

## POSITION STATEMENT

(For completion instructions refer to the Personnel Management Handbook Sections 3-1180 – 3-1181)

1. BRANCH Information Technology Branch		2. DIVISION Infrastructure Services Division	
3. OFFICE OR GROUP NOSC/AIM		4. POSITION TITLE Infrastructure Specialist	
5. NAME OF INCUMBENT		6. CIVIL SERVICE CLASS Systems Software Spec I (Technical)	
7. POSITION NUMBER 280-353-1587-976	8. DATE PREPARED 3/1/2017	9. SUPERVISED BY (Civil Service Class) SSS III (Supervisor)	
10. SUPERVISES (Number by Civil Service Class) May serve as specialist lead and mentor.			
<p>11. SUMMARY STATEMENT</p> <p>Under general supervision of the Systems Software Specialist III (Supervisor), the incumbent will work as a technical engineer in EDD's Infrastructure Support Division (ISD) in support of the organization's enterprise information technology operations, including all associated hardware/software components and the confidential and sensitive data used at EDD. The incumbent is responsible for the implementation, maintenance and operations of the organization's statewide information technology systems.</p> <p>The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused, service organization by following the Branch's established cultural principles and they will also continuously improve communications and relationships with subordinates, peers, management, customers, and vendors.</p> <p>The incumbent acts as a technical specialist on systems software/hardware projects, and/or works independently on information systems.</p> <p>May be required to lift, push, and pull certain equipment.</p> <p>Some travel may be required.</p> <p>HRSD APPROVED 8/22/17 MB</p>			
12. THIS POSITION		<input type="checkbox"/> Does not require the use of bilingual communication skills <input type="checkbox"/> Requires the use of bilingual communication skills	

13. POSITION TITLE Infrastructure Specialist	14. POSITION NUMBER 280-353-1587-976
15. PERCENT	16. DUTIES (List highest percentage duties first; essential then marginal)
	<b>ESSENTIAL DUTIES</b>
40%	<p>1A. Perform high level technical tasks in the support of the following disciplines within the Infrastructure Support Division's lines of business, and serve as system lead on a rotating basis with other specialist, including:</p> <p>1B. List of Line of Business</p> <ul style="list-style-type: none"> <li>o Serve as part as the email implementation team, conducting mail delivery system research, testing the collaboration environment, installing and configuration of applications, status communication and managing and integrating with environments</li> <li>o Manage applications, upgrades, third-party application software, and application security, including detection and prevention of account phishing, web application security issues, host access control and packet filtering.</li> <li>o Integrate and\or provide required controls</li> <li>o Integrate and\or provide Active Directory and Identity Management Services including Authentication/Authorization, Name Resolution, ADFS, Domains/Trusts, Sites/Services, DHCP</li> <li>o Team member to integrate Enterprise eMail/Collaboration, eDiscovery, Security and Identity Services requirements for performance, stability, supportability and high availability</li> <li>o Produce, formalize and maintain documentation and operational guides on collaboration and other applications established for the Enterprise</li> <li>o Configure and report application monitoring and statistics</li> </ul> <p>1C. Respond to escalated Enterprise break/fix server and client problems by investigating and troubleshooting to resolve issues and closed with Root Cause Analysis</p> <p>1D. Team member for department projects.</p> <p>1E. Support the evaluation and testing of hardware and software for the server/client infrastructure and systems</p> <p>1F. Support Agency server/client infrastructure refresh and technology enhancements throughout the state</p>
40%	<p>2. Provide analytical and technical review and analysis to ensure all applicable enterprise infrastructure policies and standards are adhered to. Ensure information systems are compliant with all department, state, and federal information technology and security requirements.</p>

<b>MARGINAL DUTIES</b>	
15%	Invest in personal development and growth through certification or continuous education to maintain architect level knowledge in the information technology field with the emphasis in infrastructure services. The incumbent will also focus on promoting and advocating the foundational information system principles of confidentiality, integrity, and availability throughout EDD.
5%	Performs other duties as assigned.

17. *This position statement including the activities and performance expectations has been reviewed by the undersigned.*

\_\_\_\_\_  
**Supervisor's Signature**

\_\_\_\_\_  
**Date**

\* \* \* \* \*

By signing this document, I acknowledge that I have read and understand all the requirements and information above and have received a copy of this position statement. I also certify that I am able to perform, with or without the assistance of a \*Reasonable Accommodation, the essential job duties of this position.

\_\_\_\_\_  
**Signature of Incumbent**

\_\_\_\_\_  
**Date**

\*If a Reasonable Accommodation is necessary, please complete a Request for Reasonable Accommodation (DE 8421) form and submit to Human Resource Services Division, Reasonable Accommodation Coordinator.

**COMMENTS (LIST ANY REASONABLE ACCOMMODATIONS MADE):**