Senior Data Processing Technician (1139)
Task List

Supervision

1. Oversees the preparation and maintenance of production schedules by determining project priorities in order to meet department job deadlines.

2. Analyzes and determines operational resources needed in order to recommend changes necessary for best accomplishment of a data processing job.

3. Manages section activities by checking and approving time sheets, arranging vacation schedules, and maintaining personnel records in order to ensure timely processing of payroll, adequate work coverage, and detailed and accurate employee records.

4. Counsels and recommends discipline of subordinate employees as appropriate by using Memorandum of Understandings (MOUs), City personnel policy, rules, and regulations to maintain high employee work performance and work standards.

5. Trains operators and technicians to use online systems and data processing operations, department equipment, such as mainframe printers, applications, and job scheduling tools, such as CA-7 and Time Sharing Option (TSO), in order to ensure that employees are provided with the knowledge needed to perform their job tasks.

Data Processing

6. Reviews and verifies accuracy and completeness of records, documents and other data to be processed by computers by referencing documentation manuals in order to ensure accurate job results.

7. Resolves procedural discrepancies and job control language problems by referencing books of standards, section manuals, departmental directives and technical bulletins in order to ensure the accurate and timely completion of jobs.

8. Initiates changes to documentation in order to prevent procedural discrepancies, such as errors, and to avoid omitting critical information needed to accurately process jobs.

9. Coordinates and controls the batch job processing of critical jobs, such as financial, payroll, or police systems, which require continuous monitoring by checking for successful and timely completion of jobs, proper alignment, and clarity of printing in order to ensure compliance with Department policies and deadlines.

10. Coordinates flow control on all operational processes, including control between computer operation and post processing, by monitoring and responding to any issues, such as data overflow in order to ensure that data is effectively transmitted.

11. Restarts programs as required by referencing documentation and by following programmers' instructions to avoid re-running jobs from the incorrect step.

12. Checks for proper authorizations on new applications or modifications to existing applications and programs in order to effectively implement changes in production.

Administration

13. Maintains library of technical manuals by ordering revisions from vendors', and applications units in order to have up-to-date information available for City-wide operations users.

14. Maintains systems documentation, operations documentation, systems overviews, source programs and listings, and narrative flow charts to provide reference information for Department employees.

15. Participates in the development procedures for maintaining equipment use records using logs in order to keep detailed and accurate records for inventory control and budgetary purposes.

16. Obtains the latest information on data processing procedures by attending conferences in order to develop and implement proposed systems and modify existing systems as needed.

Communication

17. Communicates with computer operations and programming personnel by telephone, e-mail and in-person, to ensure that requirements for computer processing of jobs meet departmental standards.

18. Contacts user divisions and programmers by telephone, e-mail, and in-person concerning discrepancies between reports, registers and documents to receive instruction on methods of correcting errors and expediting unusual transactions.

19. Prepares information for routine and special production reports, such as Shift-Turnover and staff meeting reports, explaining the status and condition of technical processes in order to provide information to various levels of management.

20. Answers help desk calls during non-business hours and opens incident tickets in order to assign jobs to the proper group or section.

Other Duties and Responsibilities

21. Monitors data and network communication connectivity between various information systems by using monitoring tools such as Oracle and Cisco to ensure system availability.

22. Monitor data center facility to respond to critical issues such as fire alarms, heating and cooling problems, and water leaks.