

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing – Print Services

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Programmer Specialist 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006525 Computer Operations Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:30 a.m. - 4:00 p.m. & subject to overtime/call back

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Modifies &/or tests computer software packages (e.g., database, spreadsheet, communications/emulations, word processing systems, mainframe job submission/modification) for Office of Information Technology, Service Delivery Division (SDD), Print Services, a statewide administrative electronic data processing communications network: supports critical print applications using IBM JES3 commands; develops print applications (e.g., Elixir, DesignPro); submits jobs from network to print on Xerox Docuprint EPS; builds production print streams using, PDF, XPAF & IBM AFP; develops data processing applications for Print Services internal staff on microcomputers (e.g., SUN UNIX system) appropriate to large data center printing; generates reports & makes recommendations for use; enters data into computer terminal & reviews output to ensure program accuracy & completeness; installs, de-installs & updates software packages (e.g., ELIXIR, DesignPro modifications, , Xerox Docuprint EPS for microcomputers attached to SDD's LAN); evaluates hardware/software products to assess compatibility with existing systems & effectiveness; writes & compiles application related documentation (e.g., customer or staff procedural guides for applications & hardware instruction); responds to critical print application issues for multiple state agencies 24 hours/day, 7 days/week, 365 days/year which requires standby, overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) human relations (2) customer service techniques & practices; (3) electronic data processing (e.g., minicomputers, mainframe, database, high-speed laser printers; (4) form development tools (e.g., Elixir, DesignPro); (5) mainframe computer; (6) IBM JES3 commands; Skill in (7) operation of personal computers, mainframe terminals, high-speed laser printers & associated hardware & software; (8) using print applications (e.g., IBM AFP, Xerox XPAF & Metacode); Ability to (9) deal with a number of variables in familiar & unfamiliar situations; (10) understand computer programming as it relates to a large data center printing operation; (11) define problems, collect data, establish facts, draw valid conclusions & initiate solutions; (12) interpret extensive variety of manuals; (13) comprehend & record figures accurately; (14) use basic math & calculate fractions, decimals & percentages; (15) use statistical analysis; (16) maintain accurate records; (17) prepare meaningful, concise & accurate reports; (18) proofread technical materials, recognize errors & make corrections; (19) use proper research methods in gathering data; (20) originate instructions & specifications concerning proper use of printing applications; (21) gather, collate & classify information about data, people or things; (22) work alone on most tasks, but occasionally cooperate on group projects; (23) respond to system issues 24X7;

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhoven/ka

1/31/08

POSITION NUMBER
20006524

JOB CODE TITLE
Programmer Specialist 1

JOB CODE
64141

April 24-08 al

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Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Assists & trains internal SDD Print Services staff & customers in operation of microcomputer, minicomputer & mainframe equipment & use of software applications (e.g., JES3, IBM AFP, Xerox XPAF & Metacode, Elixir, PDF): troubleshoots & assists Print Services customers/internal staff in resolving software or hardware problems (e.g., hardware malfunctions, backup & restoration of files, long-term software planning); identifies customer needs through data gathering & analyses of customers' problems & procedures; assists in software development or problem solving; maintains & repairs computer equipment & communications lines; enters, edits & revises data; monitors mainframe computer system activities within SDD & recommends purchase of hardware & software.	(24) carry cell phone or wear pager. Knowledge of: 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24
15	Coordinates print automation projects & data services with Print Services internal staff & customers: attends training seminars & classes regarding computer hardware & software or training techniques; represents Print Services in meetings or acts as liaison with other sections/divisions; supports, monitors & maintains Print Services Customer Service Support area hardware/software & equipment; sets up equipment, prepares demos for customers & Print Services internal staff; ensures proper records are maintained.	Knowledge of: 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24
15	Assists & works closely with SDD LAN personnel to troubleshoot hardware/software problems within Print Services: tests new hardware/software & supporting internal staff or customer print applications; maintains records; ensures completion of backup & off-site storage of data for microcomputers/minicomputers. Must submit to & pass personal background check & works as essential employee.	Knowledge of: 1, 2, 3, 4, 5, 6 Skill in 7, 8 Ability to 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24 <u>Position Specific Minimum Qualifications</u> 6 mos. exp. using form development tools (e.g., Elixir, DesignPro); 12 mos. exp. using print applications (e.g., IBM AFP, Xerox XPAF, Metacode); 18 mos. exp. using IBM JES3 commands.

POSITION NUMBER
20006524

JOB CODE TITLE
Programmer Specialist 1

JOB CODE
64141

app 240808

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhoven/a

1/31/08