POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/CSC	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
20006516

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 32 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
7:00 AM – 4:00 PM (Sunday - Thursday)

JOB TITLE
Information Technologist 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	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. 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.	**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 deadlines); (5) public relations, customer service; (6) Scheduling systems, UC4, Jobtrac, Control-M*. **Skill in** (7) operation of personal computer & associated hardware/software (e.g. ServiceNow, Footprints); **Ability to** (8) define problems, collect data, establish facts & draw valid conclusions; (9) gather, collate & classify information about data, people or things; (10) handle complex & sensitive telephone, written & face-to-face contacts with employees, general public, private & government officials; (11) write accurate & concise reports; (12) conduct necessary research/retrieval of data & provide appropriate response verbally and/or in writing to customers; (13) prioritize & efficiently & effectively handle multiple tasks. (14) respond to system issues 24X7; (15) carry & operate a cellular phone. *Developed after employment.

JOB CODE
69922

App Ex-1-15-16

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 10/29/15

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/CSC	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
20006516

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION

☒ Permanent ☐ Temporary ☐ Intermittent	☒ Classified ☐ Unclassified ☐ Essential	Overtime: ☒ Eligible ☐ Exempt If FLSA Exempt, exemption type:	Bargaining Unit 14 PR 32 Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
7:00 AM – 4:00 PM (Sunday - Thursday)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	Provides overflow and backup services for OAKS Helpdesk processes and Direct Assistance activities	Knowledge of 1*, 2*, 3, 4*, 5*, 6. Skill in 7. Ability to 8-15. *Developed after employment.

JOB TITLE
Information Technologist 2

JOB CODE
69922

App 12-1-15 VP

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		10/23/15