

% of time performing duties

- Assist in identifying and diagnosing malfunctions of software that may include recovery/restoration of the data, system software and/or hardware to ensure the software performs to the system specifications. This may include assisting with dump analysis, traps, traces and obtaining vendor input to determine the appropriate corrective action.

25%

- Perform regular backup of critical systems. Upon loss of functionality or at customer request, assist in the recovery and/or restoration of the data or the system software to return to normal operation.
- Review the less technical hardware and system software specifications including operating system, TP monitor, and storage requirements, to verify customer's environment can be successfully supported at the CDT.

5%

Marginal Functions (Percentages shall be in increments of 5, and should be no more than 5%.)

- Review supported software for resource optimization.
- Develop automated processes to improve efficiency in checking and controlling production environments.
- Review data for obsolescence and purging.
- Perform Change Management activities for product upgrades, modifications, or resolutions.

Work Environment Requirements

- Position may require the ability to be contacted for service outages or other emergencies.
- Periodic overtime may be required.
- Some travel may be required for meetings, training and conferences.
- Must maintain consistent and predictable attendance.
- Must pass a fingerprint background criminal record check completed by the Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI).

Allocation Factors (Complete each of the following factors.)

Supervision Received:

The Information Technology Associate works under general supervision of the Information Technology Manager I.

Actions and Consequences:

Decisions made, direction given and responsibilities assigned to the IT Assoc directly impact both the CDT's ability to provide quality, reliable computing services, and the clients' ability to perform their mission-critical programs. Failure to make quality decisions can result in system degradation and outages that affect a broad range of State services to the public.

Personal Contacts:

The IT Assoc works regularly with client personnel, representatives from the vendor community and technical management personnel. Through this interaction, performance and capacity planning tasks are conducted, system problems are defined and resolved, and hardware and software requirements for the future are developed.

Administrative and Supervisory Responsibilities (Indicate "None" if this is a non-supervisory position.)
None.

Supervision Exercised:

This level does not supervise.

Other Information

This position requires a knowledge of operating systems and related software as well as database software as implemented on the various hardware platforms. The IT Assoc must be familiar with the Desktop environment for desktop to effectively manage their work. The incumbent is a member of a highly-skilled technical team of software specialists working to support various implementations of the database system and related software at the journey to advanced specialist level on multiple operating system platforms.

Desirable Qualifications: (List in order of importance.)

General z/Systems desirable knowledge:

- Knowledge of z/OS operating systems and related software
- Knowledge of z/OS hardware
- Familiarity with the use of Windows environment for desktop. (Windows environment, MS Office, Microsoft Teams, Citrix)
- Knowledge of and experience with zSystem components, workloads, and utilities (e.g. JES2, TSO, ISPF, JCL, CLIST's, REXX, SMF, RACF, SMP/E)
- Knowledge of zSystems concepts, workload types and workflow, including major categories of interactive/batch jobs
- Software Installation experience on zSystems platform
- Ability to work with a variety of technical and management staff as well as vendors and customers
- Experience working in a team environment
- Good verbal and written communication skills
- Understanding of the importance of good customer service and the necessity of effective communication to meet customer's business needs
- Session Manager, TSO, and Passport application to access Mainframe
- Linux on z and USS concepts
- Ability to work independently in a remote setting
- Punctuality and reliable attendance
- Very good ability to organize and prioritize workflow and projects
- Very good problem solving, debugging and analytical skills

Specific desirable knowledge:

zDB2 Support:

Knowledge of the design/support of the IBM zDb2 Software Platform to include the following:

- zDB2 z/OS v13.1 or greater (including Admin Foundation, DB2 Connect, etc...)
- zDB2 z/OS v13.1 (or greater) **Utilities** Setup and Execution
- zDB2 attachments/interfaces such as DDF, DRDA, DB2 Connect, CICS Attach, Call Attach and QMF
- IBM zDb2 Products such as Admin Tools Suite, BMC Log Master, IDAA, IDAA Loader, Omegamon for Z for DB2, etc.

INCUMBENT STATEMENT: I have discussed the duties of this position with my supervisor and have received a copy of the duty statement.

INCUMBENT NAME (PRINT)	INCUMBENT SIGNATURE	DATE
------------------------	---------------------	------

SUPERVISOR STATEMENT: I have discussed the duties of this position with the incumbent.

SUPERVISOR NAME (PRINT)	SUPERVISOR SIGNATURE	DATE
-------------------------	----------------------	------