

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)
Software Configuration Management

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20090952

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 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)	<p>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)</p> <p>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.</p> <p>Ability to: (32) transport items up to 50 lbs; (33) calculate decimals, percentages & fractions; (34) carry out instructions in written,</p> <p>*Developed after employment.</p>

JOB CODE TITLE
Infrastructure Specialist I

JOB CODE #RD 8/27/15
69931

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



8/27/15

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PRIMARY TECHNOLOGY (IT ONLY)
Software Configuration Management

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER
20090952

 JOB CODE TITLE
Infrastructure Specialist 1

 JOB CODE
69931

 ADP 8/27/15 Ver

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 Classified Overtime: Eligible Exempt Bargaining Unit 14
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: PR 33
 Page 2 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
		oral or picture form; (35) understand manuals & verbal instructions; (36) technical in nature; (37) stay abreast of current technologies in area of IT assigned; (38) deal with problems involving several variables in familiar context; (39) prepare meaningful, & accurate concise reports
20	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: 1-22 Skill for: 23-31 Ability to: 32-39
15	Conducts performance tuning for hardware and/or software. Develops and maintains documentation.	Knowledge of: 1-22 Skill for: 23-31 Ability to: 32-39
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: 1-22 Skill for: 23-31 Ability to: 32-39
		*Developed after employment.

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SIGNATURE OF AGENCY REPRESENTATIVE


DATE
8/27/15