

DACUM Research Chart for Associate Technical Support Specialist

DACUM Panel

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Duties		← Tasks →				
A	Maintain Production Environment	A-1 Acknowledge system alerts recorded in interrupts		A-2 Prioritize open interrupts	A-3 Correlate multiple interrupts	A-4 Restore production systems
		A-11 Record interrupt statistics	A-12 Minimize system outages	A-13 Monitor production system performance	A-14 Verify customer outages	A-15 Escalate reoccurring problems
B	Manage Level 2 Triage Hot Line	B-1 Respond to hot line calls from Level 1	B-2 Prioritize hot line calls	B-3 Correlate multiple issues	B-4 Resolve technical issues	
C	Manage Support Requests	C-1 Create support requests	C-2 Confirm support priority	C-3 Process support requests	C-4 Document resolution in Vantine support request	C-5 Track support requests
D	Provide Strategic Support	D-1 Review technical specifications	D-2 Provide feedback on proposed solutions	D-3 Evaluate testing procedures	D-4 Evaluate production monitoring	D-5 Verify escalation procedures
E	Develop Internal Tools	E-1 Maintain Level 2 website	E-2 Automate manual tasks	E-3 Develop additional monitoring tools	E-4 Build production crises resolution tools	
F	Manage Change Plans	F-1 Analyze change plans	F-2 Notify affected parties of change plans	F-3 Participate in weekly change plan meeting		F-4 Oversee execution of change plan
G	Maintain Technical Documentation	G-1 Maintain solutions database	G-2 Update existing documentation	G-3 Maintain data flow charts	G-4 Publish documentation online	G-5 Distribute critical documentation
H	Coordinate Technical Training	H-1 Mentor Level 1 and Level 2 associates	H-2 Conduct new hire training	H-3 Coordinate Level 2 training	H-4 Conduct Level 2 training	H-5 Evaluate training sessions
I	Perform Administrative Duties	I-1 Maintain personal workstation	I-2 Establish professional goals	I-3 Participate in professional development activities	I-4 Maintain mainframe user accounts	I-5 Record support hours in time track
		I-12 Process Level 2 project requests				

A-5 Recover lost data	A-6 Report production outages	A-7 Document restoration of service	A-8 Confirm accuracy of interrupts	A-9 Perform shift turnover	A-10 Maintain interrupt database
D-6 Validate access to production systems	D-7 Participate in disaster recovery				
E-5 Standardize Level 2 workstations	E-6 Develop tools to compile statistics				
F-5 Correlate change plan's impact on production system		F-6 Implement Level 2 change plans	F-7 Verify change plan completion		
G-6 Maintain Level 2 technical library	G-7 Create production impact evaluation documents		G-8 Collect existing product document information		G-9 Proofread technical document information
H-6 Conduct training sessions	H-7 Develop training curriculum	H-8 Organize training documentation	H-9 Identify Level 1 training needs		
I-6 Document Level 2 triage issues	I-7 Complete monthly timesheets	I-8 Provide month end report documentation	I-9 Manage COMMERCE: Exchange error mailbox	I-10 Participate in daily data center meetings	I-11 Submit Level 3 project requests

General Knowledge and Skills

Operating Systems

UNIX/LINUX
Windows 95/98/NT/2000
OS/390
OS2

Applications

Mainframe (e.g., CICS, ROSCOE, TSO, 2EKE)
WEB (e.g., IIS, HTML, Scripting, ASP)

Coding Languages

JCL	Shell Scripting
RPF	VBScript
DYL	Visual Basic
SAS	Perl

Electronic data interchange standards
Communication skills
Problem-solving skills
Listening
Computer literacy
Decision-making skills
Presentation skills
Ability to follow directions
Interpersonal skills
Teamwork

Worker Behaviors

Flexible
Self motivated
People oriented
Detail oriented
Available 24/7
Organized
Reliable
Assertive
Sense of humor
Helpful
Determined
Resourceful

Tools, Equipment, Supplies and Materials

Computer (e.g., e-mail, Outlook, Microsoft Office Suite)
Printer
Pager
Telephone (voice mail)
Cell phone
Dumb terminal
Fax

Future Trends and Concerns

Greater emphasis on developing training
Move from mainframe to web-based applications
Greater emphasis on developing quality products and services

Acronyms

OD = On Duty/On Call
L1 = Level 1
L2 = Level 2
L3 = Level 3
EDI = Electronic Data Interchange
PIE = Production Impact Evaluation