

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000DIVISION OR INSTITUTION
Office of Information TechnologyUNIT OR OFFICE
ISD/Server GroupCOUNTY OF EMPLOYMENT
FranklinThis row is for Information
Technology classifications ONLYPRIMARY TECHNOLOGY (IT ONLY)
Microsoft ServerSECONDARY TECHNOLOGY (IT ONLY)
VMWarePOSITION NUMBER
20006471☐ Reclassification☐ New Position☒ UpdatePosition Hyperlinked to ☐
Agency Organizational TreeUSUAL WORKING TITLE OF POSITION
Infrastructure Specialist 3POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION☒ Permanent
☐ Temporary
☐ Intermittent☒ Classified
☐ Unclassified
☐ EssentialOvertime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR - 35
Page 1 of 2NORMAL 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	Evaluates effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs.	Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) Microsoft Server Tools (e.g., WMI, Powershell v2.0, PerfMon, Widnows Systemals); (4) Microsoft Server Platforms (e.g., Server 2008, Server 2008 R2, Server 2012, System Center Operation Manager 2010/2012, System Center Configuration Manager 2010/2012); (5) Microsoft Server Technologies (e.g., Microsoft Clustering Services, Windows Network Load Balancing); (6) Intel Tools (e.g., HP iLO, HP System Insight Manager); (7) Intel Platform (e.g., HP BL460 G6/G7/G8, HP BL490 G6/G7/G8, HP c7000, Intel Xeon); (8) Intel Technologies (e.g., HP Onboard Administrator, NUMA, Intel CPU Hyperthreading); (9) IT principles, methods & practices in Microsoft Server Technologies; (10) software distribution & configuration management tools & mechanisms; (11) organizations operation environment, topology, & protocols*; (12) local area & wide area networking principles & concepts; (13) back-up & recovery techniques; (14) performance monitoring methods; (15) installation & configuration procedures; (16) system administration methods & procedures; (17) operating systems installation & configuration procedures; (18) technology design; (19) Microsoft Server; (20) Intel. Skill for: (21) service orientation; (22) installation; (23) troubleshooting; (24) critical thinking; (25) operation monitoring; (26) judgment & decision making; (27) systems evaluations; (28) identifying & specifying business requirements; (29) using data recovery tools & techniques; (30) complex problem solving; (31) assuring quality.

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

JOB TITLE
Infrastructure Specialist 3JOB CODE
69933

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		Ability to: (32) prepare meaningful accurate & concise reports; (33) stay abreast of current technologies in area of IT assigned; (34) define problems; (35) collect data; (36) establish facts & draw valid conclusions; (37) provide expert technical advice, guidance, & recommendations to management & other technical specialists on critical IT issues.
40	Evaluates and/or researches hardware and/or software solutions and provides feedback to project team or higher-level staff. Interfaces and/or performs work with other applications or platforms.	Knowledge of: 1-20* Skill for: 21-31 Ability to: 32-37
20	Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines.	Knowledge of: 1-20* Skill for: 21-31 Ability to: 32-37
Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.		*developed after employment

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DATE



5/2/17