

COMPUTER SPECIALIST (OPERATIONS)

Duties and Responsibilities

Under supervision, with considerable latitude for independent action or the exercise of independent judgement, is responsible for providing management with state-of-the art technical assistance in all aspects of data processing operations. Provides supervision or senior staff support of computer operations in a large-scale, multi-programmed mainframe computer environment, or within a large networked or multi-tier computer environment. All personnel performs related work.

Examples of Typical Tasks

Researches, tests and recommends the purchase of computer equipment and associated requisite software products necessary to maintain or enhance the data center's operations environment.

Provides management with data processing hardware technical expertise in the planning, installation, modification and configuration of information technology systems or facilities. Plan and conduct application, data, and system migrations.

Coordinates high-level technical responses to difficult operational issues to resolve user-related problems.

Schedule mainframe and/or server operations; coordinates production and solves operational and scheduling problems.

Provides diagnosis and remedies to complex problems involving systems, operations and data telecommunications equipment and/or software.

Supervises staff who operate computer consoles in a multiple mainframe or large mini-and/or microcomputer environment.

COMPUTER SPECIALIST (OPERATIONS) (continued)

Examples of Typical Tasks (continued)

Establishes and maintains uniform performance standards and efficient methods of work.

Trains, instructs, and schedules senior computer operations personnel.

Conducts cost-benefit and other analyses to quantify recommendations to management.

Maintains a data security and internal control environment adequate to protect agency assets and records.

Plans, assigns, and reviews the work of senior operations staff and assumes general responsibility for the satisfactory completion of work performed.

In a large data processing facility, supervises one or more groups or project teams engaged in the installation, maintenance or enhancement of data processing equipment and software.

Conducts complex internal consultancy projects requiring an in-depth knowledge of computer equipment, operating systems, and job control languages.

Qualification Requirements

1. A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations plus a four-year high school diploma or its educational equivalent, and three years of satisfactory, full-time computer operations experience in a large-scale mainframe or multi-tiered computer environment, or three years of satisfactory data communications network experience in a mainframe or multi-tiered computer environment, one year of which must have been in a project leader capacity or as a major contributor on a complex project; or

COMPUTER SPECIALIST (OPERATIONS) (continued)

Qualification Requirements (continued)

2. A four-year high school diploma or its educational equivalent and five years of satisfactory full-time computer operations or data communications network experience as described in '1' above, one year of which must have been in a project leader capacity or as a major contributor on a complex project; or
3. A baccalaureate degree from an accredited college and four years of satisfactory full-time computer operations or data communications network experience as described in '1' above, one year of which must have been in a project leader capacity or as a major contributor on a complex project; or
4. Education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least a four-year high school diploma or its educational equivalent and three years of satisfactory full-time computer operations or data communications network experience as described in "1" above, one year of which must have been in a project leader capacity or as a major contributor on a complex project.

Direct Lines of Promotion

From: Computer Associate
(Operations) (13621)

To: Computer Operations
Manager (10074)