

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES
CLASS SPECIFICATION

DATA PROCESSING SUPERVISOR SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>
DATA PROCESSING SUPERVISOR I	11435
DATA PROCESSING SUPERVISOR II	11436
DATA PROCESSING SUPERVISOR III	11437

Effective: 7-16-99

SERIES DISCUSSION:

The Data Processing Supervisor series encompasses full line supervisory positions located in an agency's information system program. Data Processing Supervisors plan, assign, supervise, and review the activities of staff engaged in data entry, computer operations and systems maintenance, and computer production control functions. Lower level positions in this series may perform functions characteristic of Data Processing nonsupervisory classes or may operate similar equipment; however, the principal function of such positions is to serve as line supervisor, assigning and reviewing work, conducting and signing performance evaluations, adjusting grievances and other duties substantially different from that of subordinate staff. Level placement within this series is determined by the size and level of the subordinate organization, which considers the complexity of work performed by subordinate staff and the scope of supervision.

Specifically excluded from this series are those positions engaged in supervising a staff not organizationally aligned with an agency's centralized information system program activities. Such positions are properly allocated to other supervisory classes. Managerial positions responsible for directing the agency's entire data processing operation consisting of data control, data entry, and computer operations/production or serving as section managers directing one of these areas through subordinate supervisors are described in the Information Systems Executive series. Data Processing positions vested with limited supervisory authority (typically characterized as lead workers or shift coordinators) that lack the degree of authority of this standard, should be allocated within the Data Processing Operations and Specialist series.

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DATA PROCESSING SUPERVISOR I

POSITION CODE: 11435

DISTINGUISHING FEATURES OF WORK:

Under general supervision, serves as a full line supervisor of a small to moderate staff organization in the agency's information system program; plans, assigns, supervises and reviews the activities of staff performing clerical data entry or computer support functions; assigns and reviews work, prepares, conducts and signs performance evaluations, effectively recommends and imposes disciplinary action, and adjust grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as a full line supervisor to fewer than 15 Data Processing Operators and/or Assistants; assigns work based on work load and production priorities; reviews work to assure efficiency and accuracy; provides training and guidance to staff regarding work methods and procedures; counsels employees regarding work performance; conducts and signs performance evaluations; adjusts grievances; recommends suspensions and imposes disciplinary action; interviews and hires job applicants or recommends hiring to supervisor.
2. As a supervisor of data entry operations, oversees and coordinates the work of Data Processing Operators and Assistants engaged in operating data entry keyboards, or monitoring and balancing data entry production reports not requiring technical system operation knowledges; establishes priorities and maintains work flow to ensure production schedules are met; may enter and verify data during peak periods; contacts users regarding errors or missing data; reviews work procedures and recommends improvements.
3. As a supervisor of information system operations support staff, oversees and coordinates work assignments of Data Processing Operators and Assistants engaged in operating bursters, collators, mounting tapes and other support functions not requiring technical system operation knowledges; coordinates production priorities, assuring operations conform to policies and procedures; performs troubleshooting on system and peripheral equipment such as tape drives, bursters, collators, etc.; maintains tape library system monitoring reports, initializing new tapes into tape management system and analyzing error reports.

DATA PROCESSING SUPERVISOR I (Continued)

4. Maintains production control logs of work orders, assignments and completion; compiles and prepares production reports; maintains records on employee productivity, accuracy and time spent on each assignment.
5. Communicates with users in order to expedite processing time and to resolve production error or procedure problems.
6. In an agency's centralized information system program, documents network, hardware and software failures; analyzes and implements procedures to correct or limit the effect of hardware and software malfunction or operator error.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school supplemented by two years of related experience.

Qualifying state employees in the employee Upward Mobility Program, may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this class.

Knowledges, Skills and Abilities

Requires working knowledge of information system operation and control procedures, including associated system control languages.

Requires working knowledge of high school mathematics.

Requires ability to effectively supervise and direct staff in the operation of computer equipment.

Requires ability to complete and maintain necessary production, maintenance and employee records.

Requires ability to evaluate subordinates' performance and impose disciplinary or other appropriate action as necessary.

DATA PROCESSING SUPERVISOR II

POSITION CODE: 11436

DISTINGUISHING FEATURES OF WORK:

Under general supervision, in the agency's information system program, directly supervises system operations staff who perform working level computer operation or production control system functions such as are encompassed by the Data Processing Technician class; or, supervises through a subordinate line supervisor(s), a large data entry staff composed of Data Processing Operators and Assistants; performs difficult system monitoring and control functions; plans, assigns, supervises and reviews staff activities: assigns and reviews work, prepares, conducts and signs performance evaluations, effectively recommends and imposes disciplinary action, and adjust grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a full line supervisor, assigns work based on work load and production priorities; reviews work to assure efficiency and accuracy; provides training and guidance to staff regarding work methods and procedures; counsels employees regarding work performance; conducts and signs performance evaluations; adjusts grievances; recommends suspensions and imposes disciplinary action; interviews and hires job applicants or recommends hiring to immediate supervisor.
2. As a computer system operation supervisor, coordinates and oversees the activities of fewer than 10 Data Processing Technicians engaged in the operation of such information processing equipment as data entry systems (e.g., optical scanners, key to disk), computer processing support systems (e.g., tape drives, printers) or computer processing systems (e.g., mainframes, remote job entry stations); establishes priorities and schedules, and maintains work flow to ensure production schedules are met; advises staff regarding the correction of operational errors; performs the more complex system operation control procedures, modifying complex JCL errors, entering override commands for stand alone systems and other complex system operation functions.

DATA PROCESSING SUPERVISOR II (Continued)

3. As a second level supervisor, directs and coordinates through a subordinate line supervisor(s), 15 or more Data Processing Operators and Assistants; coordinates data entry work activities; reviews priorities and establishes work schedules; oversees, directs subordinate supervisors responsible for system operation and maintenance procedures.
4. Coordinates the compiling of production reports; compiles and prepares the overall production report; maintains employee records; establishes work schedules; completes supply order requests.
5. Serves as liaison with users and vendors; advises users of operational policies and procedures; notifies users of production problems and possible methods of correction; notifies vendors regarding equipment operation problems.
6. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and three years of system operations and/or control experience.

Knowledges, Skills and Abilities

Requires ability to supervise and direct staff in the operation and system monitoring of computer equipment.

DATA PROCESSING SUPERVISOR III

POSITION CODE: 11437

DISTINGUISHING FEATURES OF WORK:

Under direction, serves as a full line supervisor to a small staff of Data Processing Specialists engaged in shift coordination and advanced information system operation control functions; or supervises, through a subordinate line supervisor(s), a large staff of Data Processing Technician(s) and Data Processing Operators and/or Assistants engaged in system operation, control and support functions, plans, assigns, supervises and reviews staff activities: assigns and reviews work, prepares, conducts and signs performance evaluations, effectively recommends and imposes disciplinary action, and adjust grievances.

ILLUSTRATIVE EXAMPLES OF WORK:

1. As a full line supervisor, evaluates subordinate staff work performance; counsels employees regarding work performance; conducts and signs performance evaluations as a first or second level supervisor; adjusts grievances, recommends suspensions and imposes disciplinary action; interviews and hires job applicants.
2. Directs a staff of fewer than ten Data Processing Specialists and/or Administrative Specialists; oversees advanced information system operation and control procedures; oversees a subordinate lead worker(s), assistant supervisor(s), mainframe system coordinator(s) or technical coordinator(s); assigns work based on production order priorities and present work load; reviews outputs and production reports to assure quality output and that schedules and deadlines are met.
3. Directs, through a subordinate line supervisor(s) a staff of ten or more Data Processing Technicians and Data Processing Assistants and Operators engaged in information system operation or production control functions; provides leadership and technical assistance to a lower level supervisor(s); reviews and analyzes production and other reports to ensure adherence to goals, policies and production schedules; compiles data for management reports; serves as liaison with equipment manufacturers regarding technical operation, equipment selection, and service problems; oversees and coordinates schedules and subsequent production assignments; evaluates staff performance; reviews and approves performance evaluations prepared by subordinate supervisors.

DATA PROCESSING SUPERVISOR III (Continued)

4. Reviews operations and develops and implements policies and procedures to improve efficiency and/or output quality and quantity.
5. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

DESIRABLE REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of high school and four years' related data processing experience.

Knowledges, Skills and Abilities

Requires ability to supervise and direct staff in the operation of computer equipment.