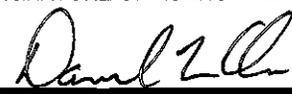


POSITION DESCRIPTION		AGENCY/DEPT ID DAS505240
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006505 JOB CODE TITLE Computer Operations Analyst JOB CODE 12374	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION 20006509 Computer Operations Supervisor 2	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006509 Computer Operations Supervisor 2
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input checked="" type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:00 am TO: 4:00 pm	Bargaining Unit Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Serves as Enterprise Computing production 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 & tape drives, direct access storage devices, impact & table-top laser printers & 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; 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; performs tape drive mounts & dismounts; maintains scratch counts; 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; may be required to provide operational support at disaster recovery test site as scheduled.	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. *developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4-14-11
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POSITION DESCRIPTION		AGENCY/DEPT ID DAS505240
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006505	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
				Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR	
			20006509 Computer Operations Supervisor 2	
<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent		<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential		
		Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt	Bargaining Unit	
		If FLSA Exempt, exemption type:	Page 2 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
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; 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, 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
Must submit to & pass a personal background check.		

JOB CODE 12374	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
			4-14-11