

# 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  
41914.0

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Computer Operator 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
41923.0 Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
7:30 a.m. – 4:00 p.m. & subject to overtime/call back 24 X 7

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Performs complex mainframe computer operations functions to support customers' critical applications: monitors IBM mainframe JES3 MVS consoles &amp; messages; responds to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back within defined response time &amp;/or overtime according to service level agreement for each customer; monitors hardware &amp; use of personal computers related to Computer Operations; mounts &amp; dismounts computer tapes at manual/automated tape drives; performs job setup, scheduling &amp; canceling of critical job applications; communicates in meetings, via phone, electronic mail &amp; written correspondence with Computer Operations users, vendors, technical support staff &amp; other related agencies/divisions regarding system job, application, hardware or software status; operates all terminals &amp; peripherals; defines &amp; resolves problems related to system &amp; workload (i.e., operational areas); uses an online problem tracking system; pulls, pushes or otherwise moves loaded tape racks &amp; carts; retrieves files &amp; tapes as necessary; loads &amp; unloads printers; performs tape maintenance tasks; cleans, tests, evaluates &amp; degausses as needed; uses tape management systems through Time Sharing Option (TSO) to perform updates, deletes, scratch volumes &amp; perform tape maintenance procedures; submits jobs using TSO, maintains scratch &amp; free cell count in automated library systems by ejecting &amp; entering cartridges.</p>	<p>Knowledge of (1) safety practices related to equipment in work area; (2) office practices &amp; procedures*; (3) agency policies &amp; procedures*; (4) mainframe computer &amp;/or microcomputer operating systems &amp; procedures. Skill in (5) operation of workstations, silos &amp; printers. Ability to (6) deal with many variables &amp; determine specific action; (7) add, subtract, multiply &amp; divide whole numbers; (8) copy records precisely without error; (9) comprehend simple sentences with common vocabulary; (10) copy material accurately &amp; recognize grammatical &amp; spelling errors; (11) originate routine business letters reflecting standard procedures; (12) understand manuals &amp; verbal instructions, technical in nature; (13) use proper research methods in gathering data; (14) arrange items in numerical or alphabetical order; (15) check pairs of items that are similar or dissimilar; (16) gather, collate &amp; classify information about data, people or things; (17) work alone on most tasks &amp; cooperate with co-workers on group projects when needed; (18) handle routine &amp; sensitive contacts/inquiries from customers, officials &amp; general public; (19) lift, push, pull, or otherwise move up to 50 lbs.; (20) pull, push or otherwise move loaded tape racks &amp; carts; (21) respond to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back</p> <p>*developed after employment</p>

CLASS TITLE  
Computer Operator 3

CLASS NUMBER  
12372

*Apd 3-3-06 CB*

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory H. Mounts*

*2/22/06*

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### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Performs tasks related to tape inventory, microfiche or disaster recovery as needed: scans tapes, completes & files tracking logs; retrieves storage list from printer; retrieves tapes from library of silo; scans tapes out (i.e., using distribution list); packs tapes for offsite storage; unpacks, scans tapes in & files tapes; performs onsite & offsite physical inventory of tape media; prepares tapes for transportation to offsite facility or disaster recovery test site; completes & files all paperwork related to tape inventory & disaster recovery; scans in returned tapes, deletes & degausses older tape media.	within defined response time &/or overtime according to service level agreement for each customer.  Knowledge of 1, 3*, 4. Skill in 5. Ability to 6, 7, 8, 9, 10, 12, 13, 14, 15, 16, 17, 18, 19, 20.
15	Operates computer terminal & peripheral computer equipment (e.g., tape drives, automated library systems, mixed media storage, state-of-the-art peripherals): mounts computer forms on printers, identifies, corrects & repairs minor system problems (e.g., paper jams, tape errors, simple hardware malfunctions) & follows escalation procedure when major problems are detected; cleans & maintains peripheral computer equipment; maintains logs/forms related to computer activity.	Knowledge of 1, 3*, 4. Skill in 5. Ability to 6, 8, 10, 12, 13, 14, 15, 16, 17, 19, 20.
5	Reads & comprehends technical manuals regarding equipment & system procedures: completes online training tutorials through CBT as assigned by supervisors; attends training classes & seminars; may be required to provide operational support at disaster recovery test site as scheduled.	Knowledge of 4. Skill in 5. Ability 12, 16, 17.
Must submit to & pass personal background check & works as essential employee.		*developed after employment

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CLASS NUMBER  
12372

*App 3-3-06 CB*

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Mounts*

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