Washington State Department of Personnel
Class Specification

COMPUTER OPERATIONS ANALYST 2
481F
Abolished; adopted August 11, 2011, effective August 12, 2011.

Definition:

In a large mainframe environment within an agency's central information technology organization, independently averts hardware/software system failures by diagnosing and resolving complex problems through system software testing, analyzing results of advanced systems performance software tools, and adjusting the systems to ensure maximum availability and performance of the computer resources.

This is the occupational level class in the series which operates under general guidelines, utilizing specialized systems analysis and programming techniques normally performed by system software technicians to identify causes of outages and restore service in a timely manner. The impact of necessary adjustments affects multiple customer agencies, requires intensive coordination with agencies, software/hardware technicians and/or vendor customer engineers. May lead other Computer Operations Analysts.

Typical Work:

Analyzes system console displays of daily processing to ensure that hardware and software resources are performing within predetermined limits; takes appropriate action to correct any problems identified;

Identifies and adjusts operating system parameters to enhance performance, prevent degraded service and avoid potential system outages;

Regulates/restructures demand, batch and real time job runs and system resources (memory, processing power);

Documents and tracks problem situations and coordinates resolution with clients and technical analysts;

Assists systems programmers with installation planning, testing and implementation of new releases of system software and hardware;

Participates in on-the-job, vendor and other training in advanced troubleshooting techniques;

May act as supervisor or lead analyst;

Performs other duties as required.

Knowledge and Abilities:

Knowledge of: computer operations, including mainframe hardware and peripheral devices; understanding of operating systems, operating systems software and interrelationships; systems control language and utilities; system software and monitoring software; protocol and parameters for system adjustments; detailed knowledge of system configuration and techniques for adjusting systems to avert failure; problem escalation policies and procedures.

Ability to: read and comprehend technical material; communicate effectively verbally and in writing; analyze and resolve problems logically and rapidly; prepare comprehensive statistical reports on hardware performance and system capabilities; distinguish between failures caused by hardware or software.

Legal Requirement(s):

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications:

A Bachelor's degree and six months of experience in a large mainframe computer operations environment analyzing, troubleshooting and resolving complex technical problems and controlling operating systems

<p align="center">OR</p>

An Associate's degree and eighteen months of experience in a large mainframe computer operations environment analyzing, troubleshooting and resolving complex technical problems and controlling operating systems; or one year of experience as a Computer Operator 3 or equivalent level or higher and six months of experience in a large mainframe computer operations environment analyzing, troubleshooting and resolving complex technical problems and controlling operating systems

<p align="center">OR</p>

Three years of experience as a Computer Operator 3 or equivalent level and six months of experience in a large mainframe computer operations environment analyzing, troubleshooting and resolving complex technical problems and controlling operating systems

<u>OR</u>

Two years of experience in a large mainframe computer operations environment analyzing, troubleshooting and resolving complex technical problems and controlling operating systems

<u>OR</u>

One year of experience as a Computer Operations Analyst 1.

Class Specification History:

New class: 12-11-92

New class code: (formerly 03011) effective July 1, 2007