

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Enterprise Computing

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

POSITION NUMBER  
20006500 (41913.0)

USUAL WORKING TITLE OF POSITION  
Computer Operator 4

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006509 (41923.0) Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
7:00 a.m. - 3:30 p.m. & subject to overtime/call back 24 X 7

Page 1 of 2

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

| %  | Job Duties in Order of Importance  | Minimum Acceptable Characteristics   |
|----|--|--|
| 50 | <p>Leads team of lower-level computer operators &amp; performs complex mainframe computer operations functions: assigns, monitors &amp; analyzes workflow of Production's computer operators; responds to related issues 24 hours per day, 7 days per week, 365 days per year which requires call back within defined response time &amp;/or overtime according to service level agreement for each customer; monitors IBM Mainframe JES3; operates MVS &amp; system consoles &amp; monitors messages to ensure active critical on-line applications &amp; maximize job production output; monitors &amp; coordinates intervention with automated library modules; operates personal computers related to computer operations; ensures follow through of problem management.</p> | <p>Knowledge of (1) employee training development; (2) lead work; (3) agency policies and procedures*; (4) main console, tape management system, TSO, MVS consoles &amp; automated library system. Skill in (5) use of main console workstations, tape drives, printers, PC's scanner*, tape evaluating system* &amp; degausser*. Ability to (6) deal with many variables &amp; determine specific action (e.g., research, production); (7) add, subtract, multiply &amp; divide whole numbers; (8) complete routine forms; (9) understand manuals &amp; verbal instructions, technical in nature; (10) arrange items in numerical or alphabetical order; (11) cooperate with co-workers on group projects; (12) handle sensitive inquiries from &amp; contacts with officials &amp; general public; (13) demonstrate strength to move (e.g., push, pull or otherwise move) objects from one location to another (e.g., storage carts &amp; tape carts); (14) respond to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back within defined response time &amp;/or overtime according to service level agreement for each customer.</p> <p>*developed after employment</p> |

JOB CODE TITLE  
Computer Operator 4

App 8-14-08CB

JOB CODE  
12373

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Handwritten Signature]*

7/28/08

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|----|---|--|
| 40 | <p>Operates &amp; monitors mainframe computer hardware, automated library modules, system consoles for peripheral equipment (e.g., tape drives, printers), using JES3 messages: submits jobs through Time Sharing Option (TSO) &amp; monitors completion; retrieves tapes from library or silo; performs tape drive mounts &amp; dismounts; sets jobs for processing, scheduling or cancels processing; performs tasks related to tape inventory &amp; disaster recovery as needed; scans tapes, completes &amp; files tracking logs; prepares tapes for transportation to offsite storage facility or disaster recovery test site; retrieves reports from printer &amp; distributes; maintains scratch &amp; free cell count in automated library systems by ejecting &amp; entering cartridges as needed; performs tape copies, tape dumps &amp; tape initialization on 3480 &amp; 3490 tapes; uses tape management system through TSO to perform updates, deletes, scratch volume &amp; perform tape maintenance procedures; degausses expired or deleted tape media; enters tapes in silo or files in library; pulls, pushes or otherwise moves loaded tape racks &amp; carts; retrieves &amp; files tapes as necessary; loads &amp; unloads printers; performs or assists with daily offsite storage rotations as needed; communicates in meetings, via phone, electronic mail &amp; written correspondence with internal &amp; external customers, vendors, technical support staff &amp; other related agencies.</p> | <p>Knowledge of 1, 2*, 3.<br/>Skill in 4.<br/>Ability to 5, 6, 7, 8, 9, 10, 11, 13, 14.</p>                                |
| 10 | <p>Assists supervisors &amp; managers by leading lower-level computer operators in workplace to ensure Production standards are being met: distributes &amp; troubleshoots report &amp; operational data; assists in development &amp; implementation of administrative Production standards &amp; guidelines regarding Computer Operation's problems &amp; variable solution's (e.g., classroom or computer-based training); attends training classes, seminars &amp; vendor presentations &amp; makes recommendations for operational automation enhancements; assists supervisors &amp; managers in training lower-level computer operators on utilization of new system applications (e.g. hardware, software) in order to ensure optimum job performance &amp; customer service; may be required to provide operational support at disaster recovery test site as scheduled.</p> <p>Must submit to &amp; pass personal background check &amp; works as essential employee.</p>   | <p>Knowledge of 1, 2*, 3.<br/>Skill in 4.<br/>Ability to 5, 6, 7, 8, 9, 10, 11, 12.</p> <p>*developed after employment</p> |

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APR 8-14-08 CCB

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