

POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Administrative Support	UNIT OR OFFICE ISD/End Point Solutions	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20090952 JOB CODE TITLE Infrastructure Specialist 1 JOB CODE 69931 ADD 8-21-13/ASZ	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 33 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	55	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; creates, validates, tests and updates software packages for software distribution using System Center Configuration Manager (SCCM)	Knowledge of: (1) computers & electronics; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) state & agency policy, procedures & applicable laws*; (5) vision, mission & goals of agency*; (6) telecommunications; (7) IT security principles & methods; (8) mathematic principles relative to assigned area in IT; (9) safety practices; (10) operating systems installation & configuration procedures; (11) network standards, protocols & procedures; (12) platform usage, (13) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (14) technology design techniques; (15) basic internet server maintenance techniques; (16) back-up & recovery techniques; (17) software distribution & configuration management tools & technical writing & documentation (18) technical writing & documentation practices; (19) IT lifecycle concepts; (20) software design principles, methods & approaches; (21) database management principles & methodologies; (22) software packaging using System Center Configuration Manager (SCCM) Skill for: (23) reading comprehension; (24) speaking; (25) service orientation; (26) installation; (27) troubleshooting; (28) critical thinking; (29) systems evaluation; (30) operation monitoring; (31) complex problem solving. Ability to: (32) transport items up to 50 lbs; (33) calculate decimals, percentages & fractions; (34) carry out instructions in written, *Developed after employment.	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE
				7/29/13

