| JOB CLASSIFICATION: | DIVISION: | DEPARTMENT: |
|---|---|---|
| Infrastructure Specialist 2 | Operations & Inclusion | Information Technology |

| WORKING TITLE: | PCN & CLASSIFICATON OF SUPERVISOR: | JOB STATUS: |
|---|---|---|
| Junior Infrastructure Specialist | *736006 Information Technology Manager 1 (Infrastructure)* | *Full-time* |

| CLASSIFICATION NO.: | PCN: | REVISION DATE: |
|---|---|---|
| *69933* | **PAY RANGE:** | *8/2020* |

**EQUIPMENT USED:**

Telephone          conference call equipment     calculator     scanner    printer    sever/SAN
Computer          copying machine     automobile     switches/routers/firewalls

**MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:**

Education: Completion of undergraduate core program in computer science or information systems
AND
Experience:  24 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating multiple technology domains including 12 mos. work experience in the primary technology as outlined in this document.

 -Or
Education: completion of associate core program in computer science or information systems
AND
Experience: 30 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating multiple technology domains including 12 mos. work experience in the primary technology as outlined in this document.

-Or 48 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating multiple technology domains including 12 mos. work experience in the primary technology as outlined in this document.

Or equivalent of Minimum Class Qualifications for Employment noted above.

Ability to transport items up to 50lbs.

**PREFERRED:**
*Bachelor's degree in computer science or related technical field. Any of the several Cisco certifications for VOIP/network, Microsoft, or VMWare Certifications. 2-4 years of experience administrating /managing/designing Cisco telephony environments. 2-4 years' experience with managing CISCO Unified Intelligence Center (CUIC). A solid understanding of call center terminology and functions call routing concepts and metrics and an operational knowledge of Cisco CUIC, 2-4 years of maintaining a Microsoft Server environment, 1-2 years maintaining a VMWare environment.  2-4 years of maintaining a Microsoft Server environment.  A solid understanding of server operating systems and knowledge of Active Directory.  2-4 years maintaining a VMWare environment. A solid understanding of maintaining and administration of a virtual environment.  Ability to multi-task Installation/configuration and monitoring/maintenance; Dell hardware; excellent communication and organizational skills; experience in a government agency or in a larger Information Technology organization*

**PURPOSE:**

*The primary focus of this position is to deliver, implement and support a wide variety of software and hardware at the enterprise wide level. This ranges from but not limited to infrastructure systems used for monitoring servers as well as desktop deployment hardware and software. The employee is the technical escalation for support from the desktop engineers. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.*

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| | **JOB DUTIES:** |
| 70% | *Monitors Cisco Telephony applications and systems for real-time performance of call volume, average wait times and other agent productivity measurements and other performance statistics across multiple queues to ensure the call center is in the best position to reach its Key Performance Indicators. Ongoing supporting for call center wallboards and call-center reporting.* |
| | *Participates in projects as assigned.  Performs routine and preventative maintenance.  Performs emergency production issue resolution. Installs, maintains, configures, upgrades and/or administers hardware and/or software in assigned multiple technology domains.* |
| | *Responsible for backup system administration and engineering duties for enterprise-class Infrastructure. Duties include maintaining internal backup systems and ensuring data consistency and recoverability. Administration of Active Directory, identity management, telephony system, and network systems. Monitoring and responding to alerts from PRTG, Symantec, and other systems. Provide System reports for storage, hardware, and overall performance. Creates, organizes, files maintains documentation.* |
| 20% | *Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains, actively working/closing incidents. Works with "Help Desk" to troubleshoot more complex incidents. Answers questions and presents informal mentorship opportunities to peers and/or service desk staff via conversation, observation or technical documentation.* |
| 5% | *Participates in IT training/certification and other department/agency meetings as needed.  Submissions of weekly status reports and other general administrative items.* |
| 5% | *Performs other related duties as assigned.* |
| | ***\*Position is subject to call-in during non-working hours as necessary. Participates in after-hours on call rotation.*** |
| | ***\*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.*** |

**List no. of positions and Class Titles of positions supervised**

**n/a**

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|---|---|
| Signature of Agency Representative | Date |