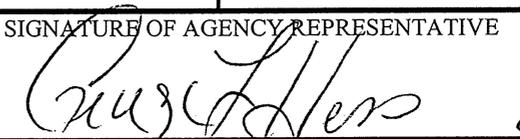


# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY Office of Information Technology
DIVISION OR INSTITUTION Service Delivery Division
UNIT OR OFFICE Enterprise Computing

POSITION NUMBER 20006475 (41873.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change		County of Employment Franklin	
	USUAL WORKING TITLE OF POSITION Systems Programmer Supervisor 1		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006474 (41870.0) 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			Page 1 of 2
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics	
	55	<p>Supervises section of systems programmers responsible for analysis, installation, testing, &amp; maintenance of mainframe problem tracking systems &amp; supportive third party software: responsible for analysis, selection, installation, &amp; maintenance of problem tracking software executed on very large, complex computer systems that support a wide variety of customer agencies; assigns projects to staff &amp; ensures resources &amp; training required to complete tasks correctly &amp; on schedule are available; monitors &amp; evaluates job performance of each section member; makes recommendations to improve job performance including suggestions for training classes &amp; seminars; writes position descriptions &amp; postings for new or vacant positions; interviews applicants; makes hiring recommendations; provides assistance &amp; guidance with determination &amp; resolution of software problems that occur; performs administrative functions such as approval of requests for leave, time reports, &amp; completes performance evaluations; assists &amp; participates in development of service level agreements, section budgets, business plans &amp; services rate ; responds to system issues 24-hrs/day, 7-days/week which may require overtime, on call &amp;/or return to the workplace.</p>	<p>Knowledge of (1) budget preparation; (2) management; (3) problem tracking software Service Center; (4) IBM Job Control Language; (5) employee training; (6) workforce planning; (7) polices, &amp; procedures, &amp; standards relative to the installation, testing, &amp; maintenance of systems software*; (8) interviewing. Skill in (9) operation of mainframe &amp; personal computer hardware &amp; software. Ability to (10) understand mainframe computer hardware &amp; software; (11) understand complex computer networks; (12) interpret a variety of instructions in written, oral, picture or schedule form; (13) define problems, collect data, establish facts, &amp; draw valid conclusions; (14) interpret &amp; understand extensive variety of technical material from books, manuals, &amp; web sites; (15) deal with many variables &amp; determine specific corrective actions; (16) respond to system issues on 24X7 basis.</p> <p style="text-align: right;">*developed after employment</p>	
JOB CODE 64195	List Position Numbers and Class Titles of Positions Directly Supervised: 20006477 (41875.0) Systems Programmer 2 20006491 (41889.0) Systems Programmer 2		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 8/13/07	

Apr 8-27-07 CB

<h1 style="margin: 0;">POSITION DESCRIPTION</h1> <p style="text-align: center; margin: 10px 0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</p>	AGENCY Office of Information Technology
	DIVISION OR INSTITUTION Service Delivery Division
	UNIT OR OFFICE Enterprise Computing

POSITION NUMBER 20006475 41873.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
USUAL WORKING TITLE OF POSITION Systems Programmer Supv 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006474 (41870.0) 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		

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Analyzes customer requirements & makes recommendations regarding software required to fulfill those requests: monitors problem tracking system availability & performance using several hardware & software tools; creates statistical reports related to problem tracking to Service Delivery Division customers & management; recommends & coordinates hardware & software upgrades & changes to ensure software is at proper service levels & in compliance with vendor guidelines; provides instructions to operators, customers & other systems programmers relative to computer hardware & software; controls, directs, & schedules system changes to maximize system availability.	Knowledge of 3, (16) computer systems analysis; (17) mainframe system tuning Skill in 9 Ability to 10, 11, 12, 13, 14, 15, (18) prepare meaningful, concise, & accurate status reports
10	Assists non-technical services staff & customers in resolving problems with computer hardware & software: contacts vendor support to resolve problems with hardware or software; makes required corrections; supplies management with technical information & assistance as required; represents management at various meetings & seminars; attends classes & remains current relative to computer hardware & software.	Knowledge of 3, 16, 17, (19) customer service techniques Skill in 9 Ability to 10, 11, 13, 14, 15

Must submit to & pass a personal background check & works as essential employee.

List Position Numbers and Class Titles of Positions Directly Supervised: 20006477 (41875.0) Systems Programmer 2 20006491 (41889.0) Systems Programmer 2	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8/3/07
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Apd 8-27-07 CB

JOB CODE TITLE: Systems Programmer Supervisor I  
 JOB CODE: 64195