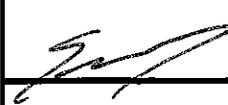


POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006516	<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 See Table of Organization	
	<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:	Bargaining Unit PR: Page 1 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		
25	Serves as Infrastructure Services Division's (ISD) 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 , 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, 7days/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., Auto Operator, 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 , maximization of batch throughput, connectivity to micro-computer 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 for lower-level computer operators, internal staff & SDD 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, direct access storage devices & 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 & 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.		
JOB CODE 12374	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
			7-26-13	

JOB CODE TITLE
 Computer Operations Analyst

apd 7/25/13 pfm

