

<h1 style="margin: 0;">POSITION DESCRIPTION</h1> <p style="text-align: center; margin: 10px 0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</p>	AGENCY Office of Information Technology
	DIVISION OR INSTITUTION Service Delivery Division
	UNIT OR OFFICE Enterprise Computing

POSITION CONTROL NUMBER 41873.0	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION Systems Programmer Supervisor 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 41870.0 Information Technology Manager 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m. & on call 24X7	

**JOB DESCRIPTION AND WORKER CHARACTERISTICS**

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
55	Supervises section of systems programmers responsible for analysis, installation, testing, & maintenance of mainframe problem tracking systems & supportive third party software: responsible for analysis, selection, installation, & maintenance of problem tracking software executed on very large, complex computer systems that support a wide variety of customer agencies; assigns projects to staff & ensures resources & training required to complete tasks correctly & on schedule are available; monitors & evaluates job performance of each section member; makes recommendations to improve job performance including suggestions for training classes & seminars; writes position descriptions & postings for new or vacant positions; interviews applicants; makes hiring recommendations; provides assistance & guidance with determination & resolution of software problems that occur; performs administrative functions such as approval of requests for leave, time reports, & completes performance evaluations; assists & participates in development of service level agreements, section budgets, business plans & services rate ; responds to system issues 24-hrs/day, 7-days/week which may require overtime, on call &/or return to the work-place.	Knowledge of (1) budget preparation; (2) management; (3) problem tracking software Service Center; (4) IBM Job Control Language; (5) employee training; (6) workforce planning; (7) policies, & procedures, & standards relative to the installation, testing, & maintenance of systems software*; (8) interviewing. Skill in (9) operation of mainframe & personal computer hardware & software. Ability to (10) understand mainframe computer hardware & software; (11) understand complex computer networks; (12) interpret a variety of instructions in written, oral, picture or schedule form; (13) define problems, collect data, establish facts, & draw valid conclusions; (14) interpret & understand extensive variety of technical material from books, manuals, & web sites; (15) deal with many variables & determine specific corrective actions; (16) respond to system issues on 24X7 basis.

\*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised: 41874.0 Systems Programmer 1      41889.0 Systems Programmer 2 41875.0 Systems Programmer 2	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1/24/06
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POSITION CONTROL NUMBER 41873.0

CLASS TITLE Systems Programmer Supervisor 1

CLASS NUMBER 64195

Apr 2-3-06 CB

<h1 style="margin: 0;">POSITION DESCRIPTION</h1> <p style="text-align: center; margin: 10px 0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</p>	AGENCY Office of Information Technology
	DIVISION OR INSTITUTION Service Delivery Division
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	USUAL WORKING TITLE OF POSITION Systems Programmer Supv. 1		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 41870.0 Information Technology Manager 2	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m. & on call 24X7			Page 2 of 2
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics	
35	Analyzes customer requirements & makes recommendations regarding software required to fulfill those requests: monitors problem tracking system availability & performance using several hardware & software tools; creates statistical reports related to problem tracking to Service Delivery Division customers & management; recommends & coordinates hardware & software upgrades & changes to ensure software is at proper service levels & in compliance with vendor guidelines; provides instructions to operators, customers & other systems programmers relative to computer hardware & software; controls, directs, & schedules system changes to maximize system availability.	Knowledge of 3, (16) computer systems analysis; (17) mainframe system tuning Skill in 9 Ability to 10, 11, 12, 13, 14, 15, (18) prepare meaningful, concise, & accurate status reports		
10	Assists non-technical services staff & customers in resolving problems with computer hardware & software: contacts vendor support to resolve problems with hardware or software; makes required corrections; supplies management with technical information & assistance as required; represents management at various meetings & seminars; attends classes & remains current relative to computer hardware & software.	Knowledge of 3, 16, 17, (19) customer service techniques Skill in 9 Ability to 10, 11, 13, 14, 15		
Must submit to & pass a personal background check and works as essential employee.				
List Position Numbers and Class Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE	
41874.0 Systems Programmer 1      41889.0 Systems Programmer 2 41875.0 Systems Programmer 2			1/24/06	

Appl 2-3-06 CB

CLASS TITLE  
Systems Programmer Supervisor 1  
CLASS NUMBER  
64195