

PRODUCTION CONTROL SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Manager of Computer Operations, the incumbent of this class is responsible for the development, coordination and supervision of scheduling operational workflow of data to be processed for timely delivery to users of data processing services and for providing quality assurance of all processed information. Supervision is exercised over a small number of control clerks and other data processing clerical employees. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the overall schedules of all input and output information based on the Data Center production schedule;

Supervises the inspection of all input data to assure completeness and conformance with operational standards and the quality control of all computer generated information for distribution;

Acts as liaison with users of Data Processing services on matters related to the timely receipt and delivery of information based on mutually agreed schedules;

Provides status reports on all outstanding production requirements and establishes a revised schedule for integration into the overall master schedule;

Monitors the work-in-process of operational units to assure timely delivery of services;

Supervises and coordinates the long range and daily production schedules as they relate to delivery of services;

Plans and coordinates changes in scheduling to accommodate special requests or for emergency conditions;

Establishes operational priorities when necessary;

Participates in the review of new user applications to insure scheduling capability;

Coordinates the updating and maintenance of an automated data base scheduling system;

Supervises the on-going maintenance of operational and vendor supplies documentation related to the Computer Center;

Supervises the record keeping needs of the Operational Department related to back up security and production data base records; supervises the maintenance of time and leave records of the data entry; production control and computer area personnel;

EXAMPLES OF WORK: (Illustrative Only)

Coordinates the preparation of statistical data for management reports;

Coordinates the requisition of supplies for production control; data entry; and computer services;

Performs periodic review of staff with written evaluations.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of procedures governing production and work flow scheduling; thorough knowledge of the quantitative indicators effectively measuring computer production formulas; ability to plan, direct, supervise and evaluate the work of assigned employees; ability to identify critical operating problems and to formulate appropriate solutions and to effectively integrate them into on-going operations with minimum disruption; ability to plan, organize and schedule production operations effectively and efficiently; ability to compile, present and defend both orally and in writing the statistical analysis; good judgment; initiative; resourcefulness; accurateness; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from senior high school and either (a) Graduation from a recognized college or university with a Bachelor's Degree* in Computer Science, or Mathematics or Business Administration with specialization in Computer Science and 3 years of experience in Data Entry, Scheduling, and Control functions in a batch and on-line communications environment; two years of which must have been in a supervisory capacity; or (b) seven years of the above experience, 2 years of which must have been in a supervisory capacity; or (c) an equivalent combination of training and experience as defined by the limits of (a) and (b).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.