

<h1 style="margin: 0;">POSITION DESCRIPTION</h1>		AGENCY/DEPT ID DAS500000	
DIVISION OR INSTITUTION Office of Information Technology		UNIT OR OFFICE ISD/CSC	
COUNTY OF EMPLOYMENT Franklin			
This row is for Information Technology classifications ONLY		PRIMARY TECHNOLOGY (IT ONLY) Enterprise Contact Center	
SECONDARY TECHNOLOGY (IT ONLY) Enterprise Network Management			

POSITION NUMBER 20006515	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update			Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree							
	USUAL WORKING TITLE OF POSITION			POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION							
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent		<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential		Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:						
	Bargaining Unit 14 PR 32 Page 1 of 2										
	NORMAL WORKING HOURS (Explain unusual or rotating shift): 3:30 PM - Midnight (Tuesday - Saturday)										
JOB DESCRIPTION AND WORKER CHARACTERISTICS											
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 65%;">Job Duties in Order of Importance</th> <th style="width: 30%;">Knowledge, Skills & Abilities</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; vertical-align: top;">80</td> <td style="vertical-align: top;"> Provides support and services within the customer service center (CSC) to support applications, email, mainframe, network, security, servers & storage services for multiple state agencies, boards & commissions. Creates, and analyzes incident & problem tickets to insure proper completion and assignment of incident or service request. Follows established policy and procedures for prioritization categorization. Follows up to insure resolution within time limits prescribed by service level agreements (SLAs); follows escalation procedures; Initiates first level resolution within confines of access and security authority, utilizing published processes and procedures, analyzes day-to-day operations to detect processing trends & system restrictions in order to identify & resolve chronic system accessing & networking problems; analyzes current operational procedures to recommend productivity enhancements provides analysis, mainframe technical expertise. Operates & monitors mainframe computer hardware, system consoles using JES3/JES2 commands.; identifies & logs malfunctions, reports problems related to equipment to supervisor & vendors; maintains logs & forms related to computer activity; coordinates offsite storage when needed. : responds to system issues 24 hours/day, 7days/week which requires overtime, call back or standby; may be required to carry cell phone.; analyzes & evaluates operational technical data & information (e.g., problem tracking, operation data reporting, main console/help desk trouble tickets, online log, host SYSLOG, system DUMPS & initial program loads); utilizes diagnostic software tools & operations automation software (e.g., A/O Operator, SMF & RMF data) to recommend & implement operational procedures or changes to ensure maximum system uptime; Monitors Batch jobs for Ohio Administrative Knowledge System (OAKS), using UC4 & PeopleSoft, using information in SharePoint to call programmers and advise on batch job problems, works with on call developers to restart, cancel batch jobs through UC4 & PeopleSoft. Send out daily reports to developers dealing with sign on validations for EPM, logging on calls & issues in Service Now. Monitors Batch jobs for Ohio Bureau of Workers Ohio using JES2, PRISMA for moving print, APWORKS and JobTrac. </td> <td style="vertical-align: top;"> Knowledge of (1) computer hardware, software & operating (e.g. ServiceNow, Footprints, OAKS HCM/ELM/CRM & JES2/JES3*); (2) IT standards, policies & procedures*; (3) Sharepoint, firewalls; (4) agency policies & procedures* (e.g. work rules, work dead-lines); (5) public relations, customer service; (6) Scheduling systems, UC4, Jobtrac, Control-M*. 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(14) respond to system issues 24X7; (15) carry & operate a cellular phone. *Developed after employment. </td> </tr> </tbody> </table>						%	Job Duties in Order of Importance	Knowledge, Skills & Abilities	80	Provides support and services within the customer service center (CSC) to support applications, email, mainframe, network, security, servers & storage services for multiple state agencies, boards & commissions. Creates, and analyzes incident & problem tickets to insure proper completion and assignment of incident or service request. Follows established policy and procedures for prioritization categorization. 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List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 		DATE 10/23/15							

An Equal Opportunity Employer