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
20006512 (41926.0)

JOB CODE TITLE
Computer Operations Analyst

JOB CODE
12374

☒ 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 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

Appd 1-18-07 CB

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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
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.	

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