**DESCRIPTION**:  Under general supervision, performs work as described below in one of the following information technology areas:  hardware and software support, network support, systems administration, research, procurement and/or training; leads a team of three or more IT professionals (at or above salary grade 14 or equivalent) on an ongoing basis.

**DISTINGUISHING CHARACTERISTICS**:  (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the fourth/top level of the infrastructure support series.  This is an expert level position which leads a team of three or more IT professionals (at or above the Analyst level), on an ongoing/regular basis, in major projects and/or critical statewide applications.  Incumbents may have full-fledged supervisory responsibility over one or two professional level IT staff.

At the Infrastructure Support Technician level, incumbents receive direction from higher level information technology professionals.  Incumbents are primarily performing desktop support, cabling, hardware setup, software installation and updates, research, procurement, and training.

At the Analyst level, incumbents are performing journey level work, with a high degree of independence.  Guidance and direction is sought from higher level information technology professionals on complex problems/projects.  Analysts may do some server hardware and software installation/updates and have responsibility for print/ghost servers, but do not have responsibility for administration of servers housing major applications/programs.  Incumbents are doing some analysis of network components such as switches, routers, cabling and load balances.

At the Analyst/Senior level, incumbents are performing advanced level work (such as server administration) and are responsible for security, policies/procedures, consultation, disaster recovery of network/servers, and communications with agency management.  Incumbents may be responsible for leading small projects but receiving guidance from higher level staff on difficult problems.

**EXAMPLES OF WORK**:  (A position may not be assigned all the duties listed nor do the listed examples include all the duties that may be assigned.)

Leadership:
- Coordinates work efforts
- Makes assignments/ensures completion
- Prepares project/work plan
- Prepares project progress reports
- Monitors quality of work
- Resolves conflicts
- Provides input for performance evaluations of assigned staff
- May recommend approval of leave time usage

Hardware and Software Support:
- Troubleshoot and maintain server hardware
- Install and configure server software products

- Review and approve proposed hardware/software configuration recommendations
- Vendor contact for PC hardware/software
- Recommends hardware/software replacement program

Network Support:
- Plans and manages agency's data communication network
- Responsible for network performance
- Establishes, implements, and, maintains network security strategy and requirements
- Vendor contact for "LAN" hardware/software
- Point of contact with DAS/DOC

System Administration:
- Plans and manages agency servers and networked devices
- Establishes and implements server security
- Establishes and implements client security
- Maintains server network operating system
- Establishes and maintains network/server polices/standards/guidelines
- Responsible for overall server performance
- Responsibility for disaster recovery of network/servers

Research:
- Investigates and prepares recommendation on new/emerging technology
- Participates on teams researching specific hardware/software technology
- Tests new hardware/software and makes recommendations on possible deployment
- Maintains current knowledge of IT direction and trends

Procurement:
- Approves purchases
- Maintains hardware/software inventory system
- Recommends hardware/software standards

Training:
- Provides informal technical training for infrastructure personnel
- Prepares training plan for individual infrastructure personnel
- Evaluates vendor IT training
- Provides consultation on general technical issues and possible solutions

General:
- Provides technical support on application development tools
- Assists/supports in preparing agency's IT plan/budget
- Prepares/makes formal presentations
- Communicates with agency management on IT issues/projects
- Ensures proper documentation is created/maintained
- Represents agency at technical meetings
- Provides mentoring and guidance on assigned tasks to other information technology employees

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**:  (These are needed to perform the work assigned.)

Knowledge of:  computer hardware and software; operating systems and utilities; application and user systems; memory structure; buffers and registers; peripherals; networking; testing equipment; computer assembly; computer systems theory; network application interfaces; specification development and writing; telecommunications theory; network theory; hardware and software interfacing (i.e., peripheral drivers, print servers); network planning, design and evaluation; distance communication systems (WAN); computer systems facilities and support design and evaluation; operational needs regarding data communications; user needs analysis; data storage and security; agency rules/regulations and policies/procedures.

Ability to:  communicate information/ideas to others; recognize a problem; see details of objects at close range (with few feet of observer); apply general rules to specific problems to come up with logical answers; follow multiple step instructions; recognize and identify the degree of similarities or differences between individual characteristics; combine separate pieces of information, or specific answers to problems, to form general rules or conclusions;  concentrate and not be distracted while performing a task over a period of time; efficiently shift back and forth between two or more activities or sources of information; exert maximum muscle force to lift, push, pull or carry objects weighing up to 50 pounds; stoop, kneel, crawl, crouch and endure prolonged standing; move hands, feet and/or fingers easily and skillfully to manipulate small objects rapidly and accurately in accordance with visual stimuli.

Skill in:  troubleshooting; instructing; testing; developing and implementing solutions to problems; equipment selection; operations analysis; critical thinking; solution appraisal; production inspection; judgment and decision making; effectively conveying information; communicating effectively with others; installation of hardware and software; operation and control of systems/equipment; identification of key causes; systems evaluation; technology design; identifying downstream consequences; repairing equipment; equipment maintenance; time management; management of material and financial resources.

**MINIMUM QUALIFICATIONS:**  (Applicants will be screened for possession of these qualifications. Applicants who need assistance in the selection process must request this in advance.)

Associate degree in computer science or a related area plus four years related technical and business experience, one of which must involve providing guidance and direction to lower level information technology staff

<div align="center">OR</div>

Post high school coursework in computer science/information technology plus five years related technical and business experience, one of which must involve providing guidance and direction to lower level information technology staff.

**SPECIAL NOTES:**

Two years related technical and business experience may be substituted for the Associate degree.

Agencies are responsible to evaluate each of their positions to determine overtime eligibility status as required by the Fair Labor Standards Act (FLSA).