

EDP OPERATIONS TECHNICAL SPECIALIST

KIND OF WORK

Technical electronic data processing (EDP) technical coaching and operating systems resource work.

NATURE AND PURPOSE

Under limited supervision, provides technical coaching and serves as a technical operating systems resource to EDP Operations Technicians by participating in maintaining job skill inventories, maintaining training updates, maintaining documentation procedures, and by providing leadership and technical expertise in system operations/production control; performs related work as required.

Problem-solving requires investigating problems, identifying solutions, and maintaining new documentation and/or performing technical coaching to resolve and/or eliminate problems.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provides technical coaching to EDP Operations Technicians so that their skills are current by participating in maintaining individualized job skill inventories.

Processes shift turnovers to multiple platforms, batch processing, and network systems to minimize downtime by solving hardware and software problems; communicating with appropriate personnel; creating and completing change authorizations; and by providing leadership, coaching and technical support to technicians.

Maintains documented systems operations procedures to minimize downtime and improve system performance by maintaining communications with EDP Operations Technicians and IT Specialists; reporting changes and new procedures to Systems Operations Manager, Production Control Manager, or EDP Supervisor; implementing revision requests; and by investigating, testing and maintaining new documentation.

Answers questions and recommends solutions to assist clients experiencing computer data transmission and manipulation problems in a prompt, accurate and efficient manner by listening to client descriptions of problem situations; identifying and courteously asking questions to elicit clarifying information about the problem; analyzing the information obtained through questioning to diagnose and identify solutions to the problem (referring to equipment and software manuals and using computer software tools, as necessary); and by taking appropriate corrective action to resolve the problem (e.g., notifying vendor of the equipment malfunction).

Analyzes and tests system software and hardware components to analyze network activity and obtain data on specific network component devices; performs tests that isolate problems to specific component(s); and monitors on-line activity in order to accurately diagnose network/system failures/malfunctions/performance by selecting, using and interpreting specialized diagnostic software tools.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Hardware and software components including configuration of networks and distributed processing sufficient to understand how components interface to provide service to clients and to provide technical expertise to technicians.

Technical data communications terminology sufficient to communicate problem symptoms and solutions to technicians.

Job Control Language (IBM SCL) sufficient to interpret and make minor changes to existing JCLs.

Skill in:

Using diagnostic software tools sufficient to identify and isolate the source of system failures/malfunctions/performance issues.

Ability to:

Communicate verbally and in writing sufficient to transfer information to users and to technical staff in an understandable and efficient manner.

Communicate verbally with persons at all levels, knowledges and skills, sufficient to explain unit services, technical and jargon laden instructions, and requests to non-technical users in a clear and patient manner.

Write revision requests that are clear, concise and free from grammatical and other errors.

Analyze problems sufficient to maintain documentation and procedures for diverse and difficult problems while operating under rigid time constraints.

Establish rapport with and maintain effective working relationships with professional and lower classified technical staff so that downtime is minimized.

Lead and assist technicians sufficiently so that they can operate the computers accurately and efficiently.

Lead and assist technicians sufficiently during times of system, application or network problems so that downtime is minimized.

Est.: 10/92

Rev.:

T.C.:

Former Title(s):