

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Systems Programmer Supervisor 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	<p>Supervises section of systems programmers responsible for analysis, installation, testing, & maintenance of mainframe transaction processing systems (e.g., IMS & DB2) using Job Control Language (JCL) & supportive third-party software executed on very large, complex computer systems that support customer agencies statewide: assigns projects to staff & ensures access to resources & training required to complete tasks correctly & on schedule; 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 that occur; performs related administrative functions (e.g., approves leave requests & time reports, completes performance evaluations); assists & participates in development of service level agreements, section budgets, business plans & services rate development; ensures fiscal control; monitors section expenditures & overtime usage; responds to critical system issues 24 hours/day, 7 days/week which requires overtime or call back; may be required to carry cell phone or wear pager.</p>	<p>Knowledge of (1) budget development & monitoring; (2) project management; (3) transaction processing software (e.g., IMS and DB2); (4) Job Control Language; (5) employee training; (6) workforce planning; (7) agency policies, procedures & standards relative to installation, testing & maintenance of IBM mainframe systems software*; (8) interviewing; Skills in (9) operation of mainframe & personal computer hardware & software (e.g., JCL); (10) installing, tuning & debugging IBM mainframe computer systems using IMS & DB2; Ability to (11) understand mainframe computer hardware & software; (12) understand complex computer networks; (13) interpret a variety of instructions in written, oral, picture or schedule form; (14) define problems, collect data, establish facts, and draw valid conclusions; (15) interpret and understand extensive variety of technical material from books, manuals & web sites; (16) deal with many variables and determine specific corrective actions; (17) respond to system issues on 24X7 basis; (18) carry cell phone or wear pager.</p> <p>*developed after employment</p>

POSITION NUMBER
20006483 (41881.0)

JOB CODE TITLE
Systems Programmer Supervisor 2

JOB CODE
64196

4061 8-21-07 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006476 (41874.0) SP1
- 20006479 (41877.0) SP4
- 20006486 (41884.0) SP4
- 20006488 (41886.0) SP4

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

8-13-07

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35	Analyzes customer requirements and makes recommendations regarding software required to fulfill those requests: monitors mainframe system availability & performance using IMS & DB2 & other hardware & software tools (e.g., BMC, Wheat, Tool Suites, Omegamon); creates statistical reports for Service Delivery Division customers & management related to system performance & usage; 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 2, 3, 4, 7*, (17) computing systems analysis Skill in 9, 10 Ability 11, 12, 13, 14, 15, (19) prepare meaningful, concise & accurate status reports.
10	Assists non-technical services staff & customers in resolving problems with mainframe 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 meetings & seminars; attends classes & remains current relative to computer hardware & software. Must submit to & pass personal background check & works as essential employee.	Knowledge of 3, 7*, 16, (20) customer service techniques. Skill in 9, 10 Ability to 10, 11, 13, 14, 15 <u>Position Specific Minimum Qualifications</u> 36 mos. exp. or 36 mos. trg. installing, tuning & debugging IMS on IBM mainframe computers. 24 mos. exp. or 24 mos. trg. installing, tuning & debugging DB2 on IBM mainframe computers. *developed after employment

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JOB CODE
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