

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
20006505

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Computer Operations Analyst

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

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:00 am - 4:00 pm subject to overtime/call back 24X7

Page 1 of 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Serves as Enterprise Computing production 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 & tape drives, direct access storage devices, impact & table-top laser printers, automated library systems mix storage & state-of-the-art peripherals that support multiple state agencies' critical applications & statewide support services: responds to production 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; analyzes & evaluates operational technical data & information, problem tracking, operation data, host SYSLOG, diagnostic software tools & operations automation software (e.g., A/F Operator, Netview, SMF & RMF data) to recommend & implement operational procedures or changes to ensure maximum system efficiency; evaluates, recommends, & implements technical automation solutions & procedures for daily & emergency operations; analyzes day-to-day operations restrictions in order to identify & resolve chronic system accessibility & networking problems; analyzes current operational procedures to recommend & code productivity enhancements (e.g., tape & print optimization, maximization of batch throughput, connectivity to microcomputer local area network); provides analysis, 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.</p>	<p>Knowledge of (1) computer system analysis & design; (2) main console/help desk operations & multiple mainframe computer operations systems & procedures; (3) computer science or data processing; (4) job control or report generating language; (5) employee training & development; (6) agency policies & procedures*; Skill in (7) operation of computer hardware (e.g., multiple mainframe cpu's, tape drives, direct access storage devices, automated library systems) & software (e.g., MS Word, TSO, RMF, SMF, A/F Operator & Netview); Ability to (8) communicate verbally or in writing on complex technical & non-technical matters; (9) define problems, collect data, establish facts & draw valid conclusions; (10) resolve network & telecommunication problems using diagnostic software (e.g., Netview, IMS); (11) write complex reports using statistical & graphic software; (12) interpret variety of technical manuals & instructions; (13) gather, collate & classify information about data, people or things; (14) lift up to 50 lbs of tapes, paper &/or equipment; (15) move limbs/fingers easily to perform manual functions repeatedly; (16) respond to production related issues 24X7.</p> <p>*developed after employment</p>

JOB CODE TITLE
Computer Operations Analyst

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

JOB CODE
12374

 9/1/2008

Apd 9-23-08 CB

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30	Works closely with Disaster Recovery team: maintains & updates disaster recovery logs; reviews offsite storage documents for accuracy; logs data using Microsoft Excel & files documents; updates offsite storage & disaster recovery training procedures as needed; trains lower-level employees on disaster recovery & offsite storage procedures; works directly with offsite storage facility to implement & maintain Office of Information Technology's (OIT) offsite storage contract; recommends contract changes to meet operational needs & expectations; coordinates offsite billing by reviewing for accuracy; communicates with offsite storage facility to correct discrepancies & distributes to business office for payment; prepares tape cartridges for shipment to disaster recovery site by retrieving tapes from tape library or automated silo system, scanning & preparing tapes for shipment; participates in disaster recovery meetings; serves as backup to perform daily offsite storage rotation; contacts customers to resolve storage problems; coordinates offsite storage as necessary.	Knowledge of 1, 2, 3, 4, 5, 6* Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 15, 16.
20	Serves as technical liaison to internal technical staff (e.g., IBM, VAX, telecommunications/SONIC, MIS Media administration) & network customers (e.g., multiple state agencies' help desks, batch & online administrative customers, vendor software & hardware engineers, system & application programmers) to resolve complex batch & online application printer & tape processing problems: assists IBM technical staff in setting up, coding &/or modifying procedures to accommodate new equipment or major system changes required by hardware/software upgrades; implements & maintains control change processes; writes complex reports using statistical & graphics software (e.g., SAS statistical analysis software) to present analysis & evaluation of recommendations; researches & refers to technical computer manuals for problem resolution, conduct in-house classes for lower-level computer operators, internal staff, & customers regarding technical operational procedures for current & new equipment & software; provides technical expertise in automated operations for purposes of long-range planning.	Knowledge of 1, 2, 3 Skill in 7 Ability to 8, 9, 10, 11, 12, 13, 14, 16. *developed after employment

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9/11/2008

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10	<p>Operates & monitors mainframe computer hardware, automated library modules, system consoles for peripheral equipment (e.g., tape drives, printers) using JES3 messages: monitors & logs Virtual Storage performance; creates graphs; retrieves tapes from library or silo; performs tape drive mounts & dismounts; maintains scratch county in automated library systems by ejecting or loading cartridges; sets jobs for processing, scheduling or cancels processing; cleans tape drives; identifies & logs malfunctions & reports problems to supervisor; maintains related logs & forms related to customer activity; lifts up to 40 lbs. of cartridge tapes in order to file, relocate & prepare for transporting.</p> <p>Must submit to & pass a personal background check & works as essential employee.</p>	<p>Knowledge of 1, 2, 3 Skill in 7 Ability to 8, 9, 11, 12, 13, 14, 16, (17) lift up to 40 lbs. of cartridge tapes.</p> <p>*developed after employment</p>

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