

Wright State University
CLASSIFIED JOB SPECIFICATION
Operations Analyst

I. JOB INFORMATION

Job Title: **Operations Analyst (CS 18)**

Job Class: **21416**

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under administrative direction and in accordance with broad operating policies, uses independent judgment to operate multiple complex computer systems and associated equipment. Monitors console/system activities, performs highest level of technical system operations and analyzes problems relating to software and system production.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Identifies, analyzes, and resolves problems relating to production jobs and schedules.
- Coordinates projects that address complex issues and problems such as: system resource output products, capability, production. Performs system management tasks utilizing numerous system software resources.
- Operates numerous computer systems and related peripheral equipment. Prioritizes workload, makes use of system software monitors, maintains and controls computer room resources, tailors monitors to address changing needs.
- Uses specialized software tools and documentation to diagnose production job failures; determines appropriate actions for schedule/reschedule jobs or modifies production schedules to correct problems.
- Creates/modifies JCL to support production applications; moves production JCL among appropriate libraries.
- Supervises and trains subordinate operators. Conducts training sessions on and demonstrations of specific hardware/software.
- Develops and maintains documentation and assists with the development of operational tools.
- Maintains, installs, and operates peripheral equipment such as printers, Laser and tape drives, terminals, multiplexers.
- Serves as “essential personnel” in emergencies.

Note: This is not an inclusive list of duties and responsibilities.

IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES

A high school diploma or GED and six years (FT) of related work experience OR, two years of post-secondary education and four years of (FT) related work experience. Ability to plan and direct work activities, to manage time effectively, and set priorities. Ability to troubleshoot and determine source of problems. Excellent interpersonal, verbal and written communication skills. A working knowledge of personal computers, and communications software as well as fiber optic installation and maintenance procedures. Ability to train employees.

V. WORKING CONDITIONS

Computer production environment.

VI. WSU TESTING/EXAMINATIONS REQUIRED

None

VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED*

None

VIII. JOB SERIES

21400

This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.