

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES

INFRASTRUCTURE

****DRAFT****

SERIES NUMBER

MAJOR AGENCIES

ALL AGENCIES

EFFECTIVE

SERIES PURPOSE

The purpose of the Infrastructure classification is to deliver, implement and support a variety of software applications and/or hardware platforms.

CLASS TITLE

Infrastructure Specialist 1

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Works under general supervision and with a working knowledge in order to install, maintain, configure, upgrade, and/or administer a platform specific hardware and/or software environment and performs platform specific tasks with a moderate array of variation and of low to medium risk.

CLASS TITLE

Infrastructure Specialist 2

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Works under general supervision and with a working knowledge in order to install, maintain, configure, upgrade, and/or administer a platform specific hardware and/or software environment and performs platform specific tasks with a moderate array of variation and moderate risk.

CLASS TITLE

Infrastructure Specialist 3

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

Works under direction and with considerable knowledge of infrastructure in order to install, maintain, configure, upgrade, and/or administer a multi-platform specific hardware and/or software environments and performs platform specific tasks with an advanced array of variation and difficulty and moderate risk.

CLASS TITLE

Infrastructure Specialist 4

CLASS NUMBER

PAY RANGE

EFFECTIVE

CLASS CONCEPT

The advanced level works under general direction and with a thorough knowledge of in order to install, maintain, configure, upgrade, support, administer and/or document a multi-platform specific hardware and/or software environment and performs platform specific tasks with the highest array of variation, difficulty and risk.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Infrastructure Specialist 1				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Installs, maintains, configures, upgrades and/or administers hardware and/or software of moderate complexity related to a specific platform(s); network connectivity
2. Installs telecommunications hardware and wiring
3. Diagnosis, analyzes and resolves matters of moderate complexity (platform specific)
4. Provides advanced level of customer support (platform specific)
5. Provides advanced level of monitoring, operating and maintenance (platform specific)
6. Develop and maintain documentation (platform specific) /or acquires new skills as required
7. Resolves platform specific hardware and/or software problems or questions with assistance from higher level IT Specialists
8. Performs platform specific second level support and interfaces with higher level IT Specialist
9. Refers the more complex problems to higher level staff
10. May provide guidance and/or support to IT Generalists
11. Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Infrastructure Specialist 2				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Installs, maintains, configures, upgrades and/or administers hardware and/or software of intermediate complexity related to a specific platform(s); network connectivity
2. Installs telecommunications hardware and wiring
3. Diagnosis, analysis and resolution of intermediate complexity that may include multiple platforms
4. Provides advanced level of customer support that may include multiple platforms
5. Provides advanced level of monitoring, operating and maintaining multi-platform environments
6. Develop and maintain documentation that could include a multi-platform environment
7. Resolves platform specific hardware and/or software problems or questions with assistance from higher level IT Specialists
8. Performs platform specific second level support and interfaces with higher level IT Specialist
9. Refers the more complex problems to higher level staff
10. May be required to interface with other platforms from a hardware and/or software perspective
11. May provide guidance or mentoring to other IT personnel
12. Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required
13. Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

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TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Infrastructure Specialist 3				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Installs, maintains, configures, upgrades and/or administers hardware and/or software of advanced complexity that could include multiple platforms; network connectivity
2. Diagnosis, analysis and resolution of advanced complexity that could include multiple platforms
3. Provides advanced level of customer support that could include multiple platforms
4. Provides advanced level of monitoring, operating and maintaining multi-platform environments
5. Develops and maintains documentation that could include a multi-platform environment
6. Resolves multi-platform hardware and/or software problems or questions with assistance from higher level IT Specialists
7. Refers the more complex problems to higher level staff
8. Evaluates effectiveness of processes and recommends changes in procedures to meet customer needs
9. Evaluates and researches hardware and/or software solutions and provides feedback
10. Uses strong technical skills to assist staff
11. Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required
12. May provide guidance or mentoring to other IT personnel
13. May be required to interface and/or perform work with other platforms from a hardware and/or software perspective
14. May be required to provide consultation and advice on major implementation ensuring services are not compromised and provide technical leadership on integration of various related systems
15. May participate in and/or lead activities of projects with multiple customers to meet project deadlines
16. Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

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TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Infrastructure Specialist 4				

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

1. Receives problems and/or questions regarding multi-platform hardware and/or software issues and provides guidance and/or solutions
2. Evaluates effectiveness and risk of processes and recommends changes in procedures to meet customer needs
3. Evaluates and researches hardware and/or software solutions and provides recommendations
4. Uses strong technical skills to assist and lead staff and/or project teams
5. Leads and/or performs installation, maintenance, configuration, upgrades, support, administration and or documentation of hardware and/or software of comprehensive complexity that could include multiple platforms
6. Leads and/or performs diagnosis, analysis and resolution of comprehensive complexity that could include multiple platforms
7. Provides comprehensive level of customer support that could include multiple platforms
8. Provides comprehensive level of monitoring, operating and maintaining multi-platform environments
9. Coordinates, creates and/or maintains the development of documentation that could include a multi-platform environment
10. Leads and/or recommends advises management regarding the effectiveness of current policies, procedures and guidelines.
11. Stays current regarding new technologies, standards and techniques and learns and/or acquires new skills as required
12. May provide comprehensive guidance or mentoring to other IT personnel
13. May leverage multiple vendors, specialists and/or agencies to solve complex integration problems
14. May collaborate with other high level IT specialists (e.g. Business Process Specialist, Consultant/Architect, Software Developer, Data Base Administration, Infrastructure) regarding hardware and/or software, design, implementation, support and integration
15. May be required to provide consultation and/or advice on major implementation ensuring services are not compromised and provide technical leadership on integration of various related systems
16. May participate in and/or lead activities of projects with multiple customers to meet project deadlines
17. Assists to ensure system(s) security and promotes security awareness

MAJOR WORKER CHARACTERISTICS

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

UNUSUAL WORKING CONDITIONS