

Operations Analyst

Information Technology Management Division

THE PURPOSE: The Operations Analyst is responsible for coordinating the flow of technical work that is received from various city partners. Responsibilities include the scheduling of computer operations, the processing and the completion of computer operations. The incumbent is also responsible for interfacing with departments, software developers, technical support and computer operators.

ESSENTIAL FUNCTIONS:

- Receive, setup and schedule computer operations for a variety of computer applications.
- Coordinate actions to resolve to completeness all failed computer operations.
- Produce and provide instructional documentation to operations staff when necessary.
- Ensure scheduled computer operations reach point of completion.
- Troubleshoot computer operations that have “crashed” or ended abnormally (ABEND).
- Coordinate actions to resolve all computer operations ABENDS.
- Performing other job-related tasks as assigned.

MINIMUM REQUIREMENTS:

1. Associate’s Degree in Computer Science or related field from an accredited college.
2. Two (2) years of computer operations experience performing duties related to the position.
3. Residency in the City of Milwaukee within six (6) months of appointment and throughout employment.

Note: Equivalent combinations of experience and education may also be considered.

KNOWLEDGE, SKILLS, & ABILITIES:

- Ability to develop operational understanding of new computer equipment and software.
- Ability to develop functional understanding of Process Monitors.
- Skill in developing a “lights out” automated computer operations environment.
- Ability to produce a computer operations schedule using an automated scheduler.
- Knowledge of E-Server processing, spool management, and backup procedures.
- Ability to develop functional understanding of JECL / JCL programming languages.
- Ability to consolidate various project details into coherent plans of action.
- Ability to keep customers and co-workers informed of work progress.
- Ability to produce job-related reports and presentations.
- Excellent verbal and written communication skills.
- Ability to manage multiple projects.
- Problem-solving skills.

***This position requires incumbent to participate in a rotating “on-call” technical coverage team. Coverage will include non-business hours and some holidays.**

THE 2005 SALARY RANGE (595) IS: \$43,587 - \$52,931 annually.

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