

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
20006498 (41904.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
System Programmer 2

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

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:30 a.m. - 5:00 p.m. & subject to overtime/call back 24x7

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Duties in Order of Importance	Minimum Acceptable Characteristic
50	Assists in investigation of various software packages under guidance & direction of a more senior systems programmer or supervisor: develops interfaces (i.e., communication links between/among computer applications after installation in order for data to be shared); maintains & enhances existing software packages (e.g., resolves problems by applying vendor supplied fixes or develops internal resolutions; installs & maintains operating system software on mainframe computer as dictated by customer requirements & upgrades of the operating system; installs, tests & maintains the STK automated tape library systems to ensure that technology operates in an efficient manner; creates databases for silo inventories; makes recommendations relative to automating tape systems; creates reports relative to recovery of systems in the event of massive failures; assists in monitoring performance of the tape silos & recommends solutions to any performance issues; reads technical manuals to determine an appropriate course of action in selecting & installing automated tape library systems; assists in planning for & installing tape systems; responds to system issues 24 hours/day, 7 days/week which may require overtime, standby or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) electronic data processing systems (e.g., MVS, JES3, AF Operator); (2) computer science; (3) functions & capabilities of software systems; (4) computer programming; (5) job control & report generating languages; (6) software & hardware related systems; Skill in (7) operation of personal computer & associated hardware/software; Ability to (8) define problems, collect data, establish facts & draw valid conclusions; (9) interpret extensive variety of technical material in books, journals & manuals; (10) deal with non-verbal symbols in formulas, equations, or graphs; (11) deal with many variables & determine specific action (e.g., research, production); (12) use statistical analysis; (13) understand manuals & verbal instructions, technical in nature; (14) cooperate with co-workers on group projects; (15) respond to system issues 24X7; (16) carry cell phone or carry pager.
20	Creates procedures, JCL & guidelines for customers to use in resolving print requirements: customizes mainframe system software to accommodate requirements of computer operations; prepares reports indicating silo usage & performance; recommends standards to measure performance of automated tape hardware; monitors mainframe systems & participates in applying recommended tuning measures to enhance system performance.	Knowledge of 1, 2, 3, 4, 5, 6. Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 15, 16, (17) prepare meaningful, concise & accurate reports; (18) proof-read technical materials, recognize errors & make corrections;

JOB CODE TITLE
Systems Programmer 2

JOB CODE
64192

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mountz

2/22/07

Upd 3-6-07 CB

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30	<p>Responds to inquiries from system users concerning technical issues; advises management of any proposed changes in the operating system environment; interacts with computer operators in determining requirements for tape systems; creates reports for computer operators to assist in maintaining tape libraries; works with senior systems programmers in diagnosing problems associated with system software & in particular with issues relating to automated tape systems; utilizes monitoring tools in determining resolutions to problems; establishes contact with vendor help desks & other representatives in resolving technical issue; trains programmers & operators on how to use the available resources; instructs customers & operators about all automated tape system components & the use of such products; utilizes diagnostic tools in performing problem resolution; researches dumps & error messages in determining the cause of any system failures; participates in Disaster Recovery exercises; assists in coordinating design & maintenance of operating system to ensure availability of automated tape system; ensures automated tape system communicates with operating system.</p> <p>Must submit to & pass a personal background check & works as an essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6. Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, (19) answer inquiries from customers & general public.</p>

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