

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing

POSITION NUMBER
20006466 (41846.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Systems Analyst 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006460 (41840.0) Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB CODE TITLE
Systems Analyst 1

JOB CODE
64121

%	Duties in Order of Importance	Minimum Acceptable Characteristic
50	<p>Analyzes & designs small &/or simple computer systems with assistance from higher-level systems analysts & assists in analysis, design, configuration & administration of large &/or complex computer systems running groupware software (e.g., OpenVMS, IBM iSeries & Windows) that provide 24-hour/day, 7-day/week enterprise-wide services to Service Delivery Division (SDD) customer agencies: meets with customers & internal staff to resolve system problems; analyzes, troubleshoots & resolves customer problems; contacts vendor representatives for assistance in resolving problems; responds to system issues 24-hrs/day, 7-days/week which requires standby, overtime, or call back; may be required to carry cell phone or wear pager; provides technical assistance to management & system users; identifies, analyzes & resolves software & system problems; analyzes system error messages; prepares system backup reports & reports for management; documents procedures & problem resolutions & updates user manuals; answers technical questions regarding OpenVMS, IBM iSeries & Windows systems & software; writes command procedures &/or programs to interact with system software; prepares system software reports; monitors & analyzes system log files when errors occur.</p>	<p>Knowledge of (1) computer science; (2) computer systems analysis & design; (3) high-level computer programming languages; (4) computer hardware systems; (5) Open VMS, IBM iSeries & Windows software; Skill in (6) operation of computer terminal & peripheral equipment (e.g., printers, modems); Ability to (7) write programming specifications & system documentation; (8) communicate verbally on technical & non-technical matters; (9) perform manual functions repeatedly; (10) interpret variety of technical computer manuals & documentation; (11) respond to system issues on 24X7 basis.</p>
50	<p>Installs, tests & maintains system software products on Office of Information Technology (OIT), SDD OpenVMS, IBM iSeries & Windows computer systems: researches, plans & performs operating system upgrades; researches & installs operating system patches; evaluates vendor software releases; monitors system backups; analyzes, troubleshoots & resolves system problems; restores system files following software/hardware failures or as a result of customer errors; researches & tests new software releases; provides system administrative support (e.g., account creation/deletion, creation of queues, password changes, file access control lists).</p> <p>Must submit to & pass a personal background check & works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5. Skill in 6 Ability to 7, 8, 9, 10</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mountz

2/1/07

4pd 2-1-07 CP