

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

DATA CENTER SPECIALIST III

Class Code: K2623

DISTINGUISHING FEATURES OF THE CLASS

Under general direction, operates an on-line mainframe computer and associated terminals, tape drives, printers and other peripherals; executes complex technical programmed instructions; as a lead operator, responds to the most difficult situations arising in the data center.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Serves as a lead operator in monitoring and controlling of the computer system; responds to the most difficult hardware or software situations and problems.
2. Reviews and analyzes programmed instructions to determine proper application; prepares computer system for operation by loading programs and giving initial operating instructions; enters operating commands; interprets computer generated messages.
3. Performs intensive program analyses of machine load and operating time to provide optimum utilization of staff and machine hardware.
4. Resolves complex computer operation halts by revising existing or devising new operations techniques; effects remedial action on computer rejections resulting from job control language errors, abends and system restarts.
5. Provides interface between input/output and the end user; confers with programmers and computer users on job production; coordinates machine system test sessions with programming staff.
6. Devises and recommends the establishment and revision of procedures, methods, techniques and forms to improve daily operating efficiency; initiates and implements work controls and production methods for increased accuracy, expedited services and reduced cost.
7. Provides formal instruction and on-the-job training to develop and enhance technical knowledge and abilities of lower level staff.
8. 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 the operation of an on-line mainframe computer and associated terminals, tape drives, printers and other peripherals such as could be gained as a Data Center 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 working knowledge of data processing concepts.
- Requires working knowledge of computer functionality.
- Requires working knowledge of the principles and uses of JCL and software to set operational standards.
- Requires working knowledge of system utility programs.
- Requires extensive knowledge of business practices and procedures.
- Requires extensive knowledge of programming operating instructions.
- Requires extensive knowledge of automated job submission systems.
- Requires extensive knowledge of programming and job control language as it relates to computer operations.
- Requires ability to perform difficult arithmetic calculations.
- Requires ability to accurately input instructions and commands using a computer keyboard.
- Requires ability to effectively communicate facts, processes or work situations.
- Requires ability to react promptly and appropriately to unique situations.
- Requires ability to comprehend and carry out complex written and oral instructions.
- Requires ability to read, interpret and manipulate system utilities to correct error conditions and/or prevent potential operations problems.
- Requires ability to apply logic and reasoning to identify and resolve complex computer system operations problems.
- Requires ability to give technical assistance to and train lower level workers.
- Requires ability to understand and interpret computer operations procedures and to assign appropriate media to each phase of an operation.
- Requires ability to develop forms and procedures.
- Requires ability to exercise discretion in handling confidential data.
- Requires ability to establish and maintain harmonious working relationships with co-workers and users and foster commitment and team spirit.
- Requires ability and willingness to work non-standard shifts.

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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