

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS/DAS505250

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Enterprise Computing

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20006515

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  
 Intermittent     Essential    If FLSA Exempt, exemption type:    PR:  
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 3:30 PM    TO: 12:00 AM

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

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

JOB CODE TITLE  
Computer Operations Analyst

JOB CODE  
12374  
apd 7/25/13 *[Signature]*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

7-26-13

# POSITION DESCRIPTION

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### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Operates & monitors mainframe computer hardware, system consoles for peripheral equipment using JES3 messages; responsible for operation of the Customer Support Center including answering & responding to phone calls & customer requests; cleans reel & c-tape drives; identifies & logs malfunctions, reports problems related to equipment to supervisor & vendors; maintains logs & forms related to computer activity.	Knowledge of 1, 2 Skill in 3 Ability to 4, 5, 6, 8, 9, 11, 12, 13, 14, (17) use algebra & statistical analysis; (18) check pairs of items that are similar or dissimilar; (19) answer routine telephone inquiries from public.
10	Analyzes & evaluates operational technical data & information for Direct Access Storage Devices (DASD) [i.e., Data Service Facility (ICK-DSF), Data Facility Data Set Services (DFDSS), Access Methods Services (IDCAMS)]; provides operational analysis of DASD failures; recommends technical or procedural implementation or changes to assure maximum data access for SDD customers; works directly with SDD customers to implement & maintain customer DASD recovery requirements; serves as DASD analyst & works closely with Disaster Recovery Team; may be required to provide operational support at disaster recovery test site as scheduled.	Knowledge of 1, 2 Skill in 3 Ability to 6, 8, 11, 12, 13, 14, 15, 16

JOB CODE TITLE  
Computer Operations Analyst

JOB CODE  
12374     *Appd 7/25/13 [Signature]*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

*7-25-13*