

**CLASS TITLE: CHIEF, DATA OPERATIONS**

**Class Code: 02703500**  
**Pay Grade: 33A**  
**EO: A**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To plan, organize, direct, supervise and coordinate the work of the systems analysis, programming, computer operations and data input operations; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the administrative supervision of a superior with wide latitude for the exercise of independent judgement in the application of systems analysis and electronic data programming techniques; work is reviewed usually upon completion for results obtained and conformance with departmental policies, and pertinent laws and regulations.

**SUPERVISION EXERCISED:** To plan, coordinate, direct and supervise the work of a technical and clerical staff engaged in systems analysis and electronic data programming procedures.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for and to coordinate the work of the programming services and the systems analysis, the computer operations and the data input operations.

To determine whether new or improved information systems are required or desired; to define and select the system to be developed or modified; to make a preliminary determination of user needs within the department and the objectives, constraints, basic resource requirements, cost benefits and feasibility of the proposed system.

To develop the system requirements or general specifications by detailed analysis of the information needs of the prospective users, this includes study of the organization that will use the system, the system presently used, if any, and the input/output and processing requirements.

To develop an information system that meets the systems requirements of the Analysis State Systems specifications for source data, reports, files, etc., are designed for the proposed system.

To coordinate with the Information Processing Division to develop the computer programs to accomplish the objectives of the system.

To work with the Information Processing Division to acquire any new hardware required, testing and documenting the system and training personnel in its operation.

To monitor, evaluate and modify an established system in order to make desirable or necessary improvements.

To be responsible for the installation of in-service and formal training programs to promote staff development.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A thorough knowledge of the capabilities, programming techniques and intricacies of the general purpose digital computer and peripheral equipment; a thorough knowledge of the principles and methods required to resolve problems of intent, or of feasibility of computer processing; a thorough knowledge of modern management principles and practices; the ability to apply such knowledge, principles, practices and methods; the ability to plan, organize, direct and supervise the work of a technical and clerical staff engaged in the conversion of departmental procedures and problems to automatic data processing; the ability to communicate effectively with subordinates, superiors, and departmental personnel; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: graduation from a college of recognized standing with a Bachelor's Degree in Public Administration, Business Administration, Mathematics or Industrial Engineering including or supplemented by completion of basic computer orientation and programming courses; and

Experience: Such as may have been gained through: employment in a responsible supervisory position in systems design and programming.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: January 7, 1979

Editorial Review: 3/15/03