

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL
CLASS SPECIFICATION**

COMPUTER PRODUCTION SPECIALIST III

Class Code: K2303

DISTINGUISHING FEATURES OF THE CLASS

Under general direction, performs complex production control tasks in an on-line mainframe computer environment as a lead specialist for a group of applications and/or programs; provides advice, direction and training to lower level specialists; serves as expert in responding to technical questions or problems; independently performs production control work in a special phase of the operation involving variables and non-programmed decisions.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. As a lead specialist for a group of applications and/or programs, provides direction to lower level specialists; responds to technical questions or problems; participates in training of less experienced staff; provides input into performance evaluations for lower level controllers; acts in the absence of the supervisor.
2. Performs production control tasks encompassing the total production cycle from production scheduling to rescheduling for assigned portions of systems operations including those involving numerous variables and requiring non-programmed decisions.
3. Coordinates work flow of input and output data from users to the computer room; schedules user requests according to priorities to maximize efficiency and computer resources; adjusts schedule to accommodate special projects, equipment malfunctions, or delays; utilizes correct commands and job control language (JCL) in order to execute the jobs properly; monitors job runs in execution.
4. Reviews job runs generated by the system; checks for accuracy and completion; analyzes and diagnoses problems with job runs; makes determination for resolution; effects remedial action on computer rejections resulting from job control language errors, abends and system restarts.
5. Performs highly technical interface functions pertaining to a specialized production control phase such as the preservation, recovery and restoration of computerized files; prepares complex reports for management use on production activities including but not limited to usage of peripheral storage equipment and statistical breakdowns of production runs; interfaces with software, programming and other professional staff to resolve production problems.

6. Analyzes machine load and operating time; provides input into the development, revision and installation of improved computer production control procedures and techniques.
7. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience:

Requires knowledge, skill and mental development equivalent to completion of four years high school. Requires three years of experience in performing production control tasks such as production scheduling, monitoring of job runs, verification of job output, and resolution of job run problems in on-line mainframe computer system such as could be gained as a Computer Production Specialist II. One year of vocational, trade, technical or college coursework in computer operations or computer science may be substituted for one of the three years of experience.

Knowledge, Skills and Abilities

- Requires thorough knowledge of business practices and procedures.
- Requires thorough knowledge of computer production controls and documentation.
- Requires thorough knowledge of programming operating instructions.
- Requires thorough knowledge of job control language.
- Requires thorough knowledge of computer functionality.
- Requires thorough knowledge of methods to balance and edit computer output.
- Requires working knowledge of the procedures and practices used in data systems libraries.
- Requires working knowledge of system automation tools.
- Requires working knowledge of system utility programs.
- Requires working knowledge of automated tape management systems.
- Requires working knowledge of input/output control functions.
- Requires ability to read and comprehend detailed instructions.
- Requires ability to effectively communicate facts, processes or work situations.
- Requires ability to detect machine errors, run errors and control program errors.
- Requires ability to give clear verbal instructions.
- Requires ability to read and interpret flow charts and operating system documentation.
- Requires ability to perform difficult arithmetic calculations.
- Requires ability to react promptly and appropriately to unique situations.
- Requires ability to prioritize and schedule job runs by automated software.
- Requires ability to read, interpret and manipulate system utilities to correct error conditions and/or prevent potential production problems.
- Requires ability to organize and perform multiple tasks accurately and efficiently to meet production schedules.

Requires ability to establish and maintain harmonious working relationships with co-workers and users and to foster team spirit.

Requires ability to train lower level workers and to review and critique work output.

Requires ability and willingness to be on call to resolve production problems during off-duty hours.

Approved by the Secretary of State Merit Commission, April 16, 2003
Effective May 16, 2003

Tests and Weights:

Training and Experience	100%
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