STATE OF OHIO (DAS)  CLASSIFICATION SERIES: Computer Operator  MAJOR AGENCIES: All Agencies  EFFECTIVE DATE: 02/18/2018

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.

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

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CLASS TITLE  CLASS NUMBER  PAY RANGE  EFFECTIVE
Computer Operator 1  12370  25  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  CLASS NUMBER  PAY RANGE  EFFECTIVE
Computer Operator 2  12371  26  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  CLASS NUMBER  PAY RANGE  EFFECTIVE
Computer Operator 3  12372  28  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.

CLASS TITLE  CLASS NUMBER  PAY RANGE  EFFECTIVE
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.

**CLASS TITLE**
Computer Operations Analyst  
**CLASS NUMBER** 12374  
**PAY RANGE** 30  
**EFFECTIVE** 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.

**CLASS TITLE**
Computer Operations Supervisor 1  
**CLASS NUMBER** 12375  
**PAY RANGE** 11  
**EFFECTIVE** 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.

**CLASS TITLE**
Computer Operations Supervisor 2  
**CLASS NUMBER** 12376  
**PAY RANGE** 12  
**EFFECTIVE** 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.
CLASS TITLE: Computer Operator 1  
CLASS NUMBER: 12370  
B. U. 09  
EFFECTIVE: 05/24/1998  
PAY RANGE: 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.
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.
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; assemblies &/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.
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, high speed laser printers, impact printers, microfiche recorders/duplicators, automated library systems, 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.
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 & statewide 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 termist, 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.
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.
Computer Operations Supervisor 2

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.