100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505250

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006517

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to Agency Organizational Tree ☐

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006506 Computer Operations Supervisor 1

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☒ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 PM TO: 4:30 AM MONDAY - FRIDAY

JOB CODE TITLE
Computer Operations Analyst

JOB CODE 12374

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
		1/26/12

apd 1/26/12 (pm)

100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505250

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006517

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006506 Computer Operations Supervisor 1

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 PM TO: 4:30 AM MONDAY - FRIDAY

JOB CODE TITLE
Computer Operations Analyst

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 12374

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 1/26/12

1/26/12