

INFRASTRUCTURE SYSTEMS SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position responsible for planning, organizing and ensuring the stable operation of the organization's information technology (IT) infrastructure. The incumbent implements both short-term and long-term plans to ensure infrastructure capacity meets existing and future requirements. The position is also responsible for installing and maintaining servers, workstations and related devices at multiple sites. Work is performed under the general supervision of the Learning Technology Coordinator or other higher-level administrator. Supervision is not normally a function of this position. Work may be performed outside of normal work hours to avoid the interruption of client computer usage.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Participates in GIS application development, server and work station installation and support, and infrastructure analysis and development;
2. Installs hardware and maintains blade centers, storage area networks, servers, personal computers, and related equipment;
3. Manages the virtual server infrastructure;
4. Observes policies and procedures for file and data maintenance and backup;
5. Provides support for users, including the investigation, diagnosing and resolution of problems associated with hardware and software;
6. Provides analysis and management of performance of all managed systems;
7. Installs system software and operating system updates;
8. Provides support to VoIP environments;
9. Assists with the implementation of IT Business Continuity and Disaster Recovery plans for all systems;
10. Researches various upgrade projects, system improvements and system conversions;

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of various computer platforms, operating systems and software products sufficient to direct and manage a complex multi-platform computer infrastructure and associated networks;

Ability to analyze, evaluate and adapt new infrastructure and technologies into current and future IT systems;

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FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: (Cont'd)

Ability to identify, analyze, research, develop and implement solutions for complex problems;
Ability to exercise independent initiative and good judgment;
Ability to establish and maintain effective working relationships with staff;
Ability to write technical documentation, guidelines and justifications;
Personal characteristics necessary to perform the duties of the position;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Computer Science, Information Systems or a closely related field AND two (2) years of recent* full-time paid work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
- OR: (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Computer Science, Information Systems or a closely related field AND four (4) years of recent* full-time paid work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
- OR: (C) Completion of certificate program from a regionally or nationally-accredited technical school in Networking and Technical Support or closely-related field AND five (5) years of recent* full-time paid work experience in systems network analysis, design, implementation and support in a LAN/WAN setting;
- OR: (D) An equivalent combination of education, training and experience within the limits of (A), (B) and (C) above.

*Recent work experience is defined as work occurring within the ten (10) years immediately prior to the date of application.

Part-time work experience is not acceptable.

SPECIAL REQUIREMENT:

Possession of a valid New York State Driver License at time of appointment.

ADOPTED: 02/05/2015