

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
20006507

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

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

Permanent Classified Overtime: Eligible Exempt Bargaining Unit 09
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:30 am TO: 4:30 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Monitors IBM mainframe JES3 MVS consoles & messages; monitors hardware & use of personal computers (e.g., IBM or other vendor) related to Infrastructure Services Division (ISD), Enterprise Computing Operations (ECO); performs complex computer functions to support customers' critical applications; 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 users, vendors, tech 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 materials weighing up to 50 lbs. from printers; performs tape maintenance tasks; cleans, tests, evaluates & degausses as needed; uses tape management systems through 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; responds to system issues 24 hrs/day, 7 days/week which requires overtime, standby or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) safety practices related to equipment in work area; (2) office practices & procedures; (3) agency policy & 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 system issues 24X7; (22) carry cell phone &/or wear pager. *developed after employment

JOB CODE TITLE
Computer Operator 3

Apd PSM 10/20/10

JOB CODE
12372

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10/21/10

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 20006507 JOB CODE TITLE Computer Operator 3 JOB CODE 12372	<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 If FLSA Exempt, exemption type:	Bargaining Unit 09 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 7:30 am TO: 4:30 pm			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	
	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 of silo; scans tapes out 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 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 a personal background check & works as essential employee.	*developed after employment	
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
			10/21/10	