



Position Information

Employee Name:

Position Title:

Network Infrastructure Associate

Program:

IT Network Operations - Cloud Operations

Work Unit:

Network Infrastructure Services

Classification:

Information Technology Associate

Report To:

Information Technology Manager I

Collective Bargaining Identifier (CBID):

R01

Fair Labor Standards Act (FLSA) Status:

Covered, Work Week Group 2

Information Technology Domain(s):

Client Services, System Engineering

Special Requirements

Conflict of Interest Designation: Not applicable.

Program Information:

Operational Technology is a newly established program. This program will be responsible for supporting technology and coordinating ongoing maintenance of equipment outside our production network, including IoT devices, cameras, REM wall tablets, and Wi-Fi networks. This program's efforts will serve to enhance support for our HR, REM, and Administration business partners. In addition, this program will have interfaces with network circuits, routers, switches, internet connectivity, wireless networks, printers, firewalls, intrusion detection and prevention systems, network admission control, Payment Card Industry Data Security Standards (PCI-DSS), Information Security, the Data Center, and Disaster Recovery operations areas.

Purpose/Scope:

Under the general supervision of the Information Technology Manager I, the Information Technology Associate supports the daily operation, maintenance, and troubleshooting of State Fund's non enterprise data networks, including Wi-Fi, IoT devices, REM wall tablets, and related networked equipment. The incumbent performs routine to moderately complex technical tasks following established procedures and standards. The work supports network reliability, system functionality, and customer service for internal users. Complex or unusual issues are escalated to senior technical staff. The Information Technology Associate will:

- Provide Tier 2 and Tier 3 support by troubleshooting routine connectivity or configuration issues and escalating issues that require advanced analysis.
- Monitor system alerts, perform initial triage, and take corrective action within established guidelines.
- Assist team in carrying out assigned portions of implementing approved technological solutions.

- Maintain accurate documentation of routine network changes, installations, and configurations under supervision.
- Support team members by providing basic technical assistance and communicating issues to senior staff

Essential and Marginal Functions:

In all aspects of performing the following functions the incumbent will:

- Comply with the Code of Conduct
- Maintain regular and predictable attendance and communication availability during working hours
- Establish and maintain effective working relationships and provide quality customer service in a timely manner.
- Follow State Fund's Equal Employment Opportunity principles
- Maintain a safe work environment
- Defend State Fund against fraudulent activities
- Maintain good customer relationships with internal and external business partners and stakeholders
- Properly maintain assigned equipment

This duty statement outlines the primary responsibilities and expected outcomes of the position. It is not intended to provide an exhaustive list of all job duties. Employees may be required to perform additional tasks as assigned, including work in other functional areas.

Description of Duties

40% Essential

- 1. Provide Tier 2 and Tier 3 support by troubleshooting routine network issues and escalating complex problems to senior staff when needed.**
 - a. Monitor network, server, and system alerts; perform initial triage, gather information, and take corrective action as prescribed by established procedures.
 - b. Timely respond to incoming ESP incident and requests, per established SLAs.
 - c. Assist in installing, configuring, and maintaining network hardware, software, and related components under the direction of senior staff.
 - d. Provide basic support for Wi-Fi equipment, IoT devices, security cameras, and similar network-connected equipment.

30% Essential

- 2. Timely respond to system generated alerts for servers and related systems**
 - a. Gather information to support incident documentation and provide it to senior technical staff.
 - b. Assist in preparing equipment, gathering information, and performing assigned tasks during scheduled upgrades under supervision.
 - c. Assist with scheduled upgrade tasks such as staging equipment or performing basic configuration steps
 - d. Support operations during assigned hours; may assist with scheduled after-hours maintenance under supervision.

20% Essential

- 3. Assist team with implementing approved technological solutions by completing assigned setup, configuration, and documentation tasks**
 - a. Assist project activities by gathering information, preparing documentation, and performing assigned tasks.
 - b. Participate by supporting research activities, collecting information, and completing assigned project-related tasks.
 - c. Follow established procedures and guidelines; seek guidance when situations fall outside standard processes.

- d. Assist with assigned portions of installation, configuration, and testing activities as part of infrastructure projects.
- e. Follow established procedures and guidelines; seek assistance when situations fall outside standard processes. Apply standard troubleshooting steps to resolve routine issues and escalate non routine situations.

10% Essential

4. Maintain accurate documentation of routine network changes, installations, and configurations under direction

a.

100%

Required Knowledge Areas:

- Working knowledge of concepts used in network architecture
- Working knowledge of routine system configuration
- Working knowledge of desktop/mobile device support
- Working knowledge of routine problem resolution
- Working knowledge of network devices (e.g., routers, switches, Wi-Fi) and the ability to follow instructions to install or troubleshoot equipment
- General knowledge of project management principles

Required Skills and Abilities:

- Ability to prioritize workload to meet established needs or target dates and achieve results according to management objectives
- Ability to keep current with respect to changing technologies
- Ability to work independently and as a team with co-workers and management to address, research and resolve technical issues
- Ability to recognize and protect confidential information/materials
- Ability to maintain the highest ethical standards and conduct
- Ability to create and maintain accurate system documentation
- Ability to coordinate multiple and simultaneous demands and events
- Ability to learn, apply and train staff to use new information quickly and effectively, without coordinated or organized training
- Ability to understand and analyze issues and escalate to and work with senior staff for resolution
- Ability to seek out independent resources of technical information to apply to on-the-job problems
- Ability to solve technical problems with a minimal amount of information (even incorrect information)
- Ability to communicate appropriately in both verbal and written forms with users, managers, peers, and technical resources
- Strong Customer Skills (written and verbal)

Work Environment:

Physical Requirements:

- Computer data entry, frequent positioning of self to move and transport light objects, and telephone work; mobility to various working areas.
- Occasional movement of items up to 20 lbs., at different heights.

Travel:

- Travel to various work sites and locations for training and/or meetings.
- Travel may include, but not be limited to, plane, bus, van, taxi, or car.
- Travel may occasionally be from overnight to five days in duration.

Emergency call backs:

- Not applicable.

Work Hours:

- Work hours may vary.
- Will occasionally involve work in the evenings.

Supervisor's Statement: I have discussed the duties of the position with the employee

Supervisor Name (Print):

Supervisor Signature:

Date:

Employee's Statement: I have discussed with my supervisor the duties of the position and have received a copy

Employee Name (Print):

Employee Signature:

Date: