

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Production Support Specialist
FUNCTIONAL AREA: Information Technology Department

WORK OBJECTIVE:

Performs advanced technical and supervisory work in the operation and support of computer systems, desktop devices and related peripheral equipment used in the City. This position plans, coordinates, and directs staff in various aspects of computer support including Call Center, Computer Operations and Desktop support. Work includes assigning job priorities and ensuring production standards are met. An employee in this position would require considerable judgment and discretion in establishing work standards, priorities, and efficiencies. Assignments are made orally or in writing and work is reviewed through observation of results obtained, conferences and periodic reports or evaluations

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Directs the scheduling and operation of all production activities associated with computer center operations/data processing.
- Establishes and enforces standards for controlling work flow and the integrity of data through the production processes, and ensures quality of production work and security of materials, equipment, and files.
- Ensures that server databases are backed-up according to established procedures, new programs or changes to present programs are implemented into production and backed-up to the appropriate media, and computer data from user departments is received in a timely manner to meet deadlines for processing.
- Oversees maintenance of the computer tape log to reflect changes and deletions of information to the tapes; purges computer tape files after designated period.
- Establishes, maintains, and assures compliance with service level agreements, policies and procedures related to client support.
- Coordinates new projects and program upgrades in order to evaluate effects on operation.
- Prepares operational budget recommendations and justifications for program.
- Develops, implements and maintains operational control procedures.
- Troubleshoots and maintains equipment, updates procedures manuals, conducts user training and recommends equipment acquisition.
- Coordinate and assign security rights for all employees on multiple business and data application functions.
- May lead or guide clerical and technical staff as required.
- Assists in the preparation of the department's section of the Departmental Systems Plan.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

Bachelor's degree in Information Systems, Programming, Computer Science or related field and three (3) to five (5) years of experience in data processing, which includes at least two (2) years in a management/supervisory capacity; or an equivalent combination of education, training, and experience. Preference for certification in one of the following areas: information technology, server administration, programming, desktop support, call center, network, or related field.

Production Support Specialist

Knowledge, Skills, & Abilities –

Considerable knowledge of information systems principles, practices, and methods, and of the operating characteristics, capabilities, and limitations of computer equipment.

Knowledge of the operation of data processing systems.

Knowledge of operational methods and procedures regarding information technology.

Knowledge of the capabilities, limitations, and uses of computers and peripheral equipment.

Ability to analyze information, project needs, and coordinate staff resources to meet the requirements of project timelines, service level agreements, and problem solutions.

Ability to coordinate and assist in training personnel in computer operations, desktop support and call center practices and procedures.

Ability to establish and maintain effective working relationships with others.

Ability to plan, coordinate and supervise the work of technical staff.

Ability to gather and analyze information related to trends and issues in client support.

Ability to prepare and present information in an organized fashion to clients and management.

Ability to keep and monitor detailed records, prepare reports, conduct tests, analyze test results and take proper corrective steps.

Ability to perform moderately difficult technical and mathematical computations and compile and analyze data or statistics.

Ability to troubleshoot routine software, hardware and network problems.

PHYSICAL REQUIREMENTS:

Tasks involve the intermittent performance of physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling, or crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

ENVIRONMENTAL REQUIREMENTS:

Some tasks include working around moving parts, light to moderate weight motor equipment, and materials handling where physical risks are predictable and/or controllable by observance of standard safety precautions.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.