performance Monitoring Software Administration;
QOS Multi-service networking; Security Monitoring

POSITION NUMBER
20075361

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

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: 7:00 am TO: 4:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Evaluates current IT policies, procedures, and practices and recommends. Leads IT driven change effort. Participates in and/or leads activities to achieve project tasks/meet deadlines.	Knowledge of: (1) Enterprise Network Management; (2) customer support & personal service; (3) technical writing & documentation practices; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency*; (6) mathematical principles relative to assigned area in IT; (7) telecommunications; (8) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (9) IT principles, methods & practices in assigned specialty area; (10) software distribution & configuration management tools & mechanisms; (11) organizations operation environment, topology, & protocols; (12) local area & wide area networking principles & concepts; (13) back-up & recovery techniques; (14) performance monitoring methods; (15) basic internet server maintenance techniques; (16) installation & configuration procedures; (17) internet clients, such as browsers & streaming video; (18) system administration methods & procedures; (19) operating systems installation & configuration procedures; (20) technology design; (21) technology design techniques; (22) structured analysis principles; (23) cost-benefit analysis methods; (24) interrelationships of multiple IT specialties; (25) Systems Control and Monitoring; (26) Performance Monitoring Software Administration; (27) QOS Multi-service networking; (28) Security Monitoring.

JOB TITLE
Infrastructure Specialist 4

Apr 6/26/13 psm

JOB CODE
69934

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



6/26/13

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
		<p>Skill for: (29) reading comprehension; (30) speaking; (31) service orientation; (32) installation; (33) troubleshooting; (34) critical thinking; (35) operation monitoring; (36) judgment & decision making; (37) systems analysis; (38) systems evaluations; (39) operation analysis; (40) identifying & specifying business requirements using data recovery tools & techniques & systems evaluation; (41) complex problem solving; (42) assuring quality & lead work.</p> <p>Ability to: (43) prepare meaningful, accurate & concise reports; (44) stay abreast of current technologies in area of IT assigned; (45) define problems, collect data; establish facts & draw valid conclusions; (46) provide expert technical advice; (47) guidance, & recommendations to management & other technical specialists on critical IT issues.</p>
40	Develops solutions design; works with IT Architect staff, CIO or IT Managers to design solutions that meet the agency's requirements; assists analysis of the solution design's business case; authors' portions of the solution business case.	<p>Knowledge of: 1-28 Skill for: 29-42 Ability to: 43-47</p>
20	Works with vendors, other specialists and/or agencies to solve integration problems. Plans and conducts formal mentorship activities for peers and/or lower-level staff via verbal instruction or technical documentation.	<p>Knowledge of: 1-28 Skill for: 29-42 Ability to: 43-47</p>
	<i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i>	

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Opd 6/26/13 Rm

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DATE

6/26/13