NORTH DAKOTA
CLASS DESCRIPTION
ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0108
0109

PRODUCTION SUPPORT SPECIALIST

SCOPE OF WORK:

Work involves managing and controlling the job scheduler processing of programs and peripheral equipment on computer systems to ensure the highest levels of service and system availability.

DUTIES PERFORMED AT ALL LEVELS:

- Analyze customer job specifications and requests for running production jobs; establish production runs to ensure appropriate job control language, run documentation, and data files are available; manage data files; perform job setup; modify user production jobs to execute automatically.
- Perform problem identification, escalation, and resolution.
- Communicate status of operations to allow for immediate response to service disruptions.
- Research and analyze schedules and system logs to resolve scheduling problems; assist users with scheduling questions or problems.
- Design and maintain flowcharts to reflect schedules and schedule changes.
- Create long-term job forecasts for users.
- Create and maintain reports; retrieve reports for reprinting or online viewing by users; monitor input, output, and printer queues for problems.
- Manage tape records retention and disaster recovery activities for job processing, initialize and label volumes, replace ejected tapes, determine tape storage location, and direct input/output activity from off-site tape storage location.
- Collaborate with customers, application developers, and technical services to resolve errors in printing.
- Acknowledge, resolve, and close problems assigned to Production Control through the help desk.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

PRODUCTION SUPPORT SPECIALIST I   0108
GRADE G

LEVEL DEFINITION:

Work at this level primarily involves performing usually repetitive tasks under general supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Associates degree in a computer-related field and two years of work experience in production and/or computer operations support that included processing of computer programs and troubleshooting and monitoring of equipment.

PRODUCTION SUPPORT SPECIALIST II 0109
GRADE J

LEVEL DEFINITION:

Work at this level typically involves responsibility for supervision of staff involved in scheduling and operating hardware and software to run scheduled jobs. Positions at this level that do not have supervisory responsibility have a significant level of complexity due to the nature of technical problems and special project assignments. Individuals in positions assigned this classification are considered subject matter experts in all aspects of production support serving as a mentor to others.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Analyze logs to determine equipment load, operation time, and system utilization; recommend and implement measures to ensure optimum utilization of resources.
- Develop methods, procedures, techniques, and controls to improve accuracy and efficiency and assure procedures are followed and standards are met.
- Coordinate activities of the work unit with other state agencies' application developers and information technology coordinators.
- Provide training and develop training procedure documents.
- Provide input to the software and equipment purchasing process.
- May perform supervisory duties.

MINIMUM QUALIFICATIONS:

Associates degree in a computer-related field and three years of work experience in a production and/or computer operations support environment that involved managing and controlling the job scheduler and monitoring, troubleshooting, and processing of programs and peripheral equipment.

Eff. Date: 4/90
Rev: 1/00 – Word processing conversion
Rev: 5/05– Deleted first level, revised format, updated content, reviewed grades; delete
      0101-4 Computer Equipment Operator
Rev: 7/12 – Conversion to Hay System