



## LEAD SYSTEMS OPERATOR

### Characteristics of Work

The positions in this family are involved in operating and monitoring a variety of systems including mainframe or minicomputer equipment, centralized networks and input/output peripheral devices. Incumbents perform preventative maintenance on equipment to achieve optimal output of devices and monitor operating systems to ensure that they are consistent with performance standards, established service levels and operating efficiencies.

The Lead Systems Operator is the leadership level where incumbents serve as the formal supervisor for a number of operators in mainframe and/or network operations. Incumbents are responsible for ensuring that all job streams and production activity are monitored and completed in a timely and efficient manner. Typically, they will be responsible for supervising five or more operators or support staff. They coordinate work and schedules across shifts and ensure the smooth transition of processing and resolution of problems by later shifts. Incumbents schedule and give work direction to subordinate staff and provide input on performance and salary decisions. They are also the key resources for handling complex operating problems with efficiency and dispatch.

### Examples of Work

**Examples of work performed in this classification include, but are not limited to, the following:**

Ensures that all job streams and production activities are monitored and completed in a timely and efficient manner.

Manages the operations and support staff.

Resolves complex operating problems in conjunction with other systems staff and vendors.

Collects and monitors data related to system performance to ensure efficient operation.

Monitors network devices and handles problem resolution for users.

Monitors CPU processing, batch work, processing flow, and network communications to ensure completion of application processing.

Performs related or similar duties as required or assigned.

### Essential Functions

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Manages system operations staff and resources to ensure integrity and completion of processing.
2. Provides direction to staff members concerning production activities.

3. Coordinates work schedules across shifts to ensure the smooth transition of processing and problem resolution.

### **Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Moderate Work:** May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Accommodation:** Ability to adjust focus.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

### **Experience/Educational Requirements:**

**Education:**

An Associate's Degree from an accredited two-year college in computer science, data processing, or a related field;

**AND**

**Experience:**

Four (4) years of directly related experience;

**OR**

**Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

**Experience:**

Six (6) years of directly related experience.

**Substitution Statement**

Related education and directly related experience may be substituted on an equal basis

**Interview Requirements:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.