



JCL/SETUP ADMIN

Job Family: Information Technology	Sub Family: Production Control	Career Track and Level: TAS 3
Job Code: ITPRODCONTROLTAS3	Job Series: 30213	FLSA Category: NON-EXEMPT

Job Family

Information Technology: Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

Sub Family

Production Control: Observes the operation of the console panel, storage devices, printers, and the action of the console printer to monitor the system and determine the point of equipment or program failure. Manipulates controls in accordance with standard procedures to rearrange sequence of job steps to continue operations when individual units of the system malfunction.

Job Responsibilities

- Provides mid-level technical computing support and related services to customers.
- Provides problem solving assistance to coworkers.
- Advises and consults on department purchases of equipment and software.
- Identifies, investigates, researches and resolves complex problems; provides troubleshooting that the first tier support is unable to resolve. Simulates or recreates moderately complex user problems to resolve operating difficulties.
- Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions; provides input and recommendations with respect to hardware and software requirements, new and updated technologies, and integrity of the computing environment following University recommended guidelines.
- Responsible for identifying and recommending system modifications to reduce user problems.
- Plans, schedules, tests, and coordinates complex software and/or system upgrades.
- Installs, configures, and maintains operating system, workstations, and servers, including web servers and VMware, in support of business processing requirements.



- Conducts hardware and software audits of workstations and servers to ensure compliance with established standards, policies, and configuration guidelines.
- Resolves complex production problems.

Role

- Fully proficient in applying established standards for the job.
- Applies advanced technical or process knowledge; requires ability to utilize diverse but conventional methods, techniques, or approaches to meet specific needs of an assignment.
- May supervise or oversee the work of other TAS and/or student employees.

Impact and Complexity

- Performs job responsibilities through use of specialized tools, job experience, and established standards. Often organizes, sets priorities, schedules, and reviews work of student workers or volunteers. Prioritizes, plans, and organizes own work within time, process, and results requirements; determines processes and sequences to follow based on needs and urgency required by the circumstances.
- Uses experience and expertise to anticipate department/discipline's needs, and handles the situation or identifies appropriate resource. Problems and issues faced are complex and occasionally ill-defined and may need some analysis to understand. Demonstrates sound judgment and decision making in situations requiring assessment interpretation and analysis.

Requirements

Comprehensive knowledge of technology support obtained by an Associate's degree in an information technology-related field and a minimum of 2 years technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.