

CLASS SPECIFICATION FOR
Information Technology Control Supervisor

GENERAL STATEMENT OF DUTIES: Coordinates the control or processing of data through the data center and supervises the staff and operations of the control and data entry sections; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: The employee in this single-position class has responsibility for coordinating and supervising the accurate and timely completion of all data control and data entry operations and allied procedures for which the data preparation center of the County's central Information Technology agency is responsible. This involves the supervision and training of employees as well as the performance of the more difficult control functions. The incumbent recommends and helps to establish and modify as needed efficient procedures and schedules and verifies transcriptions and jobs for completeness and accuracy. Receives general supervision from the Manager of Production Services.

EXAMPLES OF WORK (illustrative only):

- Reviews program documentation and resolves unclear program operation or data control instructions with the systems support or programming staff;
- Establishes schedules for job entry and completion for the assigned shift control personnel;
- Supervises the maintenance of necessary records, including entry and completion time, user agency, machine time and job preparation and printout or process preparation time'
- Checks of supervises the check of program runs to identify and correct errors of control or operation and notified or consults with programmers and systems support personnel on programming or operating systems problems;
- Assigns and supervises data entry assignments and verification;
- Assists in the design or modification of data entry formats;
- May program key-to-disk mini-computer;
- Establishes and maintains production schedule;
- Trains employees in the operation and diagnosis or error indications in computer runs;
- Schedules the work of and trains and supervises control and data entry staff;
- Maintains records pertaining to staff's accuracy and speed;
- Consults with user agencies on all work coming into or leaving the data center and makes suggestions for work submission or recommendations on how to improve information processing;
- Maintains records on data entry batchwork entered into terminals in other departments connected to the central system;
- Operates peripheral equipment as needed;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of the uses and operation of electronic data processing equipment, of the procedures for job coordination and control, and of standard procedures for record protection in a data processing installation; ability to understand and interpret complex oral and written instructions and to relay them accurately to others; proven effective supervisory, team-building and leadership skills; ability to identify and correct errors in data processing reports; proven organizational skills; ability to make relatively complex mathematical computations rapidly and accurately; ability to establish and maintain effective working relationships with employees from various agencies; good judgment; tact and courtesy; physical condition that permits such activities as heavy lifting, bending, stooping and working in a noisy environment.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and three (3) years of experience in data control and/or data entry operations, including one (1) year of lead or supervisory experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.