100-400U

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
20006478 (41876.0)

JOB CODE TITLE
Information Technology Manager 2

JOB CODE
64133

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
IT Manager 2

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
55	Supervises and leads a section of systems programmers responsible for analysis, installation, testing, and maintenance of operating systems software used on IBM mainframe computers: responsible for analysis, selection, installation, & maintenance of system software products executed on very large, complex computer systems that support a wide variety of customer agencies; assigns projects to staff & ensures resources & training required to complete tasks correctly and on schedule are available; prioritizes projects & work assignments; builds & documents systems & programming standards; monitors & evaluates job performance of each section member; makes recommendations to improve job performance including suggestions for training classes & seminars; writes position descriptions & postings for new or vacant positions; interviews applicants; & makes hiring recommendations; provides assistance & guidance with determination & resolution of software problems; performs administrative functions (e.g., approves requests for leave & time reports, completes performance evaluations); assists with & participates in development of service level agreements, section budgets, business plans, & services rate development; ensures fiscal control & monitors section's expenditures & overtime usage; responds to critical system issues 24 hours/day, 7 days/week which requires standby, overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) supervision; (2) budget preparation; (3) management; (4) IBM mainframe operating system OS390; (5) IBM Job Control Language; (6) employee training; (7) workforce planning; (8) policies, procedures, & standards relative to installation, testing, & maintenance of systems software*; (9) interviewing; (10) budgeting. Skills in (11) operation of mainframe computer terminal, personal computer hardware & software. Ability to (12) understand mainframe computer hardware & software; (13) understand complex computer networks; (14) interpret a variety of instructions in written, oral, picture or schedule form; (15) define problems, collect data, establish facts, & draw valid conclusions; (16) interpret & understand extensive variety of technical material from books, manuals, & websites; (17) deal with many variables & determine specific corrective actions; (18) respond to system issues on 24X7 basis, (19) carry cell phone or wear pager. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

20006480 (41878.0) SP 3
20006481 (41879.0) SP 2
20006482 (41880.0) SP 2
20006485 (41883.0) SA3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 8-13-07

Upd 8-27-07 CB

100-400U

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JOB CODE
64133

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Analyzes customer requirements & makes recommendations regarding hardware & software required to fulfill requests: monitors system availability & performance using several hardware & software tools; creates statistical reports related to performance & usage for Service Delivery Division (SDD) 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 mainframe computer hardware & software; controls, directs, & schedules system changes to maximize system availability.	Knowledge of 5, (20) computing systems analysis; (21) mainframe system tuning; (22) customer service techniques; Skill in 11 Ability to 12, 13, 14, 15, 16, 17, (23) prepare meaningful, concise, & accurate status reports.
10	Assists non Technical Services staff & customers in resolving problems with mainframe computer hardware & software: contacts vendor support & makes required corrections; supplies management with technical information & assistance; represents management at various meetings & seminars; attends classes & remains current relative to computer hardware and software.	Knowledge of 4, 18, 19, 20 Skill in 11 Ability to 12, 14, 15, 16, 17
	Must submit to & pass personal background check & works as essential employee.	

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