**Computer Operations Series**

*In this series:*

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| **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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| **Classification** | **Class Code** | **Pay Grade** | **Civil Service** | **FLSA** |
| 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 | 808705 | 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.