

**COMPUTER SPECIALIST (OPERATION)**

**General Statement of Duties and Responsibilities**

Under supervision, with considerable latitude for independent action or the exercise of independent judgment, 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 the conduct of similar duties within a large network of distributed minicomputer and microcomputer systems. All personnel perform 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 plan of modifications to the existing facility and identification of new or back-up sites.

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

Coordinates production and solves operational and schedule 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.

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.

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## **COMPUTER SPECIALIST (OPERATIONS) (continued)**

### **Examples of Typical Task (continued)**

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 baccalaureate degree from an accredited college and four years of satisfactory full-time computer operations experience, one year of which must have been in a project leader capacity or as a major contributor on a complex project; or
2. An associate degree from an accredited college and six years of satisfactory full-time computer operations experience, one year of which must have been in a project leader capacity or as major contributor on a complex project; or
3. A four-year high school diploma or its educational equivalent and eight years of satisfactory full-time computer operations experience, one year of which must have been in a project leader capacity or as 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 the four years of satisfactory experience as described in "1", "2", or "3" above.

### **Direct Lines of Promotion**

**From:** Computer Associate  
(Operations) (13621)

**To:** Computer Operations  
Manager (10074)