100-400N

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
IT Service Delivery

UNIT OR OFFICE
Technical Services/Unix/Storage Services

POSITION CONTROL NUMBER
41804.0

CLASS TITLE
Systems Programmer 3

CLASS NUMBER
64193

☒ State Agency ☐ County Agency ☒ New Position ☐ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Systems Programmer 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41801.0 Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:00 a.m. - 4:00 p.m. On call 24 hours per day 7 days per week 365 days per year

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Under direction, evaluates, installs, tests, monitors & maintains complex operating system software on mainframe & open systems environments (i.e., UNIX cluster servers, secured web servers, enterprise disk storage systems, enterprise tape backup systems, enterprise storage area networks) in order to maximize computer response time & to enhance overall system performance (i.e., performs pre-installation planning; reads technical computer systems/software manuals & guides; performs regression testing; installs new software packages/upgrades; monitors hardware/software releases; restores system following massive software or hardware failures; maintains security); Utilizes high-level computer languages (e.g., Korn Shell, Bourne Shell, C Shell) in programming UNIX systems; assists in system capacity planning, system recovery, tuning & availability management. Maintains Enterprise Tape Backup Systems using utilities for UNIX &/or Z/OS platforms (e.g., cpio, tar, mksysb, dfdss, dfhsm; ensures all tape backups are completed successfully & product resources are sufficient to ensure acceptable performance. Reviews & monitors robotic tape library to ensure adequate resources to provide tape management services. Participates in meetings with customer agencies to establish priorities & assists in analyzing & designing appropriate, optimal computer system configuration for customer's projects; gathers requirements for proposed projects & monitors customer satisfaction throughout development efforts; maintains & programs Enterprise Disk Storage & Storage Area Networks. Responds to UNIX, disk storage, tape storage, SAN management & mainframe issues 24 hrs/day, 7 days/week, 365 days/year which requires call back within defined response time &/or overtime according to Service Level Agreements for each customer.	Knowledge of (1) computer science; (2) computer hardware & peripheral equipment; (3) functions & capabilities of software systems; (4) UNIX Cluster Servers (e.g., SP or Cluster 1600); (5) Enterprise Disk Storage & Storage Area Networks hardware & software (e.g., McData or Brocade); (6) Enterprise Tape Backup Systems hardware (e.g., IBM or STK) & software (e.g., Tivoli or Veritas); (7) UNIX operating systems (e.g., AIX, OS/390, Z/OS USS) & TCP/IP; (8) backup utilities (e.g., cpio, tar, mksysb, dfdss, dfhsm). Skill in (9) operation of personal computer, mainframe terminals & servers; (10) programming UNIX Cluster Servers & secured web servers. Ability to (11) define problems, collect data, establish facts & draw valid conclusions; (12) interpret extensive variety of technical material in books, journals, manuals & audiovisual form; (13) deal with non-verbal symbols in formulas, equations or graphs; (14) deal with many variables & determine specific action (15) originate instructions & specifications concerning proper use of computer hardware & software; (16) communicate effectively on technical & non-technical matters; (17) respond to UNIX, disk storage, tape storage, SAN management & mainframe issues 24 hrs/day, 7 days/week, 365 days/year which requires call back within defined response time &/or overtime according to Service Level Agreements for each customer.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4-25-03

Upd 7-9-03

100-400N

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Provides technical assistance & system information to management, system users & vendors; responds to support line's incoming calls; provides documentation & training to users; assists higher-level staff in problem resolution, software installation, software customization & software implementation. Identifies, analyzes & resolves software problems; contacts vendor representatives to resolve system problems. Analyses system dumps/error messages in resolving system failures.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15, 16, 17
20	Writes exit routines &/or programs to interact with system software; recommends programming & operating standards to aid in optimum software/hardware performance; prepares system performance & usage reports; confers & coordinates with network administrators in design & maintenance of network operating systems; analyzes designs & implements data communication services as elements of overall operating system design; participates in budget process by forecasting/planning/recommending hardware/software purchases & customer usage; monitors expenditures.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15, 16, 17
		<u>Position Specific Minimum Qualifications</u> 18 mos. exp. or 18 mos. training in programming UNIX Cluster Servers (e.g., SP or Cluster 1600) & secured web servers; 12 mos. exp. or 12 mos. trg. with Enterprise Disk Storage & Enterprise Storage Area Networks hardware & software (e.g., McData or Brocade); 12 mos. exp. or 12 mos. trg. with Enterprise Tape Backup Systems hardware (e.g., IBM or STK) & software (e.g., Tivoli or Veritas).
	This position works as an essential employee.	

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: [signature]

DATE: 6-25-03

Appd 7-9-03 CB