

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Production Control Operator

Class Code: 20370

Pay Grade: GF

A. Purpose:

Manages and maintains computer job scheduling, tape library management, and hardcopy and electronic output distribution activities to provide customer service, support, and technical assistance to Data Center clients. Provides RFP scheduling and control for new vendor software evaluation requests.

B. Distinguishing Feature:

The Production Control Operator carries out assigned production control activities. The Senior Production Control Operator carries out production control activities, trains personnel, and serves in the supervisor's absence.

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. Provides Production Control client support to assigned agencies to ensure efficient Production Control operations.
 - a. Manages and maintains production jobs and job schedules for clients.
 - b. Programs job calendar schedules by day, time, and frequency of run.
 - c. Sets up job and data set triggers so jobs will execute automatically.
 - d. Sets up mutually exclusive jobs that stop defined jobs from executing.
 - e. Sets up data set and CPU job predecessors.
 - f. Sets up user requirements to verify for manually executed job streams.
 - g. Modified job schedules upon client request.
 - h. Accepts, reviews, edits, and maintains job PROSE documentation for new and existing jobs.
 - i. Performs manual file uploads and downloads.
 - j. Maintains and updates documentation.
 - k. Maintains CA-7 calendars and resolves conflicts.
2. Manages and maintains tape cartridge library to ensure functional tape media and data storage.
 - a. Detects possible hardware problems or tape media problems.
 - b. Analyzes tapes for defects.
 - c. Replaces old or defective tape cartridges.
 - d. Monitors and maintains scratch tape pools.
 - i. Runs a working list of scratch tapes that can be freed up from the library.
 - ii. Observes scratch tape levels and adjusts as needed.
 - iii. Initializes new tapes as needed to increase the scratch pool.
 - e. Receives and manages outside tape cartridges from clients and ships out tape cartridges.
 - f. Manipulates movement of tapes to protect unexpired data.
3. Provides EOS (Enterprise Output Solutions) support to Data Center clients to ensure effective EOS operations.

- a. Answers questions from clients on EOS products.
 - b. Works with BIT purchasing on acquiring, tracking and distribution of software licenses for users.
 - c. Sets up new users by defining them in EOS and sets access and permissions for users.
 - d. Sets up definitions for jobs that will be creating EOS output.
 - e. Deletes unwanted reports at clients' request.
 - f. Resets EOS server passwords for clients.
 - g. Sets up table of contents and splits for EOS reports.
4. Performs a variety of duties to carry out functions of Production Control.
 - a. Performs monthly billing activities.
 - b. Serves on the AMBER Alert and Endangered Person Advisory teams.
 - c. Issues security access cards.
 - d. Performs facility inspections of Data Center secured areas.
 - e. Records facility metrics.
 - f. Carries out special projects and serves on project teams.
 5. Performs other work as assigned.

D. Reporting Relationships:

Reports to an Operations Supervisor. Does not supervise, but may participate in training new staff.

E. Challenges and Problems:

Challenged to work with a wide range of clients with varying levels of technical knowledge to define processing requirements and then convert those requirements into very specific job schedules and job streams. This requires the incumbent to maintain a wide range of technical understanding of not only their client's platforms and processes, but also a deep understanding of the technology and issues involved in automated scheduling. Further challenged to develop and maintain a detailed map of multiple job schedules containing thousands of jobs and be aware of how the jobs within those schedules interact with each other, being able to adjust for immediate requests and making long term scheduling changes as far as a year out.

Typical problems include job scheduling issues or abends that must be resolved, communicating changes in production schedules to computer operators, tracking down lost or misplaced output from production jobs, and dealing with old or worn out tapes.

F. Decision-making Authority:

Decisions made include content, wording and syntax of all production job prose, job scheduling and re-scheduling jobs to accommodate changes or special requests taking into account the impact to shift workload, on other jobs running, and available mainframe resources.

Decisions referred include client requests that are outside defined policy or procedure and decisions involving a fiscal impact.

G. Contact with Others:

Daily contact with Development and agency staff to discuss scheduling of jobs, changes or issues with scheduling, and special requests.

H. Working Conditions:

Works in an office environment. May be involved in high stress activities during AMBER Alert or Endanger Persons Advisory situations.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- computer room operations, equipment, and procedures;
- computer hardware and software used in production control.

Ability to:

- communicate effectively with clients;
- quickly problem solve and apply solutions;
- adapt to new software, hardware, and platforms;
- convey detailed information accurately.