

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006510 JOB CODE TITLE Computer Operations Analyst JOB CODE 12374 <i>Apd 1/26/12 PFM</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006518 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 Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 11:30 PM TO: 8:00 AM TUESDAY - SATURDAY			
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
25	Serves as Infrastructure Services Division (ISD) operations technical analyst & advisor to ensure maximum system uptime to customers of a statewide administrative electronic data processing communications network involving multiple mainframe CPU's & tape drives, 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, 7 days/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., A/F Operator, Netview, 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 (e.g., tape & print optimization, maximization of batch throughput, connectivity to microcomputer 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 to lower-level computer operators, internal staff & 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, tape drives, direct access storage devices, automated library systems, mixed media storage) & software (e.g., MS Word, TSO, RMF, SMF, A/F Operator & Netview); 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.		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
		<i>[Signature]</i>	1/26/12	

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	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006518 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 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: 11:30 PM TO: 8:00 AM TUESDAY - SATURDAY

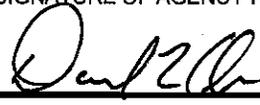
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Operates & monitors mainframe computer hardware, automated library modules, system consoles for peripheral equipment (i.e., tape drives) using JES3 messages: fetches, retrieves, mounts, dismounts & files cartridges responsible for operation of the customer support center including answering & responding to phone calls & customer requests; cleans cartridge tape drives; identifies & logs malfunctions; reports problems related to equipment to supervisor & vendors; maintains logs & forms related to computer activity; lifts, pushes, pulls & otherwise moves up to 50 lbs of cartridge tapes in order to move tapes from file racks to input racks & output racks to file racks; retrieves & files tapes as necessary; serves as lead analyst to process PIRT jobs.	Knowledge of 1, 2 Skills in 3 Ability to 4, 5, 6, 8, 9, 11, 12, 13, 14, 15, 16, (17) use algebra & statistical analysis; (18) lift, push, pull & otherwise move up to 50 lbs; (19) check pairs of items that are similar or dissimilar; (20) answer routine telephone inquiries from public.
10	Analyzes & evaluates operational technical data & information for Direct Access Storage Devices (DASD) (i.e., data service facility, data facility data set services, access methods services); provides operational analysis of DASD failures; recommends technical or procedural implementation or changes to assure maximum data access for customers; works directly with customers to implement & maintain customer DASD recovery requirements; serves as DASD analyst & works closely with disaster recovery & telecommunications; completes tape dumps, tape initialization & copies; may be required to provide operational support at disaster recovery test site as scheduled.	Knowledge of 1, 2 Skills in 3 Ability to 6, 8, 11, 12, 13, 14, 15, 16.

Must submit to & pass personal background check & works as essential employee.

JOB CODE TITLE
12374 Computer Operations Analyst

JOB CODE
12374
apd 1/26/12 psm

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