

**COMPUTER OPERATIONS ADMINISTRATOR (DOA)****NATURE OF WORK IN THIS CLASS:**

This is administrative and technical work involved in planning and directing the operations of data processing equipment and production activities of the central data processing center under the Department of Administration.

The employee in this class supervises employees engaged in data control and data entry, operation of computer consoles and peripheral equipment, maintenance of data library, and related operations activities.

**ILLUSTRATIVE EXAMPLES OF WORK:** (These examples do not list all the duties that may be performed; any one position may not include all the duties listed.)

Plans and directs the scheduling and operation of all production activities associated with computer processing, including use of personnel and resources.

Directs the operation of all data processing equipment, which include data transcribing equipment, teleprocessing devices, computer consoles and all elements of the automatic data processing production processes.

Establishes and enforces standards for controlling workflow and integrity of data through the production processes and for ensuring quality of production work and security of materials, equipment and files located within the facility.

Devises techniques for improving productivity of personnel and equipment resources.

Analyzes production trends and reviews new applications under development, and projects impacts on the production resources.

Informs management of recurring or projected resources and capacity problems for corrective action or planning purposes.

Reviews and approves systems design of production procedures; develops operating instructions and techniques to cover problem situations.

Develops, implements and enforces procedural and security standards for operations functions.

Reviews new or revised systems and approves for acceptance into production status.

Participates in programs to educate management and users in data processing capabilities and requirements.

Ensures adequate and economic inventory of supplies and materials required for production.

Plans and makes work assignments; establishes work priorities and time frames for completion of work; evaluates performance of subordinates and recommends appropriate personnel actions; identifies and implements and/or recommends training programs for subordinates; effects minor disciplinary measures, such as reprimands, counseling, and recommends disciplinary action in more serious cases.

Evaluates program effectiveness and recommends/implements changes in work procedures, organization, operations to enhance effectiveness.

Maintains records and prepares reports.

Performs related duties as required.

**MINIMUM KNOWLEDGE, ABILITIES, AND SKILLS:**

Knowledge of the functions of the various features of the computer console and peripheral equipment.

Knowledge of computer operating practices, procedures and techniques.

Knowledge of the functions and capabilities of automatic data processing.

Knowledge of interrelated technical methods, principles and practices of data processing equipment, systems analysis, and programs.

Knowledge of management principles.

Ability to plan and direct the operation of a centralized computer processing and production equipment and systems.

Ability to supervise the work of others.

Ability to analyze, diagnose, and resolve complex operating problems involving a variety of applications, programs, internal operating systems, storage media, and computer systems and teleprocessing terminals.

Ability to interpret, apply and make work decisions in accordance with pertinent laws, regulations, and other program guidelines.

Ability to communicate effectively, orally and in writing.

Ability to work effectively with employees and the public.

Ability to prepare reports and maintain records.

Skill in the operation of computer control console and all elements of the system which are directly connected with it and the production activities.

**MINIMUM EXPERIENCE AND TRAINING:**

a) Three years of experience as a computer operator or in other computer-related occupations, such as those involving programming, systems analysis, technical systems support work; one year of supervisory work; and graduation from a recognized college or university with an Associate's degree in a computer related field; or


b) Two years of experience as a computer operator or in other computer-related occupations, such as those involving programming, systems analysis, technical systems support work; one year of supervisory work; and graduation from a recognized college or university with a Bachelor's degree in a computer related field; or

c) Three years of experience as a computer operator or in other computer-related occupations, such as those involving programming, systems analysis, technical systems support work; one year of supervisory work; and graduation from a recognized college or university with a Bachelor's degree; or

d) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

**Established:** December, 1986

**Pay Range:** 40

  
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L. F. CEPEDA  
Acting Executive Director  
Civil Service Commission