

SENIOR CONTROL CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing various detailed automated, clerical and/or administrative support functions associated with the control, scheduling, inspecting and auditing of all input Information Systems work, performing quality control for distribution of computer generated output, maintaining various control records used in the preparation of recurring reports using prescribed methods and procedures, and maintaining user department contacts concerning production schedules. Incumbents may be assigned to any one of three work shifts. This class differs from Control Clerk in the complexity of tasks performed requiring a greater degree of independent judgment, and the supervisory responsibilities assigned. Supervision may be exercised over a number of Control and Information Systems Clerks. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and participates in the maintenance of schedules of input and output work in line with the overall data production schedules;

Supervises and participates in the maintenance of control procedures to assure accuracy and quality of processed information;

Maintains contact with user departments/divisions concerning the timely receipt and submission of data, based upon mutually agreed schedules;

Inspects all input information systems work to assure completeness and conformance to operational standards;

Performs maintenance to production database information through the use of a data terminal in coding form;

Prepares statistical data for management reports;

Maintains time and attendance records of a unit as assigned;

Performs detail analyses of production failures to determine cause and initiates corrective actions;

Requisitions supplies for unit operations to ensure the smooth functioning of the daily activities in those areas;

Maintains production database and records of data back-up for the operations department;

Assists in the scheduling of work flow for the data entry and computer section;

May operate forms processing equipment such as forms burster, check signer, carbon de-collator, form shredder, etc.;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, email and database software in performing work assignments;

Performs other incidental tasks, as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern information systems concepts and terminology; good knowledge of various types of input/output control documents and the uses thereof; good knowledge of modern office procedures and terminology; good knowledge of record keeping procedures; good knowledge in the scheduling of work flow; ability to compile and statistically report information of work performed; ability to analyze and evaluate operating records; ability to operate adding machines, calculators, automated systems and other office machines; ability to monitor status of work in process; ability to operate forms processing equipment; ability to supervise the work of others; ability to understand and carry out complex written or verbal instructions; ability to get along well with others; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; reliability; resourcefulness; accuracy; initiative; flexibility; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) Bachelor's degree* in information technology, computer science or a related field; or (b) a Bachelor's degree* and one year of experience where the primary function of the position was performing technical duties in the operation, quality control, or batch processing of large computer jobs on an automated system.

SUBSTITUTION: Satisfactory completion of 12 credits* in information technology or computer science from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution may be substituted for the year of specialized experience.

NOTES:

1. The operation of a home computer or work involving word processing is not considered as work experience for this title.
2. Experience as a Data Processing Clerk or Tape Librarian for a medium to large-scale main frame computer system may be substituted on a year for year basis for the experience defined in (a).
3. Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*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 Department of Education as a post-secondary, degree-granting institution.