

POSITION DESCRIPTION

AGENCY/DEPT ID DAS5505430

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
20085473

 JOB TITLE
Infrastructure Specialist 2

 JOB CODE
69932
apd 6/28/13 P87

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

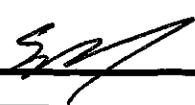
NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 8:00 am TO: 5:00 pm

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, and 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.	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) Electronic Data Interchange (EDI). *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE



DATE
7-3-13

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Classified
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Overtime: Eligible Exempt
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Bargaining Unit

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 7:30 am TO: 4:30 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam).	<p>Skill for: (20) reading comprehension, (21) speaking; (22) service orientation, installation; (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems analysis, systems evaluations; (28) operation analysis; (29) identifying & specifying business requirements; (30) using data recovery tools & techniques; (31) systems evaluation, & complex problem solving.</p> <p>Ability to: (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems, collect data, establish facts & draw valid conclusions.</p>
15	Interfaces with other platforms from a hardware and/or software perspective.	<p>Knowledge of: 1-19 Skills for: 20 - 31 Ability to: 32 - 34</p>
15	Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation	<p>Knowledge of: 1-19 Skills for: 20 - 31 Ability to: 32 - 34</p>

JOB TITLE
Infrastructure Specialist 2

APd 6/28/13 PRM

JOB CODE
69932

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

7-7-13