

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Computer Operator

Class Code: 20365
Pay Grade: GG

A. Purpose:

Carries out computer room operations, trains personnel, leads disaster recovery teams and mainframe shut down activities, and carries out special projects to ensure efficient computer room operations.

B. Distinguishing Feature:

The Senior Computer Operator carries out computer room duties, trains personnel, leads disaster recovery teams, and serves in the supervisor's absence.

The Computer Operator carries out assigned computer room operations duties.

The Operations Supervisor directs the activities of a computer room shift or the production control area.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Conducts extensive training of new staff in multi-shift duties to build a pool of experienced computer operators and to increase computer operator knowledge and capability.
 - a. Trains new personnel to operate the console, tape loaders, printers and other equipment necessary for computer room operations.
 - b. Leads and trains computer operators in IPL's (Initial Program Load) to shut down and restart the mainframe.
 - c. Prepares training manuals and documents the training conducted and received by each operator.
 - d. Functions as lead instructor for Amber Alert and Endangered Persons Advisory drills and during the actual alerts as well as disaster recovery actions.
2. Conducts procedural reviews of shifts' performance and provides suggestions for procedural processes to ensure competency and continuity in operations.
3. Performs the duties of computer operators to ensure on-shift presence of an experienced operator.
4. Leads a disaster and recovery team out of state to reconstitute computer operations at a remote site to ensure continuous operations.
 - a. Attends pre-disaster test meetings with senior technical staff and selected state agencies.
 - b. Inventories data tapes before departing to disaster recovery site.
 - c. Recreates BIT and RIS systems at designated disaster recovery site.
 - d. Oversees set up or sets up tape library.
 - e. Makes sure printers are properly configured to mimic BIT printers in Pierre.
 - f. Gets output for Technical Services staff.
 - g. Oversees the mounting of or mounts tapes for system build and restore.
 - h. Brings up difference applications for the system.
 - i. Submits test jobs for Technical Service staff.
 - j. Verifies system is in operation and functioning correctly.
 - k. Initiates system testing routines.

- l. Submits test jobs for authorized personnel on the BIT and RIS systems.
 - m. Oversees tape mounting and printout retrieval or mounts tapes and retrieves printouts throughout the day.
 - n. Answers help desk calls from system programmers.
 - o. Shuts down RIS and BIT systems.
 - p. Collects output that needs to be returned to Pierre, inventories tapes, and secures tapes in security lockers.
5. Conducts independent projects requiring research, analysis, and authoring technical documents or independent projects to develop and study new processes and procedures.
 - a. Drafts new and changing procedures and guideline documents.
 - b. Develops and maintains training manuals and documents used in computer operations.
 - c. Represents the data center on special projects.
 6. Functions as the shift leader in the absence of the Lead Computer Operator.
 - a. Schedules and assigns duty stations.
 - b. Oversees and directs work of operators to ensure operators follow correct procedures, protocols, and fulfill clients' job requirements.
 - c. Responds to help desk calls or other issues outside operators' expertise.
 - d. Compiles monthly statistics.
 7. Performs other work as assigned.

D. Reporting Relationships:

This position reports to an Operations Supervisor. Does not supervise, but is extensively involved in training and directing the work of other staff.

E. Challenges and Problems:

The incumbent is challenged to master all computer room procedures and processes on current and new equipment in order to train current and new employees. The incumbent is also challenged to master numerous programs whose requirements he or she needs to know to the level of not having to take the time to check documentation. These two situations are challenging because it takes years to reach this level of capability. Other challenges include responding swiftly and without error to amber alerts.

Problems include rapidly changing computer technology that necessitates constant training in order to train others and managing time to train others and complete assigned special projects.

F. Decision-making Authority:

Decisions made include deciding which software tool sets to use and what information is most critical or useful for diagnostic purposes, the order that jobs run to best use system resources, how to balance large and small jobs, how to handle help desk calls, when procedures need to be revised, who needs to be called in to take over other computer system duties when there is an AMBER Alert or Endangered Persons Advisory, who to call if there are AMBER Alert or Endangered Persons Advisory equipment and software problems, what repairs to make to equipment, if print jobs need to be rerun, when to replace print room consumables, what tapes are needed for a shift, training to be conducted for computer operators at the disaster recovery site, what the tape personnel at the disaster recovery site will be doing to support the operation and for computer room training what to show new operators and when to do that as well as determining when new operators are ready to proceed to the next level of training.

Decisions referred include what to do when a situation does not fit normal procedures, when to call an equipment repair person, if a print job needs to be rerun, lost output from jams and other equipment problems, and when a new operator is having problems mastering the training.

G. Contact with Others:

Contact with programmers to discuss abends or other system issues, staff in other areas of BIT to discuss issues relevant to computer operations; and data center clients concerning output or system issues specific to their agency.

H. Working Conditions:

The computer room operates 24 hours a day, 365 days a year. Incumbents work various shifts and workstations. On holidays and weekends, the incumbent may operate all workstations alone with no supervisor. Subject to eye strain, and working with high voltage equipment and chemicals. May be involved in high stress activities during AMBER Alert and Endangered Persons Advisory situations.

I. Knowledge, Skills and Abilities:

Knowledge of:

- command languages for multiple processing platform system software, and
- printers and tape drive functions.

Ability to:

- interpret technical manuals and complex procedures to complete daily responsibilities;
- accurately interpret computer issued error messages and take appropriate actions;
- establish and maintain effective working relationships;
- stand and/or walk for extended periods of time;
- read and respond to messages scrolling across a computer screen;
- routinely lift, carry, and arrange 50 pound boxes of paper;
- prepare and maintain a sequential, written record of activity performed on a shift;
- operate all computer center equipment;
- communicate effectively;
- follow safety rules when handling chemicals;
- work effectively with deadlines during periods of high work load.