



STATE OF SOUTH DAKOTA
CLASSIFICATION SPECIFICATION

Computer Operations Series

In this series:

Classification	Class Code	Pay Grade	Civil Service	FLSA
Computer Operations Technician	808001	IT 1	Covered	Non-exempt
Computer Operations Analyst	808002	IT 2	Covered	Non-exempt
Information Technology Supervisor	808005	IT 5	Covered	Non-exempt

Purpose of Series

This series captures the breadth and depth of work involved to maintain computer systems to ensure efficient computer room operations of a large-scale computing and/or data processing system. Incumbents ensure that the machines and computers are running properly.



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Computer Operations Technician	808001	IT 1	Covered	Non-exempt

Role Description

Incumbents typically monitor computer system consoles and respond to a variety of alerts, notifications, and signals. Computer Operations Technicians communicate with staff and clients on scheduling, job status and problem resolution.

Example Functions

- Maintaining computer job scheduling, tape library management, and hardcopy and electronic output distribution activities to provide customer service, support, and technical assistance.
- Monitoring computer and transmission equipment and entering system commands. Equipment and systems include, and are not limited to mainframe, UNIX, Client/Server (Windows), state websites, interactive voice response (IVR) systems, environmental, fire, and security systems.
- Notifying individuals in authority of issues to ensure satisfactory production client service.
- Operates and monitors television and radio transmitting equipment by reading meters, observing transmitter components and observing equipment for possible problems.

Requisite Knowledge, Skills, and Experiences

- Broadcast and computer room concepts and operations.
- Ability to monitor equipment to read meters, observe components and identify possible problems.



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Classification	Class Code	Pay Grade	Civil Service	FLSA
Computer Operations Analyst	808002	IT 2	Covered	Non-exempt

Role Description

Incumbents train and direct the work of entry level operators to ensure operators follow correct procedures, protocols, and fulfill clients' job requirements.

Example Functions

- Conducting procedural reviews of shift performance and provides suggestions to management for procedural process improvements.
- Leading disaster and recovery teams to reconstitute computer operations at a remote site to ensure continuous operations in the event of a disaster.
- Leading and training Computer Operations Technicians on Initial Program Load procedures to shut down and restart the mainframe, computer rooms, or broadcast systems.
- Conducting independent projects requiring research, analysis, and creation of technical documentation to develop and study new processes and procedures.

Requisite Knowledge, Skills, and Experiences

- Broadcast and computer room concepts and operations.
- Ability to monitor equipment to read meters, observe components and identify possible problems.
- Ability to communicate effectively in training and emergency situations.



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Classification	Class Code	Pay Grade	Civil Service	FLSA
Information Technology Supervisor	808005	IT 5	Covered	Non-Exempt

Role Description

- Assisting with the development and implementation of the policies, initiatives, and procedures established by information technology management team(s).
- Coordinating activities of technicians engaged in assisting information technology users with hardware and software questions and problems,
- Developing training programs and training staff on IT procedures.
- Diagnosing nature of problems and assisting customers through problem solving steps.
- Identifying, troubleshooting, and resolving information systems problems to minimize down time of applications and personnel.
- Managing and maintaining the equipment of all personnel.
- Reinforcing desired behaviors of employees and enforcing information technology standards as developed by managers.