100-400U

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
20006515 (41929.0)

☒ 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
20006513 (41927.0) Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
3:30 p.m. – 12:00 a.m. & subject to overtime/call back 24X7

JOB CODE TITLE
Computer Operations Analyst

JOB CODE
12374

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Serves as Service Delivery Division's (SDD) operations technical analyst & advisor to ensure maximum system uptime to customers of a statewide administrative Electronic Data Processing (EDP) communications network involving multiple mainframe CPU's & tape drives, direct access storage devices, automated library systems, mixed media storage & state-of-the-art peripherals that support multiple state agencies' critical applications & statewide support services: responds to system issues 24 hours/day, 7days/week which requires overtime, call back or standby; may be required to carry cell phone or carry pager; analyzes & evaluates operational technical data & information (e.g., problem tracking, operation data reporting, main console/help desk trouble tickets, online log, host SYSLOG, system DUMPS & initial program loads); utilizes diagnostic software tools & operations automation software (e.g., A/F Operator, Netview, SMF & RMF data) to recommend & implement operational procedures or changes to ensure 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 for lower-level computer operators, internal staff & SDD customers regarding technical operational procedures.	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) interpret variety of instructions in written, oral, picture or schedule form; (5) define problems, collect data, establish facts & draw valid conclusions; (6) interpret extensive variety of technical material in books, journals & manuals; (7) deal with many variables & determine specific action (e.g., research, production); (8) complete routine forms; (9) maintain accurate records; (10) use proper research methods; (11) gather, collate & classify information about data, people or things; (12) cooperate with co-workers on group projects or work well alone; (13) explain technical information & procedures to internal staff & customers; (14) write/prepare meaningful, concise & accurate reports; (15) respond to system issues 24X7; (16) carry cell phone &/or wear pager.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mounts

DATE: 1/9/07

Upd 1-18-07 CB

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JOB CODE TITLE
Computer Operations Analyst

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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, (17) use algebra & statistical analysis; (18) lift, push, pull & otherwise move up to 50 lbs.; (19) check pairs of items that are similar or dissimilar; (20) 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 SDD customers; works directly with SDD 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; may be required to provide operational support at disaster recovery test site as scheduled.	Knowledge of 1, 2 Skill in 3 Ability to 6, 8, 11, 12, 13, 14, 15, 16
	Must submit to & pass a personal background check & works as essential employee.	

JOB CODE
12374

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mountz

DATE: 1/9/07

Upd 1-18-07 CB