

<h1 style="margin: 0;">POSITION DESCRIPTION</h1>		AGENCY/DEPT ID DAS500000	
DIVISION OR INSTITUTION Office of Information Technology		UNIT OR OFFICE ISD/MARCS	
COUNTY OF EMPLOYMENT Franklin		This row is for Information Technology classifications ONLY	
PRIMARY TECHNOLOGY (IT ONLY)		SECONDARY TECHNOLOGY (IT ONLY)	

POSITION NUMBER 20006378	<input type="checkbox"/> Reclassification		<input type="checkbox"/> New Position		<input checked="" 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 Page 1 of 2		
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 3:00 pm TO: 11:00 pm Tue-Sat								
	JOB DESCRIPTION AND WORKER CHARACTERISTICS								
%		Job Duties in Order of Importance				Knowledge, Skills & Abilities			
55		Provides maintenance and documentation support to information system users and/or IT specialists (e.g., enters meta-data into repositories, performs loading validation, executes unit or system test scripts, provides maintenance support for application software, develops, organizes, files, and maintains platform specific documentation).				Knowledge of: (1) computers & electronics; (2) oral & written communication tools & techniques; (3) customer support & personal service; (4) telecommunications (e.g., Tberd, T1 lines, fiberoptic); (5) IT security principles & methods; (6) Motorola MCC 7500 Radio Console; (7) MARCS tower sites safety practices (e.g., HVAC, door alarms, etc); (8) operating systems installation & configuration procedures; (9) network standards, protocols & procedures; (10) platform usage; (11) capabilities of network equipment including hubs, routers, switches, bridges, & related hardware; (12) back-up & recovery techniques; (13) technical writing & documentation practices. Skill for: (14) reading comprehension; (15) speaking; (16) service orientation; (17) installation; (18) troubleshooting; (19) critical thinking; (20) systems evaluation & operation monitoring. Ability to: (21) transport items up to 50 lbs; (22) operate help desk software (e.g., Remedy & InforEAM; (23) carry out instructions in written, oral or picture form; (24) understand manuals & verbal instructions technical in nature; (25) stay abreast of current technologies in area of IT assigned; (26) deal with problems involving several variables in familiar context.			

JOB CODE 69922	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3-7-16

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	JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance			Knowledge, Skills & Abilities	
45	Generates enhancements for existing infrastructure, software or data-base systems in compliance with specifications and standards (e.g., creates and/or modifies program modules, creates database diagrams, writes standard queries, writes test cases and/or scripts for unit and systems testing, verifies unit and system test results to ensure software is producing desired results).			Knowledge of: 1 - 13 Skill for: 14 - 20 Ability to: 21 - 26	
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