

# 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  
20006481 (41879.0)

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Systems Programmer 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006478 (41876.0) Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

Page 1 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Assists in investigation of various software packages under guidance & direction of a more senior systems programmer or supervisor: develops interfaces (i.e., communication links between/among computer applications after installation in order for data to be shared); maintains & enhances existing software packages (e.g., resolves problems by applying vendor supplied fixes or develops internal resolutions; installs & maintains system software on mainframe computer as dictated by customer needs & upgrades of the operating system; responsible for determining what upgrades are applicable & recommending new printing software products; installs, maintains, customizes & performs problem resolution for printing software products (e.g., IBM PSF, IBM PPFA & Xerox's XPAF); ensures that customers are provided with the option of printing in their offices or at remote print shop locations; assists in the design of character sets, fonts & page definitions for printing applications; tests modifications to software to determine effect on other products & the performance of the system as a whole; responds to system issues 24 hours/day, 7 days/week which requires overtime, standby or call back; may be required to carry cell phone or carry pager.	Knowledge of (1) Job Control or report generating language (e.g. JCL); (2) computer science; (3) computer systems analysis & design; (4) computer hardware applications; (5) mainframe computer operations; (6) data processing functions, (7) TSO/ISPF; (8) mainframe systems software; (9) print technology; Skill in (10) operation of computer equipment & peripheral devices; Ability to (11) use statistical analysis, (12) write policy & procedure documentation, (13) communicate verbally on technical & non-technical matters, (14) define problems, collect data, establish facts & draw valid conclusions, (15) read, write & interpret technical documents, (16) gather, collate & classify information about data; (17) respond to system issues 24X7; (18) carry cell phone or carry pager.
30	Responds to system issues & participates in problem resolution: answers inquiries from system users concerning technical issues; advises management of any proposed changes in the operating system environment; works with senior systems programmers in diagnosing problems associated with system software & in particular with issues relating to printing; utilizes monitoring tools in determining resolutions to problems; establishes contact with vendor help desks & other representatives in resolving technical issues; works with vendors in developing & designing compatible fonts & characters sets; utilizes diagnostic tools in performing problem resolution; researches region dumps & error messages in determining the cause of any	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18, (19) cooperate with coworkers on group projects; (20) handle sensitive telephone & fact to face inquiries & contacts with vendor representatives, government officials & the general public.

JOB CODE TITLE  
Systems Programmer 2

JOB CODE  
64192

Apd 3-6-07 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Moursatz*

2/16/07

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%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	<p>job abends or system failures; coordinates print across multiple platforms; installs software products including font collections on different processors.</p> <p>Performs other related duties as required: codes, tests &amp; implements printing facilities to create resources; creates procedures, JCL &amp; guidelines for customers to use in resolving print requirements; prepares reports indicating printer usage &amp; performance; trains programmers &amp; operators on how to use the available resources; instructs customers &amp; operators about all print components &amp; use of such products.</p> <p>Must submit to &amp; pass a personal background check &amp; works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18, 19</p>

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*Gregory L. Mooney*

2/16/07

*Apd 3-6-07 CB*