

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Computer Services – IT Service Delivery

UNIT OR OFFICE
Technical Services

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Computer Operations Analyst

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41927.0 Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
12:00 p.m. – 8:30 p.m. on call 24 hrs/day, 7 days/wk

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	<p>Serves as Ohio Data Network (ODN) operations technical analyst & advisor to assure maximum system uptime to customers of a statewide administrative Electronic Data Processing (EDP) communications network on a 24-hr/day, 7-day/wk basis, involving multiple mainframe cpu's & tape drives, direct access storage devices, automated library systems, mixed media storage, and state-of-the-art peripherals that support multiple state agencies' critical applications & statewide support services. Analyzes & evaluates operational technical data & information: problem tracking, operation data reporting, main console/help desk trouble tickets, online log, host SYSLOG, system DUMPS & initial program loads, diagnostic software tools & operations automation software (e.g., A/F Operator, Netview, SMF & RMF data) to recommend & implement operational procedures or changes to assure maximum system uptime. Evaluates, recommends & implements technical automation solutions & procedures for daily & emergency operations. Analyzes day-to-day operations to detect processing trends & system restrictions in order to identify & resolve chronic system accessing & networking problems. Analyzes current operational procedures to recommend & code productivity enhancements (e.g., tape & print optimization, maximization of batch throughput, connectivity to microcomputer local area network). Provides analysis, mainframe technical expertise, supporting data, testing, implementation schedules & evaluations for operational automation projects to ensure maximum job flow processing & system performance. Provides technical computer assistance/information to customers & lower-level computer operators. Conducts in-house training to lower-level computer operators, internal staff & ODN customers regarding technical operational procedures.</p>	<p>Knowledge of (1) electronic data processing (e.g., structure & theory of hardware, software & concepts); (2) customer service techniques & practices. Skill in (3) operation of computer hardware (e.g., multiple mainframe cpu's, tape drives, direct access storage devices, automated library systems, mixed media storage) & software (e.g., MS Word, TSO, RMF, SMF, A/F Operator & Netview). Ability to (4) deal with problems involving several variables in familiar & unfamiliar context; (5) interpret variety of instructions in written, oral, picture or schedule form; (6) define problems, collect data, establish facts & draw valid conclusions; (7) interpret extensive variety of technical material in books, journals & manuals; (8) deal with many variables & determine specific action (e.g., research, production); (9) complete routine forms; (10) maintain accurate records; (11) use proper research methods; (12) gather, collate & classify information about data, people or things; (13) cooperate with co-workers on group projects or work well alone; (14) explain technical information & procedures to internal staff & customers; (15) write/prepare meaningful, concise & accurate reports.</p>

POSITION CONTROL NUMBER
41931.0

CLASS TITLE
Computer Operations Analyst

CLASS NUMBER
12374

April-15-03 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Chase L. Hill

4-26-02

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65	Operates & monitors mainframe computer hardware, automated library modules, system consoles for peripheral equipment (i.e., tape drives) using JES3 messages; fetches/retrieves, mounts/dismounts & files reel tape/c-tape drives; loads/unloads silos. Responsible for operation of the Customer Support Center including answering & responding to phone calls & customer requests. Cleans reel & c-tape drives: identifies & logs malfunctions, reports problems related to equipment to supervisor & vendors. Maintains logs/forms related to computer activity. Lifts, pushes, pulls & otherwise moves up to 50 lbs of reel or c-tapes in order to move tapes from file racks to input racks & output racks to file racks; retrieves & files tapes as necessary. Coordinates offsite storage when needed.	Knowledge of 1, 2 Skill in 3 Ability to 4, 5, 6, 8, 9, 11, 12, 13,14, (16) use algebra & statistical analysis; (17) lift, push, pull & otherwise move up to 50 lbs.; (18) check pairs of items that are similar or dissimilar; (19) answer routine telephone inquiries from public.
10	Analyzes & evaluates operational technical data & information for Direct Access Storage Devices (DASD) [i.e., Data Service Facility (ICKDSF), Data Facility Data Set Services (DFDSS), Access Methods Services (IDCAMS)]. Provides operational analysis of DASD failures, recommends technical or procedural implementation or changes to assure maximum data access for ODN customers. Works directly with ODN customers to implement & maintain customer DASD recovery requirements. Serves as DASD analyst & works closely with Disaster Recovery Team. Provides technical support for VAX, Disaster Recovery & Telecommunications. Completes tape dumps, tape initializations & copies. Must submit to & pass a personal background check. Must work as essential employee.	Knowledge of 1, 2 Skill in 3 Ability to 6, 8, 11, 12, 13, 14

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41931.0

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Computer Operations Analyst

CLASS NUMBER
12374

Apr 1-15-03 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

George L. Hens

4-26-02