

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Senior Production Control Operator

Class Code: 20372

Pay Grade: GG

A. Purpose:

Manages and maintains computer job scheduling, tape library management, and hardcopy and electronic output distribution activities. Trains and directs personnel, and serves in the lead worker's absence to provide customer service, support, and technical assistance to Data Center clients.

B. Distinguishing Feature:

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

The Production Control Operator carries out assigned production control activities.

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. Carries out various production control activities to ensure efficient operations.
 - a. Conducts extensive training for all production control operators and fills in for all areas of Production Control.
 - b. Maintains essential workflow in Production Control.
 - c. Produces monthly system metric and management reports.
 - d. Serves on the AMBER Alert and Endangered Persons Advisory team.
 - e. Issues security access cards.
 - f. Serves as lead worker in the absence of the Operations Supervisor.
2. 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.
3. 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.

5. Performs other work as assigned.

D. Reporting Relationships:

Reports to the Operations Supervisor. Does not supervise, but provides training and work direction to Production Control Operators.

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. Also challenged to serve as an expert in all areas of production control and serve in the supervisor's absence.

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 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.