100-400U

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

POSITION NUMBER
20006501 (41914.0)

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Computer Operator 3

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

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:30 a.m. – 4:00 p.m. & subject to overtime/call back 24 X 7

JOB CODE TITLE
Computer Operator 3

JOB CODE
12372

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Performs complex mainframe computer operations functions to support customers' critical applications: monitors IBM mainframe JES3 MVS consoles & messages; responds to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back within defined response time &/or overtime according to service level agreement for each customer; monitors hardware & use of personal computers related to Computer Operations; mounts & dismounts computer tapes at manual/automated tape drives; performs job setup, scheduling & canceling of critical job applications; communicates in meetings, via phone, electronic mail & written correspondence with Computer Operations users, vendors, technical support staff & other related agencies/divisions regarding system job, application, hardware or software status; operates all terminals & peripherals; defines & resolves problems related to system & workload (i.e., operational areas); uses an online problem tracking system; pulls, pushes or otherwise moves loaded tape racks & carts; retrieves files & tapes as necessary; loads & unloads printers; performs tape maintenance tasks; cleans, tests, evaluates & degausses as needed; uses tape management systems through Tim Sharing Option (TSO) to perform updates, deletes, scratch volumes & perform tape maintenance procedures; submits jobs using TSO, maintains scratch & free cell count in automated library systems by ejecting & entering cartridges.	Knowledge of (1) safety practices related to equipment in work area; (2) office practices & procedures*; (3) agency policies & procedures*; (4) mainframe computer &/or microcomputer operating systems & procedures. Skill in (5) operation of workstations, silos & printers. Ability to (6) deal with many variables & determine specific action; (7) add, subtract, multiply & divide whole numbers; (8) copy records precisely without error; (9) comprehend simple sentences with common vocabulary; (10) copy material accurately & recognize grammatical & spelling errors; (11) originate routine business letters reflecting standard procedures; (12) understand manuals & verbal instructions, technical in nature; (13) use proper research methods in gathering data; (14) arrange items in numerical or alphabetical order; (15) check pairs of items that are similar or dissimilar; (16) gather, collate & classify information about data, people or things; (17) work alone on most tasks & cooperate with co-workers on group projects when needed; (18) handle routine & sensitive contacts/inquiries from customers, officials & general public; (19) lift, push, pull, or otherwise move up to 50 lbs.; (20) pull, push or otherwise move loaded tape racks & carts; (21) respond to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 8/12/08

Upd 7-8-08 CB

100-400U

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JOB CODE TITLE
Computer Operator 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
		within defined response time &/or overtime according to service level agreement for each customer.
40	Performs tasks related to tape inventory, microfiche or disaster recovery as needed: scans tapes, completes & files tracking logs; retrieves storage list from printer; retrieves tapes from library or silo; scans tapes out (i.e., using distribution list); packs tapes for offsite storage; unpacks, scans tapes in & files tapes; performs onsite & offsite physical inventory of tape media; prepares tapes for transportation to offsite facility or disaster recovery test site; completes & files all paperwork related to tape inventory & disaster recovery; scans in returned tapes, deletes & degausses older tape media.	Knowledge of 1, 3*, 4. Skill in 5. Ability to 6, 7, 8, 9, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20.
15	Operates computer terminal & peripheral computer equipment (e.g., tape drives, automated library systems, mixed media storage, state-of-the-art peripherals): mounts computer forms on printers, identifies, corrects & repairs minor system problems (e.g., paper jams, tape errors, simple hardware malfunctions) & follows escalation procedure when major problems are detected; cleans & maintains peripheral computer equipment; maintains logs/forms related to computer activity.	Knowledge of 1, 3*, 4. Skill in 5. Ability to 6, 8, 10, 12, 13, 14, 15, 16, 17, 19, 20.
5	Reads & comprehends technical manuals regarding equipment & system procedures: completes online training tutorials through Computer Based Training (CBT) as assigned by supervisors; attends training classes & seminars; may be required to provide operational support at disaster recovery test site as scheduled.	Knowledge of 4. Skill in 5. Ability 12, 16, 17.
	Must submit to & pass personal background check & works as essential employee.	*developed after employment

JOB CODE
12372

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
6/1/08

Upd 7-8-08 CB