

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing

POSITION NUMBER
20006507 (41920.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Computer Operator

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006506 (41919.0) Computer Operations Supervisor 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
4:00 p.m. – 12:30 a.m. & subject to overtime/call back 24X7

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Monitors IBM mainframe JES3 MVS consoles & messages; monitors hardware & use of personal computers (e.g., IBM or other vendor) related to Service Delivery Division (SDD), Enterprise Computing Operations (ECO); performs complex computer functions to support customers' critical applications; mounts & dismounts computer tapes at manual/automated tape drives; performs job setup, scheduling & canceling of critical job applications; communicates in meetings, via phone, electronic mail & written correspondence with SDD/ECO users, vendors, tech support staff, & other related agencies/divisions (e.g., SDD, SONIC) regarding system job, application, hardware or software status; operates all terminals & peripherals; defines & resolves problems related to system & workload (i.e., operational areas); uses an online problem tracking system; pulls, pushes or otherwise moves loaded tape racks & carts.; retrieves & files tapes as necessary; loads & unloads materials weighing up to 50 lbs. from printers; performs tape maintenance tasks; cleans, tests, evaluates & degausses as needed; uses tape management systems through TSO to perform updates, deletes, scratch volumes & perform tape maintenance procedures; submits jobs using TSO; maintains scratch & free cell count in automated library systems by ejecting & entering cartridges. responds to system issues 24 hrs/day, 7 days/week which requires overtime, standby or call back; may be required to carry cell phone or wear pager.</p>	<p>Knowledge of (1) safety practices related to equipment in work area; (2) office practices & procedures; (3) agency policy & procedures*; (4) mainframe computer &/or microcomputer operating systems & procedures. Skill in (5) operation of workstations, silos & printers. Ability to (6) deal with many variables & determine specific action; (7) add, subtract, multiply & divide whole numbers; (8) copy records precisely without error; (9) comprehend simple sentences with common vocabulary; (10) copy material accurately & recognize grammatical & spelling errors; (11) originate routine business letters reflecting standard procedures; (12) understand manuals & 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 & classify information about data, people or things; (17) work alone on most tasks & cooperate with co-workers on group projects when needed; (18) handle routine & sensitive contacts/inquiries from customers, officials & general public; (19) lift, push, pull, or otherwise move up to 50 lbs.; (20) pull, push or otherwise move loaded tape racks & carts; (21) respond to system issues 24X7; (22) carry cell phone &/or wear pager.</p> <p>*developed after employment</p>

JOB CODE TITLE
Computer Operator 3

JOB CODE
12372

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mounts

2/15/07

App'd 2-23-07 AB

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POSITION NUMBER 20006507 (41920.0)	<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 Computer Operator 3		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 41919.0 Computer Operations Supervisor 1	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 4:00 p.m. – 12:30 a.m. & subject to overtime/call back 24X7			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
JOB CODE TITLE Computer Operator 3	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics	
JOB CODE 12372	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 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.	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 computer based training 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 a personal background check & works as essential employee.	*developed after employment	
List Position Numbers and Class Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>Gregory H. Mowbray</i>		DATE 2/15/07

App'd 2-23-07 CB