

POSITION DESCRIPTION

AGENCY/DEPT ID DAS505430

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Customer Service Center

COUNTY OF EMPLOYMENT
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)
Electronic Data Interchange (EDI)

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20085472

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
 If FLSA Exempt, exemption type:

Bargaining Unit
 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.	Knowledge of: (1) Enterprise Multiprotocol Network Administration; (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, capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area; (8) software distribution & configuration management tools & mechanisms; (9) organizations operation environment, topology, & protocols, local area & wide area; (10) networking principles & concepts; (11) back-up & recovery techniques; (12) performance monitoring methods; (13) basic internet server maintenance techniques; (14) installation & configuration procedures; (15) internet clients, such as browsers & streaming video; (16) system administration methods & procedures; (17) Electronic Data Interchange (EDI)

*developed after employment

JOB TITLE
Infrastructure Specialist 1

JOB CODE
69931
add 6/28/13 PRR

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7/11

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POSITION NUMBER
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Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

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Permanent
 Temporary
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Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
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
		Skill for: (18) reading comprehension; (19) speaking; (20) service orientation; (21) installation; (22) troubleshooting; (23) critical thinking; (24) operation monitoring; (25) judgment & decision making; (26) systems analysis; (27) systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques. Ability to: (31) prepare meaningful, accurate & concise reports; (32) stay abreast of current technologies in area of IT assigned.
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: 1-17 Skills for: 18-30 Ability to: 31-32
25	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	Knowledge of: 1-17 Skills for: 18-30 Ability to: 31-32
10	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: 1-17 Skills for: 18-30 Ability to: 31-32

JOB TITLE
Infrastructure Specialist I

apd 6/28/13 psm

JOB CODE
69931

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7-7-13