

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
20006526 (41956.0)

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: 20006531 (41961.0) Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:30 a.m. - 4:00 p.m.

Page 1 of 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
45	<p>Assists supervisors & managers & serves as lead worker for lower-level computer operators by assigning, monitoring & analyzing work flow of print room utilizing Quality Assurance methods: monitors IBM mainframe JES3 messages & Windows messages to maximize print production output; operates computer terminal (e.g., IBM or other vendors) to report equipment maintenance or monitor system in relation to hardcopy (i.e., paper) output; monitors IBM mainframe computer consoles using JES3/MVS messages to manipulate output (e.g., reports & print scheduling) & Windows messages to manipulate output production for other devices (e.g., desktop printing, network printing); determines most efficient print method including pre- & post-processing methods; understands & provides technical software support (e.g., AFP, IBM, PSF, DCF, XICS, XPAS, PDS, PCL, HTML, SMTL); routes print to proper printer; sets up, cancels, restarts output (i.e., reports) when needed; identifies malfunctions (e.g., hardware & software); logs & reports problems; contacts vendors when necessary for tracking & resolving all hardware/software problems for high speed laser printers, impact printers & roll systems automation; uses an online problem-tracking system to record problems (e.g., error codes); performs complex technical tasks related to operating IBM Laser, impact printing & Xerox laser printing; operates peripheral computer equipment (e.g., printers, bursters, decollators, loop bundlers, perforators); distributes print jobs; ensures that security methods are followed to ensure maximum security & confidentiality of jobs; lifts up to 50 lbs. of paper repeatedly to distribute print jobs to user output boxes & move paper from storage shelf to printers; assists with unloading supplies from trucks; moves inventory to/from warehouse utilizing hand carts, flatbed carts, electric & hand pallet jacks to maintain production level; maintains logs/forms related to printing activity; maintains daily, weekly, monthly, quarterly, & annual Print Services inventory of stock/supplies utilizing personal computer & Microsoft Excel, including formulas; assists in annual supply reconciliation with Service Delivery Division (SDD) Business Office; prepares special reports as requested by Print Services management.</p>	<p>Knowledge of (1) inventory control; (2) human relations; (3) lead work; (4) safety regulations & procedures compatible with OSHA standards;* (5) agency policies & procedures;* (6) electronic data processing equipment (e.g., high-speed laser printers, impact printers, desktop printers, micro-computers & computer keyboards). Skill in (7) operation of a personal computer & software (e.g., MS Word & Excel spreadsheets, including formulas); (8) operation of printing equipment (e.g., decollators, bursters, loop bundlers, perforators, roll-to-roll & roll-to-fold equipment, handcarts, hand/electric pallet jacks). Ability to (9) recognize unusual or threatening conditions & take appropriate action; (10) deal with situations involving several variables in familiar & unfamiliar context; (11) understand system of mechanical procedures (e.g., Print Services standard operating procedures); (12) define problems, collect data, establish facts & draw valid conclusions; (13) deal with variables & determine specific action; (14) comprehend & record figures accurately; (15) count, add, subtract, multiply, divide whole numbers, calculate fractions, decimals & percentages; (16) copy material accurately & recognize errors; (17) complete routine forms (18) maintain accurate records; (19) understands</p> <p>*developed after employment</p>

JOB CODE TITLE
Computer Operator 4

JOB CODE
12373

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mccarty

1/19/07

APP 1-31-07 CAS

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35	<p>Communicates via phone, electronic mail & written correspondence, with SDD customers, vendors & technical services support staff (e.g., SDD Operations, Desktop Services, Help Desks) regarding print jobs: resolves complex print problems by providing technical solutions support of data streams (e.g., IBM, Xerox) Advanced Function Printing, IBM DCF, IBM PSF, Xerox XICS, XPAF, PDF, HTML, XML) when needed; helps customers to establish printing standards through use of two-up, four-up, duplex, cut-sheet emulation, portrait & landscape printing; works directly with SDD technical services staff to resolve customer problems using page def, form def, Chars, OGL & Metacode.</p>	<p>manuals & verbal instructions, technical in nature; (20) originate instructions & specifications concerning proper uses of machinery; (21) check pairs of items that are similar or dissimilar; (22) gather, collate & classify information about data, people or things; (23) cooperate with co-workers on group projects; (24) answer routine telephone inquiries from customers; (25) demonstrate strength to move (e.g., push, pull or otherwise move) objects (e.g., stock/ supplies in/out of warehouse, loading on/off delivery trucks) weighing up to 50 lbs. from one location to another.</p> <p>Knowledge of 2, 5*, 6 Skill in 7, 8 Ability to 10, 11, 12, 13, 20, 22, 23, 24</p> <p>*developed after employment</p>

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Computer Operator 4

JOB CODE
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List Position Numbers and Class Titles of Positions Directly Supervised:

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Gregory L. Mounts

1/19/07

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10	Assists shift supervisors & managers in leading lower-level computer operators in the collection & compilation of logs, maintenance records & distribution of jobs: assists in developing SDD print services standards/guidelines regarding computer operations problems & solutions, along with updating procedures as assigned by supervisors/managers; assists lower-level computer operators in applying technical solutions to equipment/software problems recommended by vendors; confers with programmers & technical support staff regarding more complex problems & solutions; provides work direction to lower-level computer operators to provide workable solutions for IBM, Xerox, Sun, Roll Systems & Standard Register; provides training to lower-level computer operators to ensure job performance after major hardware & software upgrades; acts as liaison to network users & vendors; serves as operations primary contact with SDD services staff to resolve complex computer problems; assists lower-level computer operators in reviewing & implementing new technology as well as recommending operations automation enhancements.	Knowledge of 2, 3, 6 Skill in 8 Ability to 9, 10, 11, 12, 13, 19, 20, 23, 24,
10	Performs other related duties as required: reads & understands technical manuals related to SDD administrative systems & network; completes online training & tutorials through classroom & computer based training as assigned; assigns technical reading & training/tutorials to lower-level computer operators; attends training classes, seminars & vendor presentations; assists supervisors & managers in development of lower-level computer operators' skills. Must submit to and pass a personal background check & works as essential employee.	Knowledge of 2 Ability to 19, 23, (26) interpret extensive variety of technical material in books, journals & manuals.

JOB CODE TITLE
Computer Operator 4

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Gregory R. Mountz

6/19/07