IT Operations Technician (12200) (31002630)

GENERAL DESCRIPTION OF WORK

Positions in this banded class perform technical work in the operation of a computer equipment and auxiliary equipment to meet clients' needs and to provide assistance to users of computer systems. Operation of the computer may include the set-up and scheduling of production jobs that run on the computer, monitoring the computer through the steps and procedures to update the data bases and produce reports or other transaction outcomes, and setting up and monitoring the equipment to produce print products required by users. Providing assistance to users may involve answering calls for help as users experience difficulties with connections to the computer, with the computer use itself. Work may include installation and modification of software and hardware, testing, and documentation on a variety of platforms. Work may include interaction with customers, technicians, analysts, and specialists to troubleshoot problems related to the use of single and/or multiple information systems. This may include work on multiple platforms including z/OS, Windows, Unix (multiple vendors). It may include installation and fiber optic wiring of Storage Area Networks, as well as KVM over IP deployment and administration. Employees determine the nature of the problem, provide additional assistance, or refer difficult problems to appropriate higher-level analytical and technical staff. Work may involve the identification of trends that develop through troubleshooting and recommendations for future resolution or the understanding of systems interrelationships and the development of new processes to improve timeliness and service to users. They may work with mainframe and/or other multi-platform servers.

CONTRIBUTING

Functional Competency	Examples of Work	Competencies
Technical Knowledge	Classifies and categorizes media based on content and according to standards. Monitors and controls computer functions through the operation of a central console or on-line terminals.	Ability to verify/monitor proper functioning of simple computer operations. Ability to issue standard computer commands to perform job. Knowledge of appropriate security procedures used in the performance of all tasks.
Technical Solution Development	Racks most rack mount equipment and aid in the deployment of other types of equipment. Operates peripheral equipment such as tape libraries, tape robotics, high speed printers, CD Optical jukeboxes. Monitors and controls computer functions through the operation of a central console or on-line terminals. Observes the console panel, printers and storage devices to identify potential problems and points of operational failure.	Understanding of the standard technology and systems in place and ability to support the operation of this technology.
Technical Support	Releases media as requested by users, tracks media location and inspects media for damage upon return. Responds to all emails, alerts and alarms and may make necessary changes and/or repairs, and document those changes.	Ability to take direct requests from client or coworker in order to solve problems of limited complexity or refer to appropriate technical experts. Ability to provide technical assistance to clients by troubleshooting simple technical problems.
Planning and Organizing	Maintains library of computer generated media. Classifies and categorizes media based on content and according to standards.	Understanding of tasks required in job and ability to take ownership to complete tasks. Ability to use initiative to plan and organize daily activities and tasks. Ability to work independently to complete tasks. Ability to stay

		on task.
Project Management		N/A
Consultation Skills		N/A

JOURNEY		
Functional Competency	**Examples of Work**	**Competencies**
Technical Knowledge	Manages computer resources efficiently to provide maximum throughput and adequate system response. Communicates regularly regarding scheduling of computer time. Maintains operations database (i.e., jobs, scheduling, inventory, tape library, auto scheduler, etc.). Corrects and documents operational problems and discrepancies, including program changes and procedural changes as directed by supervisor or higher level analyst or specialist. Communicates changes in operating procedures and techniques to all operations personnel on their shift.	Ability to operate variety of computer and peripheral equipment. Understanding of a wide variety of commands to control operation of computer and peripherals. Ability to respond with appropriate command. Understanding of routine functions of mainframe computer and associated hardware. Ability to monitor IMS transactions and use routine commands to maintain computer operations. Knowledge of appropriate security procedures used in the performance of all tasks.
Technical Solution Development	Sets up and runs a schedule of less complex production jobs than are run on the computer. Performs diagnostics on equipment and correct errors as needed, reporting any deviations to higher level personnel. Performs regular backups, troubleshoot hardware and software problems and the like. Helps resolve computer related issues, routing user questions to other areas or more Sr. Operators as appropriate.	Ability to detect systems and programming failures during production runs. Ability to follow written directions to implement solution. Ability to make decisions on appropriate course of action for unique problems. Ability to apply technical theory to resolution of problems of simple to medium complexity. Ability to understand the impact of one function on another.
Technical Support	Serves as lead technician on a shift and as such may help with the hiring and training of new technicians or for new procedures. Maintains a variety of documentation, including operations procedures, tape libraries, and error logs. Monitors chillers and air/water flow systems, air conditioning, water alarm, fire alarm, security panel and power protection systems (UPS), including generators, in the computer operations area.	Ability to perform diagnostics on assigned software and hardware according to standard operating procedures. Ability to resolve routine and some non-routine technical problems independently through standard troubleshooting procedures. Ability to make decisions based on options and consequences.
Planning and Organizing	Prepares daily production schedule and handles user requests. Manages computer resources efficiently to provide maximum throughput and adequate	Ability to set priorities and know when priorities need to be

	system response. Communicates regularly regarding scheduling of computer time.	changed. Ability to work independently and manage job without supervision. Ability to organize and follow moderately complex and/or detailed technical procedures
Project Management		N/A
Consultation Skills	Responds to all emails, alerts and alarms and may make necessary changes and/or repairs, and document those changes as discussed with clients and higher level analysts.	Ability to consult with clients on routine technical problems.

ADVANCED		
Functional Competency	**Examples of Work**	**Competencies**
Technical Knowledge	May work on weekends with more varied and independent duties.	Understanding of non-routine functions of mainframe computer and associated hardware. Ability to perform complex operational procedures including operation of more complex peripherals. In-depth knowledge of computer center operations. Knowledge of appropriate security procedures used in the performance of all tasks.
Technical Solution Development	Take appropriate actions (updating ticketing system, notifying on-call support, kicking off job re-runs, etc.) for any job which may abend or not run to completion. Operate, monitor, control, assess, and help maintain the operations of a computer that has a network of terminals, workstations, or other secondary computers connected to it and whose processing unit consists of a mini, large computer (Mainframe), and/or clustered computers. Investigates and solves commonly occurring computer operations problems in order to maintain continuous service to terminal users, calling in and assisting higher-level technical-support personnel, supervisors, or vendors to deal with more serious problems.	Ability to identify trends in reoccurring problems and assist in developing solution. Ability to apply technical theory to resolution of problems of high complexity. Ability to serve as a technical resource for lower level technicians.
Technical Support	Monitoring of job scheduler tool (UC4) and associated job streams to ensure all jobs run to completion. Uses ticket tracking system (Remedy) to thoroughly document work and actions taken associated to job abends, call outs, ad-hoc requests, etc. Directs or processes special request referred to as "batch" processing, and that use various storage media for entering data into and getting information from the computer other than from terminals alone.	Ability to make suggestions for technical modifications to prevent future problems.
Planning and Organizing	Participates in change management / configuration management activities and back-out/ restore procedures.	Ability to provide leadership in planning and organizing the work of other technicians.

	Provides accurate shift turnover to the appropriate incoming shift personnel, clarifying all outstanding problems and present status.	Ability to independently reorganize work plans of other employees and adapt due to unanticipated changes.
Project Management		N/A
Consultation Skills	Participates in Priority 1 Escalations/Bridge Calls by facilitating the conference line, calling out to needed support teams, drafting and sending communications and notifications.	Ability to consult with clients, higher level technicians and analysts to resolve technical problems.

MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS

- High School or General Educational Development diploma and six months of experience. Equivalent coursework in computer operations or information technology from a technical school or community college may be substituted for the required experience.
- Journey level requires an additional 6 months of education or experience.
- Advanced level requires an additional one year of education or experience

SPECIAL NOTE

This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions. Ability to create and maintain collegial working relationships with customers and co-workers, contribute to a positive and inclusive work environment, and serve as a productive team member is expected in all positions.