POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

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

☐ 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

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 32

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

POSITION NUMBER 20075736

JOB TITLE Information Technologist 2

JOB CODE 69922

APD 10-1-15 LMS

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Provides direct and in-direct IT related end user support to DAS and enterprise customers: provides documentation and directions to other IT specialists as it relates to IT end user equipment, inventory controls, asset management, end user support, device tracking and locating devices on the State's network: enters data into asset management tracking and helpdesk tools (repositories)and manages that data, per-forms loading validation for software packages/testing, executes unit test scripts for software packages, , develops, organizes, files and maintains platforms specific documentation for WASP Barcode Technologies and other network tracking tools specific to inventory control and asset management, maintains and tracks vendor warranty agreements for hardware and software.	**Knowledge of**: (1) computers & electronics; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) telecommunications (e.g. VoIP and smart/cell phone support); (5) IT security principles & methods; (6) operating systems installation & configuration procedures; (7) Inventory & net-work tracking tools (e.g., WASP Bar-code Technologies & LAN Sweeper); (8) vendor support (e.g. warranty repairs of supported equipment, hard-ware/software quote gathering); (9) helpdesk/ticketing solutions (e.g. Service Now); (10) back-up & recovery techniques; (11) software distribution, configuration, management tools, technical writing, & documentation; (12) technical writing & documentation practices; (13) IT lifecycle concepts. **Skill for**: (14) reading comprehension; (15) speaking; (16) service orientation; (17) installation; (18) troubleshooting; (19) critical thinking; (20) systems evaluation & operation monitoring. **Ability to:** (21) transport items up to 50 lbs.; (22) calculate decimals, percentages & fractions; (23) carry out instructions in written, oral or picture form; (24) understand manuals & verbal instructions

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		9/30/15

POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

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POSITION NUMBER 20075736

☐ 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~~

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Bargaining Unit 14
PR 32

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

JOB CODE 69922 APD 10.1.15 LMS

JOB TITLE Information Technologist 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
35	Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards as it relates to DAS end user support services and IT equipment utilized on the State's network (i.e. PCs, laptops, tablets, etc.): creates and modifies program modules, policies and procedures for the DAS End User Support Programs , creates database diagrams for WASP Barcode Technologies and other IT asset and network tracking tools, writes standard queries for Service Now, LAN Sweeper, WASP Barcode Technologies and other IT asset, helpdesk and network tracking tools, writes test cases and/or scripts for agency software deployments utilizing Active Directory (AD), verifies unit and system test results to ensure software packages (i.e. Microsoft updates, etc.) are producing desired results.	**Knowledge of**: 1-13 **Skill for**: 14-20 **Ability to**: 21-24 *developed after employment

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		9/30/15