INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN
TITLE SERIES DEFINITIONS

I.   DEFINITIONS

For job title purposes, a position must meet the level definitions and perform job duties the majority of the time (greater than 50%) as described in Section II.B.

A.   <u>Level</u>

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-ENTRY

Positions at this level work under **close** supervision and perform the most routine duties with clearly defined and specific objectives, guidelines, and instructions, exercising limited decision-making discretion. Assignments are narrow in scope.

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-INTERMEDIATE

Positions at this level work under **limited** supervision and perform duties that are more varied in nature than at the entry level.

INFORMATION SYSTEMS (IS) OPERATIONS SUPPORT TECHNICIAN-SENIOR

Positions at this level work under **general** supervision. This is the full performance level that an employe can reasonably expect to obtain based on duties described in one or more of the job groups under II.B. Positions at this level may also participate in planning, coordinating, and implementing new or modified systems, and/or training new employes.

B.   <u>Job Groups</u>

Positions in this series perform any combination of work from the following job groups for a majority (greater than 50%) of the time.

COMPUTER OPERATIONS

Positions in this group perform IS technical-related work for a majority of the time monitoring, operating, interpreting, observing, and reviewing computer equipment operation, including master control panels, signal reception hardware, online terminals, storage devices, error lights, messages, and printouts. Research error messages, manipulate controls and re-sequence job recovery following system malfunction, distinguish between computer hardware or software failures, determine severity, notify proper personnel, and provide downtime/maintenance coordination. Perform startup, shutdown and recovery procedures on computer and peripheral equipment and maintain data processing tape inventory. Operate, monitor and control peripheral and diagnostic equipment such as image scanners for mainframe computer input, bursters, collators, and network-connected printers or download and archive data to videotape and cartridge storage, assuring the security of stored programs and permanent files.

PRODUCTION/DATA CONTROL

Positions in this group perform IS technical-related work for a majority of the time providing routine support coordinating, executing and processing production runs for complex, multi-platform integrated systems. Prepare Job Control Language (JCL) job streams for routine production submittals, including customized and/or special reports for which no established job exists. Coordinate, manage and automate job compiling and scheduling, manual parameter input, and resource conflicts. Create documentation, procedures, and standards for multi-platform production systems. Audit, diagnose and resolve production system problems by altering job streams, recreating data, and/or revising JCL and executables. Provide guidance and technical assistance to users and maintenance programmers regarding JCL, job scheduling and processing, resource use, data submission, output handling, error correction, system interaction, data validity/availability, and programming standards. Positions may also assist in database and major system file recovery methods, maintain data tape log inventory, build databases from raw data, perform routine archival storage and backups, and release files to production libraries.

II.   QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III.   RELATED TITLES

IS Network Support Technician, IS Resources Support Technician, IS Comprehensive Support Technician.