

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support Division

UNIT OR OFFICE
Information Technology Services

POSITION NUMBER
20005489 (4434.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Minicomputer Systems Programmer
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005478 Administrative Staff

NORMAL WORKING HOURS (Explain unusual or rotating shift):
8:00 a.m. - 5:00 p.m.

Page 1 of 1

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Under supervision of the Department of Administrative Services (DAS), Information Technology Services (ITS) Administrative Staff: responsible for programming minicomputer operating system utilizing system procedure language, utilities & data management facilities; establishes & modifies system configuration in order to establish telecommunications network, test communication lines, enhance system performance & establish computer emulations of other computer systems; monitors & analyzes system performance & recommends ways of improving efficiency (e.g., single dedicated volume for operating system); troubleshoots & resolves hardware or software problems (e.g., equipment malfunctions, application program errors).	Knowledge of (1) computer systems programming; (2) minicomputer operating systems; (3) microcomputer network systems; (4) customer relations. Skill in (5) operation of minicomputer &/or microcomputer equipment (e.g., terminals, tape drives, printers); (6) use of electronic testing equipment. Ability to (10) interpret technical computer manuals; (11) communicate verbally on technical & non-technical matters; (12) gather, collate & classify information about data, people or things.
10	Receives work objectives & guidance from IT Services Administrative Staff: responsible for testing new software & hardware products; installs/loads software; establishes user log-on &/or other procedures; researches computer system manuals; writes &/or logs system documentation & ensures network access for microcomputers; provides technical computer assistance to users regarding software applications development & hardware use or repair; answers technical & non-technical questions from users; attends computer-related training classes & attends meetings to discuss problems &/or future plans.	Knowledge of 1, 2, 3, 4 Skill in 5 Ability to 10, 11, 12.
40	Under supervision of DAS, IT Services Administrative Staff: provides personal computer & peripheral help desk support at user-site or off-site locations on rotational basis & serves as initial contact for DAS ITS customers; interviews customers to determine nature & extent of issue; documents issues utilizing the ITS trouble ticket system; resolves issues or seeks assistance from senior technicians to achieve resolution; analyzes, researches & resolves simple computer hardware & software problems (configuration; password resets, loading software applications, troubleshoots, unpacks, sets up, configures & fixes personal computers; disassembles & replaces internal parts; resolves software & peripheral issues).	Knowledge of 1, 2, 3, 4. Skill in 5 Ability to (13) lift up to 20 pounds of computer equipment occasionally; (14) move limbs/fingers easily to perform manual functions repeatedly.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/10/08

JOB CODE TITLE
Minicomputer Systems Programmer

JOB CODE
64182

20005489

APD 9-23-08