

Washington State Department of Personnel
Class Specification

COMPUTER OPERATIONS ANALYST 1

481E

Abolished; adopted August 11, 2011, effective August 12, 2011.

Definition:

In a large mainframe environment within an agency's central information technology organization, assists in averting hardware/software system failures by diagnosing and resolving 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 entry level class in the series which operates under specific guidelines, using specialized systems analysis and programming techniques normally performed by system software technicians to identify causes of outages and restore service in a timely manner. Makes necessary adjustments that affect multiple customer agencies, coordinates with agencies, software/hardware technicians and/or vendor customer engineers.

Typical Work:

Receives on-the-job training, vendor training and other instruction in order to perform analysis on system problems and takes basic corrective action in the operational environment;

Analyzes system console displays of daily processing to ensure that hardware and software resources are performing within predetermined limits;

Assists in regulating/restructuring 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;

Confers with higher level analysis staff on most efficient method of recovering from specific problem(s);

Assists in installation and testing of systems software;

Performs other duties as required.

Knowledge and Abilities:

Knowledge of: computer operations, including hardware and peripheral devices; basic 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; system configuration; 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 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

OR

An Associate's degree and one year of experience as a Computer Operator 3 in state service or equivalent level or higher

OR

Completion of a two-year accredited vocational training, community college, or a six-month or longer military program in information processing, or management information systems and one year of experience as a Computer Operator 3 in state service or equivalent level or higher

OR

Two years of experience as a Computer Operator 3 in state service or equivalent level or higher

OR

Two years of experience performing diagnostic tasks related to the operation and maintenance of data communications networks and one year as a Computer Operator 3 or equivalent level

OR

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

Class Specification History:

New class: 12-11-92

New class code: (formerly 03010) effective July 1, 2007