

*Code: 1438*

*Title: COMPUTER OPERATIONS ANALYST - LEAD – CENTRAL IT*

**SUMMARY:** Leads and participates in the analysis, assessment and resolution of County mainframe computer operations, to include insuring the system's efficiency, reliability and security. It is distinguished from other Information Technology (IT) classifications by its specialization in mainframe computer operations and supervision of computer operations staff.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Plans, coordinates, supervises and participates in the support service activities of assigned functional area in support of the County mainframe computer systems;  
Assigns, reviews and evaluates the work of Operations Support staff;  
Determines priorities and schedules use of mainframe computer resources to assure optimal use in compliance with departmental standards and requirements and end-user requirements;  
Coordinates and participates in research and feasibility studies and performance reporting of computer operations to determine efficiency, performance, scheduling, system security, capacity management and related topics;  
Determines and defines computer system performance objectives and develops/implements plans for workload fluctuations;  
Provides expert technical assistance to departmental and user technical staff for issues associated with mainframe computer scheduling, utilization, maintenance and upgrades;  
Meets with service requestors of mainframe products or services to better define their needs, to identify and resolve problems encountered and determine future requirements;  
Maintains continuing liaison with technical hardware, software and peripheral equipment vendors, contractors and service providers to resolve problems and to maintain currency on new information and resources;  
Monitors assigned unit budget activities and provides input to departmental budgeting processes;  
Trains, supervises and evaluates assigned staff.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- principles and techniques of systems analysis and design applicable to mainframe computer operations;
- machine language(s) appropriate to area of assignment;
- operating principles, capabilities and limitations of hardware, software and peripheral devices applicable to mainframe computer systems;
- effective communication techniques;
- principles and techniques of training, supervising and budgeting.

Skill in:

- project planning, management and control applicable to mainframe computer operations;
- identifying, analyzing and resolving mainframe computer operations problems and needs to include problem-avoidance;
- using appropriate machine language(s);
- coordinating, conducting, organizing, analyzing and documenting mainframe computer research and development;
- designing and implementing security and privacy measures;
- communicating effectively;
- training and supervising others in technical aspects of mainframe computer operations.

MINIMUM QUALIFICATIONS:

EITHER

(1) An Associate's Degree, diploma or certification from an accredited college, university, vocational or technical school in programming, computer science, computer engineering or management information systems and three years of experience in the operation, production coordination and maintenance of a mainframe computer system and one year of lead or supervisory experience in a mainframe computer operations setting. (Lead/supervisory experience may be concurrent with the required general experience.)

OR

(2) Five years of experience in the operation, production coordination and maintenance of a mainframe computer system and one year of lead or supervisory experience in a mainframe computer operations setting. (Lead/supervisory experience may be concurrent with the required general experience.)

OR

(3) Two years of experience with Pima County as a Computer Operations Shift Supervisor.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona driver's license of the appropriate class or other certification/licenses at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections or Courts facilities, property and associated confidential and sensitive information, documents, communications and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.