

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/End Point Solutions

COUNTY OF EMPLOYMENT  
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  
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
65	<p>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, performs 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.</p>	<p><b>Knowledge of:</b> (1) computers &amp; electronics; (2) oral &amp; written communication tools &amp; techniques; (3) customer support &amp; personal service; (4) telecommunications (e.g. VoIP and smart/cell phone support); (5) IT security principles &amp; methods; (6) operating systems installation &amp; configuration procedures; (7) Inventory &amp; network tracking tools (e.g., WASP Bar-code Technologies &amp; LAN Sweeper)*; (8) vendor support (e.g. warranty repairs of supported equipment, hardware/software quote gathering); (9) helpdesk/ticketing solutions (e.g. Service Now); (10) back-up &amp; recovery techniques; (11) software distribution, configuration, management tools, technical writing, &amp; documentation; (12) technical writing &amp; documentation practices; (13) IT lifecycle concepts.</p> <p><b>Skill for:</b> (14) reading comprehension; (15) speaking; (16) service orientation; (17) installation; (18) troubleshooting; (19) critical thinking; (20) systems evaluation &amp; operation monitoring.</p> <p><b>Ability to:</b> (21) transport items up to 50 lbs.; (22) calculate decimals, percentages &amp; fractions; (23) carry out instructions in written, oral or picture form; (24) understand manuals &amp; verbal instructions.</p> <p>*developed after employment.</p>

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



6/20/16

POSITION NUMBER  
20090952

JOB TITLE  
Information Technologist 2

JOB CODE  
69922  
7/1/16 vs

