

COMPUTER OPERATIONS ANALYST

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical position in a multi-platform computer center which is responsible for performing a number of functions to monitor and enhance overall operations. The incumbent regularly reviews system performance and gathers operating statistics in order to maximize DASD and memory utilization, I/O operations and error reporting, balance operating loads, and provide trend analysis for capacity and operations planning. The incumbent evaluates, tests and recommends vendor supplied utility software packages, and is responsible for monitoring the performance, upgrading and troubleshooting of such products. In addition, the incumbent assists in the support and development of the overall network by running cables, installing control units, adding equipment, and other in-the-field activities. The work is performed under the general supervision of higher level technical and administrative staff. Supervision of others is not a normal function of the position.

TYPICAL WORK ACTIVITIES:

1. Monitors and gathers statistics on current system performance and makes recommendations to enhance operations;
2. Enhances system performance through redesign of files and fine tuning of products;
3. Evaluates new operations software in relationship to system needs and performance and makes recommendations to administrative staff;
4. Contacts software vendors concerning installation, upgrades, testing and troubleshooting of operations software packages;
5. Codes, tests, debugs and modifies operations programs;
6. Installs upgrades of current systems and operations software, communicating with vendors as necessary;
7. Tests operations software after system software PTF=s (program temporary fixes) and upgrades;
8. Monitors maintenance support agreements and provides input on decision to maintain, upgrade or change;
9. Assists in the maintenance and development of the overall network by installing and upgrading equipment at the computer center and at remote locations;
10. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of mainframe and minicomputer central processing units, communication networks and peripheral equipment; good knowledge of the concepts and techniques of data processing and operating systems; good knowledge of the general concepts and use of operating software; working knowledge of the general concepts and use of system software; ability to communicate effectively, both orally and in writing; ability to analyze data and make recommendations; ability to keep accurate records; ability to understand and interpret technical material; physical condition commensurate with the demands of the position.

COMPUTER OPERATIONS ANALYST (Cont=d)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate=s degree in data processing or a closely related field and two years of experience in mainframe computer operations, one year of which was at a senior or supervisory level;
- OR: (B) Four years of experience in mainframe computer operations, one year of which was at a senior or supervisory level;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

NOTE: Computer operations training in a business or vocational school, such as BOCES, may be substituted for the above training on a one-year-to-30-credit-hour basis to a maximum of two years.

SPECIAL REQUIREMENT:

Possession of a valid New York State Driver=s License at time of appointment.

DP0230

ADOPTED: 01/01/98