

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS505240

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Enterprise Computing

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20006505

Reclassification   
  New Position   
  Update   
 Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION    POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
See Table of Organization

Permanent     Classified    Overtime:  Eligible     Exempt    Bargaining Unit  
 Temporary     Unclassified    If FLSA Exempt, exemption type:    PR:  
 Intermittent     Essential    Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 7:00 AM    TO: 4:00 PM

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Serves as Infrastructure Services Division's (ISD) operations technical analyst & advisor to ensure maximum system uptime to customers of a statewide administrative Electronic Data Processing (EDP) communications network involving multiple mainframe CPU's, direct access storage devices, automated library systems, mixed media storage & state-of-the-art peripherals that support multiple state agencies' critical applications & statewide support services: responds to system issues 24 hours/day, 7days/week which requires overtime, call back or standby; may be required to carry cell phone or carry pager; analyzes & evaluates operational technical data & information (e.g., problem tracking, operation data reporting, main console/help desk trouble tickets, online log, host SYSLOG, system DUMPS & initial program loads); utilizes diagnostic software tools & operations automation software (e.g., Auto Operator, SMF & RMF data) to recommend & implement operational procedures or changes to ensure maximum system uptime; evaluates, recommends & implements technical automation solutions & procedures for daily & emergency operations; analyzes day-to-day operations to detect processing trends & system restrictions in order to identify & resolve chronic system accessing & networking problems; analyzes current operational procedures to recommend & code productivity enhancements, maximization of batch throughput, connectivity to micro-computer local area network); provides analysis, mainframe technical expertise, supporting data, testing, implementation schedules & evaluations for operational automation projects to ensure maximum job flow processing & system performance; provides technical computer assistance & information to customers & lower-level computer operators; conducts in-house training for lower-level computer operators, internal staff & SDD customers regarding technical operational procedures.	Knowledge of (1) electronic data processing (e.g., structure & theory of hardware, software & concepts); (2) customer service techniques & practices; Skill in (3) operation of computer hardware (e.g., multiple mainframe CPU's, direct access storage devices & software (e.g., MS Word, TSO, RMF, SMF, Auto Operator) Ability to; (4) interpret variety of instructions in written, oral, picture or schedule form; (5) define problems, collect data, establish facts & draw valid conclusions; (6) interpret extensive variety of technical material in books, journals & manuals; (7) deal with many variables & determine specific action (e.g., research, production); (8) complete routine forms; (9) maintain accurate records; (10) use proper research methods; (11) gather, collate & classify information about data, people or things; (12) cooperate with co-workers on group projects or work well alone; (13) explain technical information & procedures to internal staff & customers; (14) write/prepare meaningful, concise & accurate reports; (15) respond to system issues 24X7; (16) carry cell phone &/or wear pager.

JOB CODE TITLE  
Computer Operations Analyst

JOB CODE  
12374    *apd 9/25/13 RPN*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



*7-20-13*

