

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing

POSITION CONTROL NUMBER
41885.0

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Systems Programmer Supervisor 2

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. & subject to call back 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 teleprocessing systems & supportive third party software: responsible for the analysis, selection, installation, & maintenance of teleprocessing software executed on very large, complex computer systems that support a wide variety of customer agencies; assigns projects to staff & ensures they have the resources & training required to complete tasks correctly & on schedule; 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; make hiring recommendations; provides assistance & guidance for the determination & resolution of software problems; performs administrative functions such as approval of requests for leave & time reports, & completes performance evaluations; assists & participates in the development of service-level agreements, section budgets, business plans, & services rate development; ensures fiscal control, monitors sections expenditures & overtime usage; responds to system issues 24-hrs/day, 7-days/week which may require on call , overtime, or return to workplace	Knowledge of (1) budget preparation; (2) management; (3) teleprocessing software (e.g., VTAM & TCP/IP); (4) IBM Job Control Language; (5) employee training; (6) workforce planning; (7) policies, procedures, & standards relative to installation, testing, & maintenance of systems software*; (8) interviewing. Skill in (9) operation of mainframe & personal computer hardware & software. Ability to (10) understand complex computer networks; (11) interpret variety of instructions in written, oral, picture or schedule form; (12) define problems, collect data, establish facts, & draw valid conclusions; (13) interpret & understand extensive variety of technical material from books, manuals, & web sites; (14) deal with many variables & determine specific corrective actions; (15) respond to system issues on 24 X 7 basis..
35	Analyzes customer requirements & makes recommendations regarding software required to fulfill those requests: monitors teleprocessing system availability & performance using several hardware & software tools; creates statistical reports related to performance & usage to SDD 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 mainframe 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. *developed after employment

CLASS TITLE
Systems Programmer Supervisor 2

CLASS NUMBER
64196

List Position Numbers and Class Titles of Positions Directly Supervised:

- 41882.0 Systems Programmer 4 41887.0 Systems Programmer 3
- 41888.0 Systems Programmer 2

SIGNATURE OF AGENCY REPRESENTATIVE

Gregory L. Mounts

DATE

1/26/06

Apd 2-3-06 CB

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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10	<p>Assists other SDD staff & customers in resolving problems with mainframe 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.</p> <p>Must submit to & pass a personal background check & works as essential employee.</p>	<p>Knowledge of 3, 16, 17, (19) customer service techniques. Skill in 9. Ability to 10, 11, 13, 14, 15</p>

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41888.0 Systems Programmer 2

SIGNATURE OF AGENCY REPRESENTATIVE

Bergoy L Mounts

DATE

1/24/06