

# 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 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006495 (41900.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m.      On call 24 hours, 7 days per week

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Under immediate supervision, learns technical nuances of mainframe environment & assists in installing, testing & maintaining mainframe computer software on Office of Information Technology (OIT) enterprise-wide EDP network supporting critical applications in 24X7 environment: maximizes computing software to enhance customer application processing &/or operators' task performance related to system monitoring (e.g., participates in pre-installation planning) for Tape Management System; responds to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back, overtime, standby or on-call; performs VSM & disaster recovery system backups; monitors & maintains mainframe system backups; reads technical computer systems/software manuals-guides; monitors software/hardware performance as a result of software change; restores system following system failures; maintains system security.	Knowledge of (1) computer science; (2) mainframe operating systems (e.g., MVS, JES3, OS390, AF Operator); (3) computer programming; (4) computer hardware & peripheral equipment. Skill in (5) operation of computer & associated software; Ability to (6) ability to interpret a variety of technical material in books, journals & manuals; (7) deal with many variables & determine specific action (e.g., establish resolutions, research, production); (8) use statistical analysis; (9) maintain accurate records; (10) understand manuals & verbal instructions, technical in nature; (11) prepare meaningful, concise & accurate reports; (12) proofread technical materials, recognize errors & make corrections; (13) answer routine telephone inquires from public; (14) cooperate with co-workers on group projects; (15) respond to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back, overtime, standby or on-call.
20	Assists management in development of operational guide for software utilized by Operations staff: maintains guide to current level of software; trains operational staff in usage of software; maintains training level to level of software; works closely with Service Delivery Division Customer Support Center analysts.	Knowledge of 1; 2; 3; 4, (16) employee training & development; Skill in 5; (17) use of MS Office); Ability to 6; 7; 8; 9; 10; 11; 12; 13; 15.

POSITION NUMBER  
20006496 (41901.0)

JOB CODE TITLE  
Systems Programmer 1

JOB CODE  
64191

*App 7-26-07 CB*

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregg Hill*

7-18-07

# 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 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006495 (41900.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)

8:00 a.m. - 5:00 p.m.

On call 24 hours, 7 days per week

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Provides technical assistance to management & system users: resolves software problems (e.g., identifies, analyzes, proposes changes, obtains necessary authority for change); contacts vendors &/or customers to resolve system problems when needed; trains computer operations personnel in use of software/hardware; analyzes system &/or region dumps/error messages; logs, updates & closes problem tracking information.	Knowledge of 1; 2; 3; 4, 16. Skill in 5; 17. Ability to 6; 7; 8; 9; 10; 11; 12; 13; 14, 15.
10	Writes routines &/or programs to interact with system software; recommends programming & operating standards to aid in obtaining optimum performance; prepares performance & outstanding issue weekly reports; maximizes operations usage of software (e.g., TMS, control-M, high capacity storage & any future products); coordinates floor space planning & electrical system modifications with OIT computer rooms; responds to pages & alerts sent by electrical system hardware; takes corrective actions required; contacts designated individuals in affected OIT service areas.	Knowledge of 1; 2; 3; 15. Skill in 4; 16. Ability 5; 6; 7; 8; 9; 10; 11; 12; 13; 14; (17) Prepare meaningful, concise & accurate reports.
Must submit to & pass personal background check & works as essential employee.		

POSITION NUMBER  
20006496 (41901.0)

JOB CODE TITLE  
Systems Programmer 1

JOB CODE  
64191

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

7-19-07

*Apd 7-26-07 CB*