

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES:**

Computer Operator

SERIES NO.:

1237

MAJOR AGENCIES:

All Agencies

EFFECTIVE DATE:

10/15/2006

SERIES PURPOSE:

The purpose of the computer operator occupation is to operate & monitor mainframe computer &/or microcomputer hardware systems.

At the lower levels, incumbents perform routine or complex computer operation functions.

At the intermediate levels, incumbents perform operational analysis & evaluations or supervise lower-level computer operators.

At the higher levels, incumbents manage one or more computer operations sections on one or more shifts.

The series does not include computer operators who operate & monitor mini-computer hardware systems (see Minicomputer Operations series 6418).

CLASS TITLE

Computer Operator 1

CLASS NUMBER

12370

PAY RANGE

25

EFFECTIVE

05/24/1998

CLASS CONCEPT:

The entry level class works under immediate supervision & requires some knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures in order to learn to operate & monitor mainframe computer &/or microcomputer hardware system & peripheral equipment & in department of administrative services' division of computer services learn to operate mainframe computer hardware system & peripheral equipment or large data center printing operation that supports multiple state agencies' critical applications using multiple CPU's & peripheral equipment in statewide networked communications environment, 24 hours per day, 7 days per week, 365 days per year.

CLASS TITLE

Computer Operator 2

CLASS NUMBER

12371

PAY RANGE

26

EFFECTIVE

05/24/1998

CLASS CONCEPT:

The developmental level class works under general supervision & requires working knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures in order to operate & monitor mainframe computer &/or microcomputer hardware system & peripheral equipment & in Department of Administrative Services, Division of Computer Services, also learn (subject to Ohio Data Network training programs & associated proficiency tests or Ohio Data Network print services continuing recertification procedures) centralized help desk, storage services, or print services functions that support multiple state agencies' critical applications using multiple CPU's & tape drives, high speed laser printers, automated library systems, mixed media storage, & state-of-art peripherals in statewide networked communications environment, 24 hours per day, 7 days per week, 365 days per year.

CLASS TITLE

Computer Operator 3

CLASS NUMBER

12372

PAY RANGE

28

EFFECTIVE

05/24/1998

CLASS CONCEPT:

The first full performance level class works under direction & requires considerable knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures & in Department of Administrative Services' Division of Computer Services also requires working knowledge of centralized help desk, storage services, or print services functions that support multiple state agencies' critical applications using multiple CPU's & tape drives, high speed laser printers, impact printers, microfiche recorders/duplicators, automated library systems, mixed media storage & state-of-art peripherals in statewide networked communications environment, 24 hours per day, 7 days per week, 365 days per year in order to perform complex mainframe computer &/or microcomputer operation functions.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operator 4	12373	29	05/24/1998

CLASS CONCEPT:

The second full performance level class works under direction & requires considerable knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures & in Department of Administrative Services' Division of Computer Services also requires working knowledge (i.e., must have satisfactorily passed Ohio Data Network training programs & associated proficiency tests or minimum of three recertification cycles for print operations) of centralized help desk, storage services, or print services functions that support multiple state agencies' critical applications using multiple CPU's & tape drives, high speed laser printers, automated library systems, mixed media storage & state-of-art peripherals in statewide networked communications environment, 24 hours per day, 7 days per week, 365 days per year in order to lead team of lower-level computer operators & perform complex mainframe computer &/or microcomputer operation functions.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Analyst	12374	30	10/15/2006

CLASS CONCEPT:

Within the Department of Administrative Services' Division of Computer Services & Department of Public Safety Ohio Criminal Justice Network only, the advanced level class works under direction & requires thorough knowledge of computer science, multiple facets of mainframe computer hardware systems & operating procedures & extensive working knowledge (i.e., must satisfactorily pass Ohio Data Network main console/storage services, training programs & associated proficiency tests) of centralized help desk functions that support multiple state agencies' critical applications using multiple CPU's & tape drives, high speed laser printers, automated library systems, mixed media storage, & state-of-art peripherals in statewide networked communications environment, 24 hours per day, 7 days per week, 365 days per year in order to serve as technical liaison & analyst who provides operational analysis, evaluations & recommendations relating to operational procedures, processes & data that must be analyzed & evaluated on daily & emergency basis to ensure maximum uptime & processing for statewide users.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Supervisor 1	12375	11	03/07/2004

CLASS CONCEPT:

The first supervisory level class works under general direction & requires thorough knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures in order to assist shift supervisor in unit containing large mainframe computer &/or microcomputer system & statewide network control center or to supervise computer operators on one assigned shift in unit containing mainframe &/or microcomputer computer system.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Supervisor 2	12376	12	03/07/2004

CLASS CONCEPT:

The second supervisory level class works under general direction & requires thorough knowledge of mainframe computer &/or microcomputer hardware systems & operating procedures in order to supervise computer operators & assistant shift supervisor in unit containing large mainframe &/or microcomputer computer system & statewide network control center & supervise staff; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division, or in Ohio Department of Job & Family Services, Information Technology Division, manage computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs & act as sole supervisor over employees assigned to computer operations area at least twenty-five percent of time.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Manager 1	12377	13	03/07/2004

CLASS CONCEPT:

The first management level class works under general direction & requires thorough knowledge of computer hardware systems, operating procedures & computer science in order to manage multi-shift computer operations section &

supervise staff; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division, manage computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs & act as sole supervisor over computer operations personnel assigned to one entire non-prime shift for all computer operations areas at least twenty percent of time, or in Adjutant General's Department, Emergency Management Agency (i.e., EMA) Data Management Computer Operations Section, to manage computer mainframe system for multi- agency disaster & emergency operations & supervise assigned staff.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Manager 2	12378	14	03/07/2004

CLASS CONCEPT:

The second management level class works under general direction & requires extensive knowledge of computer hardware systems & operating procedures, computer science & system or applications programming in order to manage multiple computer sections (i.e., each section must be supervised by second-line supervisor/manager & does not include data entry or data processing sections, but would include computer operations & systems programming sections) & supervise staff; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division, manage computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs, manage both prime & non-prime shifts for all computer operations areas & supervise lower-level computer operations managers.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Computer Operations Manager 3	12379	15	03/07/2004

CLASS CONCEPT:

The third management level class works under administrative direction & requires extensive knowledge of computer hardware systems & operating procedures, computer science & system or applications programming in order to manage computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs, manage multiple computer operations sections on multiple shifts & supervise assigned lower-level computer operations manager & data librarian manager.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operator 1	12370	09	05/24/1998	25

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Learns to operate & monitor mainframe computer (multiple in Department of Administrative Services) &/or microcomputer hardware system & peripheral equipment (e.g., tape or disk drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, decollators/bursters), learns to identify, correct &/or repair minor system problems (e.g., tape errors, simple hardware malfunctions), mounts computer tapes &/or disks & assists in back-up &/or recovery of system data.

Learns to interpret job-control or report-generating computer language in order to schedule & submit operations or print production jobs/data runs; cleans & maintains peripheral computer equipment; labels & logs tapes; bursts &/or decollates print jobs by hand or by machine & distributes to appropriate office; reads manuals regarding equipment operation & system procedures; maintains records of computer &/or printing activities; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures*; job control or report-generating computer language*; addition, subtraction, multiplication, division, percentages, decimals. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, bursters, automated library systems, mixed media storage, state-of-art peripherals). Ability to deal with problems involving few variables within familiar context; complete routine forms; lift up to 65 lbs. of paper, tapes &/or equipment repeatedly; move limbs/fingers easily to perform manual functions.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Formal education in arithmetic that includes addition, subtraction, multiplication, division, percentages & decimals; 3 mos. trg. or 3 mos. exp. in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, bursters, automated library systems, mixed media storage, state-of-art peripherals, or print services).

Note: in Department of Administrative Services only, employees are to be automatically reassigned to Computer Operator 2, 12371 upon completion of probationary period & Ohio Data Network print services continuing recertification process.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services, must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operator 2	12371	09	05/24/1998	26

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates & monitors mainframe computer (multiple in department of administrative services) &/or microcomputer hardware system, initiates procedures to start, back-up, save, restore &/or shut down computer files or system, mounts computer tapes &/or disks, mounts computer forms onto printer, operates computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, decollators, bursters), identifies, corrects &/or repairs minor system problems (e.g., tape errors, simple hardware malfunctions, paper jams) & notifies appropriate personnel when major problems are detected.

Learns to perform complex computer operation functions (e.g., operates Ohio Data Network help desk, storage services, or print services system console; identification & correction of major system problems such as printer communication, installation, network or teleprocessing or print system break downs or system outages; installs teleprocessing applications into operating system); schedules & submits computer or print production jobs/data runs utilizing job control or report-generating computer language; cleans & maintains peripheral computer equipment; assembles &/or distributes computer print outs/reports; maintains records of operation activities; assists in training lower-level operators; reads manuals regarding equipment operation & system procedures.

Provides information &/or training to on-line or batch users; confers with programmers regarding computer operations or print jobs; coordinates work with production control &/or other computer units; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures; computer science or data processing*; job control or report-generating computer language. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, bursters, decollators, microfiche recorders/duplicators). Ability to deal with problems involving several variables of specialized nature; use diagnostic software (e.g., Netview, IMS, TSO, Flasher) to resolve computer problems; stand, walk or bend continuously; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

9 mos. trg. or 9 mos. exp. in operation of mainframe computer &/or microcomputer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, bursters); 1 course or 3 mos. exp. in job control or report-generating computer language; 1 course or 3 mos. exp. in computer operating systems/procedures.

-Or 6 mos. exp. as Computer Operator 1, 12370.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

In Department of Administrative Services, Computer Services Division - Ohio Data Network print services, employees are to be automatically reassigned to Computer Operator 3, 12372 upon successful completion of continuing recertification process - two complete cycles.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operator 3	12372	09	05/24/1998	28

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Performs complex mainframe computer (multiple in Department of Administrative Services) &/or microcomputer console operation functions (e.g., operates Ohio Data Network help desk, storage services, or print services system console; operates remote job entry site 'help desk' as chief operator; identification & correction of major system & hardware problems such as printer communication, installation, network or teleprocessing or print system breakdowns or system outages; installs teleprocessing applications into operating system), initiates procedures to start, back-up, save, restore &/or shut down computer files or systems & loads controlling devices &/or other operating software into system.

Operates computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, automated library systems, mixed media storage, state-of-art peripherals, decollators, bursters); mounts computer tapes &/or disks; mounts computer forms on printers; identifies, corrects &/or repairs minor system problems (e.g., paper jams, tape errors, simple hardware malfunctions) & contacts appropriate vendor or engineer when major problems are detected; schedules & submits computer or print production jobs/data runs utilizing job control or report-generating computer language; cleans & maintains peripheral computer equipment; bursts &/or decollates print jobs; assembles &/or distributes computer printouts/reports; maintains records of operation activities; reads manuals regarding equipment operation & system problem identification; delivers on-line computer-based training to lower-level operators; resolves network problems involving mainframe (multiple in Department of Administrative Services) &/or microcomputers & direct or dial-up connections.

Provides technical assistance &/or training to on-line or batch users; confers with programmers or other computer unit personnel regarding operations problems & solutions to ensure maximum print production or system uptime 24 hours per day, 7 days per week; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of mainframe computer &/or microcomputer operating system/procedures; computer science or data processing; job control or report-generating language. Skill in operation of computer terminal & peripheral computer equipment (e.g., high speed printers, impact printers, tape drives, printers, decollators, microfiche recorders/duplicators, bursters). Ability to define problems, collect data, establish facts & draw valid conclusions; use diagnostic software (e.g., TSO, Flasher, Netview, IMS) to resolve computer problems; read technical manuals & instructions; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly; stand, walk or bend continuously.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of courses required for associate degree in computer science or electronic data processing; 6 mos. exp. in operation of mainframe computer &/or microcomputer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals, bursters). In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification program annually or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 2 yrs. exp. in computer operations, full performance level, position. In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification for two complete cycles or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 18 mos. exp. as Computer Operator 2, 12371. In Department of Administrative Services, also must satisfactorily pass Ohio Data Network print services recertification for two complete cycles or operations training programs & associated proficiency tests during probation. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

External applicants must successfully pass proficiency testing during probationary period.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operator 4	12373	09	05/24/1998	29

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Leads team of lower-level computer operators (i.e., provides work direction & training) in operating & monitoring mainframe computer (multiple in Department of Administrative Services) &/or microcomputer hardware system & in operating peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, microfiche recorders/duplicators, automated library systems, mixed media storage, state-of-art peripherals, decollators, bursters), assists in developing procedures for computer operations unit & performs complex mainframe computer (multiple in department of administrative services) &/or microcomputer operation functions (e.g., operates Ohio Data Network print services system, storage services, or "help desk" consoles; operates remote job entry site "help desk" as chief operator; identification & correction of major system problems such as communications, installation, network or teleprocessing or print system breakdowns or system outages; installs teleprocessing applications into operating system).

Initiates procedures to start, back-up, save, restore &/or shut down printing devices, computer files or systems; loads controlling devices &/or other operating software into system; operates computer terminal & peripheral computer equipment; mounts computer tapes &/or disks; mounts computer forms onto printers; identifies, corrects &/or repairs minor system problems (e.g., paper jams, tape errors, simple hardware malfunctions) & contacts appropriate vendor or engineer when major problems are detected; schedules & submits computer operation or print production jobs/data runs utilizing job control or report-generating computer language; cleans & maintains peripheral computer equipment; bursts &/or decollates print jobs by hand or machine, assembles &/or distributes computer print outs/reports; maintains records of operation activities; maintains on-line e-mail systems & on-line problem tracking systems; reads technical manuals regarding equipment operation & system problem identification; conducts on-line computer-based training; resolves telecommunications & network problems involving mainframe (multiple in Department of Administrative Services) &/or microcomputer, direct or dial-up connections.

Provides technical assistance to on-line or batch users; confers with programmers or other computer unit personnel regarding operations problems & solutions to ensure maximum system uptime 24 hours per day, 7 days per week; retrieves & files tapes in absence of data librarian as necessary.

MAJOR WORKER CHARACTERISTICS:

Knowledge of employee training & development*; mainframe computer &/or microcomputer operating system/procedures; computer science or data processing; job control or report-generating language. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, impact printers, microfiche recorders/duplicators, automated library systems, mixed media storage, state-of-art peripherals, decollators, bursters). Ability to define problems, collect data, establish facts & draw valid conclusions; use diagnostic software (e.g., TSO, Flasher, Netview, IMS) to resolve network & telecommunications problems; read technical manuals & instructions; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly; stand, walk or bend continuously.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of courses required for associate degree in computer science or electronic data processing; 12 mos. exp. in operation of mainframe computer &/or microcomputer terminal & peripheral computer equipment (e.g., tape drives, impact printers, high speed laser printers, automated library systems, microfiche recorder/duplicator mixed media storage, state-of-art peripherals, decollators, bursters). In Department of Administrative Services, also must satisfactorily pass Ohio Data Network operations training programs & associated proficiency tests during probation, or successfully completed Ohio Data Network print services recertification program annually. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 3 yrs. exp. in computer operations, full performance level (i.e., duties comparable to Computer Operator 3, 12372). In Department of Administrative Services, also must satisfactorily pass Ohio Data Network operations training programs & associated proficiency tests during probation, or successfully completed Ohio Data Network print services continuing recertification process - two complete cycles. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 12 mos. as Computer Operator 3, 12372. In Department of Administrative Services, also must satisfactorily pass Ohio

Data Network operations training programs & associated proficiency tests during probation, or successfully completed Ohio Data Network print services continuing recertification process - two complete cycles. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or 30 mos. as Computer Operator 2, 12371. In Department of Administrative Services, also must satisfactorily pass information technology service delivery operations training programs & associated proficiency tests during probation, or successfully completed Ohio Data Network print services continuing recertification process - two complete cycles. External applicants must pass proficiency tests during probationary period. Failure to pass testing during probationary period will result in immediate removal for external applicants.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

External applicants must successfully pass proficiency testing during probationary period.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week. In Department of Administrative Services must work as essential employee, successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Analyst	12374	09	10/15/2006	30

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

In Department of Administrative Services, Division of Computer Services & Department of Public Safety Ohio Criminal Justice Network only, serves as Ohio Data Network (i.e., ODN) or Ohio Criminal Justice Network operations technical analyst & advisor to assure maximum system uptime to statewide communications network users on 24 hours per day, 7 days per week basis, involving multiple mainframe CPU's & tape drives, high speed laser printers, automated library systems, mixed media storage, & state-of-art peripherals that support multiple state agencies' critical applications & state-wide support services, analyzes & evaluates operational technical data & information (i.e., main console/help desk trouble tickets, Ohio Data Network operations online log, system dumps & initial program loads, electronic customer communication option, ODN termlist, ODN operator procedure guides, expert system diagnostic software tools & operations automation software [e.g., Solution Pac, Netview] & recommends 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 & recommends productivity enhancements (e.g., message suppression, tape & print optimization, maximizing batch throughput), 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 users, lower level computer operators &/or data librarians.

Serves as technical liaison to internal technical services staff (i.e., IBM, VAX, SONIC, & MIS) & network users (i.e., multiple state agencies' help desks, batch & online administrative users including but not limited to central accounting system, payroll, Lottery, Job & Family Services, Mental Retardation/Pharmacy, Mental Health, vendor software engineers, system & application programmers) to resolve complex mainframe console, printer & tape processing problems; assists ODN IBM technical services staff in writing, setting up &/or modifying procedures to accommodate new equipment or major system changes required by hardware/software upgrades; writes centralized documentation related to operational procedures; implements & maintains control change processes; writes complex reports using statistical & graphics software (e.g., SAS statistical analysis software) to present analysis & evaluation of recommendations; analyzes, designs, writes, modifies, debugs, documents & implements complex computer programs using high-level knowledge engineering language (i.e., expert systems - ESE) software; researches & refers to technical computer manuals for problem resolution; conducts in-house classes regarding operational procedures for current/new equipment & software to lower level computer operators & data librarians; provides technical expertise in automated operations for purposes of long range planning.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer systems analysis & design, main console/help desk operations & multiple mainframe computer operating system/procedures; computer science or data processing; job control or report-generating language; employee training & development. Skill in operation of computer terminal & computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, state-of-art peripherals). Ability to deal with many variables & determine specific action to be taken; communicate verbally or in writing on complex technical & non-technical matters; define problems, collect data, establish facts & draw valid conclusions; resolve network & telecommunications problems using diagnostic software (e.g., Netview, IMS); write complex reports using statistical & graphic software (e.g., SAS statistical analysis software); interpret variety of technical manuals & instructions; gather, collate & classify information about data, people or things; lift up to 65 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in computer science or electronic data processing; 2 yrs. exp. in operation of multiple mainframe computer terminal & peripheral computer equipment (e.g., tape drives, high speed laser printers, automated library systems, mixed media storage, and state-of-art peripherals); 2 yrs. exp. working in main console/help desk environment supporting multiple users & multiple user networked entities & must satisfactorily pass Ohio Data Network operations main console/help desk training programs & associated proficiency tests during probation.

-Or 5 yrs. exp. in computer operations, full performance level (i.e., duties comparable to Computer Operator 3 or 4, 12372 or 12373); must satisfactorily pass Ohio Data Network operations main console/help desk training programs & associated proficiency tests during probation.

-Or 24 mos. as Computer Operator 4, 12373; must satisfactorily pass Ohio Data Network operations main console/help desk training programs & associated proficiency tests during probation.

-Or 36 mos. as Computer Operator 3, 12372; must satisfactorily pass Ohio Data Network operations main console/help desk training programs & associated proficiency tests during probation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be exposed to continuous loud noise; may work evening or night shift; may work weekends &/or holidays; may be on-call 24 hours/day, 7 days/week; must work as essential employee; successfully pass state highway patrol personal background check & agree to & sign DAS Computer Services' code of responsibility for security & confidentiality of data files & safeguarding of state assets form.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Supervisor 1	12375	EX	03/07/2004	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Assists shift supervisor (i.e., Computer Operations Supervisor 2) in computer unit containing large mainframe computer system & statewide network control center (e.g., information technology service delivery help desk or storage services) by supervising assigned computer operators;

OR

Supervises computer operators on one assigned shift in unit containing mainframe computer &/or microcomputer system.

Plans & schedules work of operators; trains or directs training of staff; develops procedural & security standards for operations functions; enforces & assists in developing or develops unit policies & procedures; assists staff to resolve problems; participates in short-term & long-term computer operations planning.

Monitors overall condition & performance of computer system; performs most complex & difficult mainframe computer &/or microcomputer operation functions (e.g., identifies & resolves sensitive or complicated system or network problems which occur infrequently; oversees power down procedures & emergency situations; installs teleprocessing applications into operating system); contacts vendors or engineers to arrange for major repairs, maintenance or modifications of hardware; operates computer terminal & peripheral computer equipment; cleans & maintains equipment; schedules & submits computer production jobs/data runs &/or assembles computer printouts/reports.

Orders & maintains supplies & paper; maintains unit operations records; establishes & maintains user contact; provides technical assistance to users; confers with system programmers &/or management staff regarding operations plans, problems & solutions; reads technical manuals regarding equipment operation & system problem identification; oversees tape library &/or data processing activities.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques* employee training & development; mainframe computer &/or microcomputer operating system/procedures; computer science or data processing; job control or report-generating language. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, printers, bursters). Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collate & classify information about data, people or things; read & interpret extensive variety of technical material in books, journals & manuals; lift up to 30 lbs. of tapes, paper &/or equipment; move limbs/fingers easily to perform manual functions repeatedly; calculate fractions, decimals & percentages; establish friendly atmosphere as supervisor.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in computer science or electronic data processing; 3 yrs. exp. in operating & monitoring mainframe computer &/or microcomputer system; 6 mos. trg. or 6 mos. exp. in employee training & development. In Department of Administrative Services, also must satisfactorily pass information technology service delivery operations training programs & associated proficiency tests during probation.

-Or 12 mos. exp. as Computer Operations Analyst, 12374.

-Or 6 yrs. exp. in computer operations, full performance level (i.e., duties comparable to Computer Operator 3 or 4, 12372 or 12373); 12 mos. trg. or 12 mos. exp. in employee training & development. In Department of Administrative Services, also must satisfactorily pass information technology service delivery operations training programs & associated proficiency tests during probation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be periodically exposed to continuous loud noise; may work evening or night shift; may work weekends; may be on-call 24 hours/day, 7 days/week. Applicants for positions in Department of Administrative Services, Information Technology Service Division & Information Technology Governance Division, must submit to & pass a personal background check & work as essential employee.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Supervisor 2	12376	EX	03/07/2004	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises computer operators & assistant shift supervisor (i.e., Computer Operations Supervisor 1) in unit containing large mainframe computer &/or microcomputer system & statewide network control center (e.g., information technology service delivery 'help desk), assigns, reviews & schedules work, plans & coordinates unit activities, develops, implements & enforces unit policies & procedures, directs training & orientation of staff & assists staff resolve problems; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division or in Ohio Department of Job & Family Services, Information Technology Division, manages computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs & acts as sole supervisor over employees assigned to computer operations area at least twenty-five percent of time.

Monitors overall condition & performance of computer system; performs most complex & difficult mainframe computer &/or microcomputer operation functions (e.g., identifies & resolves sensitive or complicated system or network problems which occur infrequently; oversees power down procedures & emergency situations; installs teleprocessing applications into operating system); contacts vendors or engineers to arrange for major repairs, maintenance or modifications of hardware; operates computer terminal & peripheral computer equipment; cleans & maintains equipment; assists in designing new or modifying existing systems to increase effectiveness & efficiency.

Orders & maintains supplies & paper; maintains unit operations records; establishes & maintains user contact; provides technical assistance to users; confers with system programmers &/or management staff regarding operations plans, problems & solutions; reads technical manuals regarding equipment operation & system problem identification.

MAJOR WORKER CHARACTERISTICS:

Knowledge of supervisory principles/techniques; employee training & development; mainframe computer &/or microcomputer operating system/procedures; computer services or data processing; job control or report-generating language. Skill in operation of computer terminal & peripheral computer equipment (e.g., tape drives, printers, bursters). Ability to define problems, collect data, establish facts & draw valid conclusions; read technical manuals & instructions; move limbs/fingers easily to perform manual functions repeatedly.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in computer science or data processing; 4 yrs. exp. in operating & monitoring mainframe computer &/or microcomputer system; 12 mos. trg. or 12 mos. exp. in supervisory principles/techniques. In Department of Administrative Services, also must satisfactorily pass information technology service delivery operations training programs & associated proficiency tests during probation.

-Or 12 mos. exp. as Computer Operations Supervisor 1, 12375. In Department of Administrative Services, also must satisfactorily pass information technology service delivery operations training programs & associated proficiency tests during probation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be periodically exposed to continuous loud noise; may work evening or night shift; may work weekends; may be on-call 24 hours/day, 7 days/week. Applicants for positions in Department of Administrative Services, Information Technology Service Division & Information Technology Governance Division, must submit to & pass a personal background check & work as essential employee.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Manager 1	12377	EX	03/07/2004	13

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages computer operations section with activities spanning two or more shifts, supervises shift supervisors (i.e., Computer Operations Supervisor 1's, Computer Operations Supervisor 2's), develops, implements & enforces section policies, procedures & standards, evaluates work processes & implements changes to ensure efficient operation, oversees work on all shifts & prepares plans for facilities, supplies & equipment in order to meet section needs & supervise staff; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division, manages computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs & acts as sole supervisor over computer operations personnel assigned to one entire non-prime shift for all computer operations areas at least twenty percent of time; or in Adjutant General's Department, EMA (i.e., Emergency Management Agency) Data Management Computer Operations Section, manages computer mainframe system for multi-agency disaster & emergency operations, oversees data base activities (e.g., data entry & retrieval; development of geographic information system; cartographic modeling applications; generation of computer digitized &/or line, point, thematic files for geographic & topographic analysis) to be accessible by virtually every major state of Ohio department (e.g., Ohio State Highway Patrol; Department of Transportation; Environmental Protection Agency; Health; Public Utilities Commission) which is activated during emergency, develops, implements & enforces section policies & procedures & supervises assigned staff.

Supervises tape library, data entry, production control, storage services, &/or data entry units or sections; assists in preparation of section budget & cost analyses & maintains fiscal controls; evaluates hardware for cost efficiency &/or selects new equipment for purchase; prepares & maintains section records & reports.

Provides technical assistance & advice to operations, systems or programming staff; resolves complaints by users, vendors, technical support &/or systems staff; attends & conducts meetings.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management*; supervisory principles/techniques; employee training & development; mainframe computer &/or microcomputer operating system/procedures; computer science or data processing; budgeting*. Skill in operation of computer terminal & peripheral equipment (e.g., tape drives, printers, bursters). Ability to deal with variables & determine specific action; read technical manuals & instructions; communicate verbally on complex technical & non-technical matters; move fingers easily to operate computer terminal.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of undergraduate core program in computer science or data processing; 5 yrs. exp. in operating & monitoring mainframe computer &/or microcomputer system; 1 yr. trg. or 1 yr. exp. in supervisory principles/techniques.

-Or 2 yrs. exp. as Computer Operations Supervisor 1, 12375, or in comparable supervisory position.

-Or 12 mos. exp. as Computer Operations Supervisor 2, 12376, or in comparable position.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be periodically exposed to continuous loud noise; may work evening or night shift; may work weekends or holidays; may be on-call 24 hrs. /day, 7 days/week. Applicants for positions in Department Of Administrative Services, Information Technology Service Division & Information Technology Governance Division, must submit to & pass a personal background check & work as essential employee.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Manager 2	12378	EX	03/07/2004	14

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages multiple computer sections (i.e., each section must be supervised by second-line supervisor/manager & does not include data entry or data processing sections, but would include computer operations & system programming sections), supervises managers involved in operating, monitoring & system programming of computer mainframe &/or microcomputer system, develops & implements multi-section policy & assists in developing policies having statewide impact, assigns & reviews work, establishes priorities, develops & maintains quality control standards & participates in labor/management conferences & supervise staff; or in Department of Administrative Services, Information Technology Service Division or Information Technology Governance Division, manages computer operations section that operates 24 hours/day, 7 days/week, 365 days/year & that supports multiple state agencies' computer needs, manages both prime & non-prime shifts for all computer operations areas & supervises lower-level computer operations managers.

Prepares short & long-term plans for operational services & resources; prepares budget & cost analyses & maintains fiscal controls; oversees preparation & maintenance of multi-section records & reports; attends & conducts meetings; provides technical assistance to & coordinates operations with users, vendors, agency representatives & other computer sections; resolves major disputes between vendors, users &/or computer operations or programming sections.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management; supervisory principles/techniques; computer science; system or applications programming; mainframe computer &/or microcomputer operating system/procedures; budgeting; computer & teleprocessing hardware & software. Ability to deal with variables & determine specific action; read technical manuals & instructions; communicate verbally on complex technical & non-technical matters.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in computer science; 5 yrs. exp. in operating & monitoring mainframe computer &/or microcomputer system or 5 yrs. exp. in application or system programming; 2 yrs. exp. in supervisory principles/techniques; 1 yr. exp. in management; 1 course 3 mos. exp. in budgeting.

-Or 4 yrs. exp. in computer operations management or system or applications programming management position.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be periodically exposed to continuous loud noise; may work evening or night shift; may work weekends or holidays; may be on-call 24 hours/day, 7 days/week. Applicants for positions in Department of Administrative Services, Information Technology Service Division & Information Technology Governance Division, must submit to & pass a personal background check & work as essential employee.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Computer Operations Manager 3	12379	EX	03/07/2004	15

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Manages computer operations section that operates 24 hours/day, 7 days/week, 365 days/year & which supports multiple state agencies' computer needs, manages multiple computer operations sections on multiple shifts & supervises assigned lower-level computer operations manager & subordinate data librarian manager.

Coordinates information technology activities with other division managers (e.g., environmental conditioning, purchasing, legal, security); meets with equipment vendors, consultants & user organizations to discuss equipment & software decisions & resolve problems; answers correspondence or inquiries from governor, director or legislature; represents division to other states, community users or other groups; assists in development of division publications & public relations functions; serves as division deputy director in absence of administrator.

MAJOR WORKER CHARACTERISTICS:

Knowledge of management; supervisory principles/techniques; computer science; system or applications programming; mainframe computer operating system/procedures; budgeting; computer & teleprocessing hardware & software. Ability to deal with variables & determine specific action; read technical manuals & instructions; communicate verbally on complex technical & non-technical matters.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of graduate core program in computer science; 6 yrs. exp. in operating & monitoring mainframe computer system or 6 yrs. exp. in application or system programming; 3 yrs. exp. in supervisory principles/techniques; 2 yrs. exp. in management; 9 mos. trg. or 9 mos. exp. in budgeting.

-Or 6 yrs. exp. in computer operations management or system or applications programming management position.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May be periodically exposed to continuous loud noise; may work evening or night shift; may work weekends or holidays; may be on-call 24 hrs. /day, 7 days/week. Applicants for positions in Department Of Administrative Services, Information Technology Service Division & Information Technology Governance Division, must submit to & pass a personal background check & work as essential employee.