<table>
<thead>
<tr>
<th>Job Level</th>
<th>Supervisor 1</th>
<th>Supervisor 2</th>
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<tr>
<td>Job Title</td>
<td>Production Control Supervisor 1</td>
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<tr>
<td>Job Code</td>
<td>4524</td>
<td>0534</td>
</tr>
<tr>
<td>Tracking Code</td>
<td>A0969</td>
<td>A0485</td>
</tr>
<tr>
<td>Personnel Program</td>
<td>PSS</td>
<td>MSP</td>
</tr>
<tr>
<td>FLSA</td>
<td>Exempt</td>
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### Job Family
Information Technology

### Job Function
Production Control

### Category
Supervisory & Management

### Job Summary
Involves scheduling, setup, submission, and monitoring production jobs to successful completion in accordance with established procedures and practices. Insures customer needs are met in a timely manner. Typically involved in the scheduling of jobs on large systems handling critical production or business data.

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- **Supervisor 1**
- **Supervisor 2**

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- Production Control Supervisor 1
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- 4524
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### Personnel Program
- PSS
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### FLSA
- Exempt
- Exempt

### Generic Scope
Provides immediate supervision to a unit or group of operational or technical employees. A portion of time may be spent performing individual tasks related to the unit; however, supervisory activities must constitute a primary part of the job. Supervises unit operations to ensure compliance with departmental or organizational policies, procedures, and defined internal controls. Ensures accountability and stewardship of department resources (operational, financial, and human) in compliance with departmental standards and procedures.

Provides direct supervision typically to professionals or skilled technical employees. Functions as advisor to unit and administration. Analyzes and resolves problems, interprets policies (e.g., fiscal management, HR, contracts and grants, resource management in defined areas) and demonstrates solid subject matter knowledge. Exercises judgment within defined procedures and policies to determine appropriate action. Supervises staff to assure accountability and stewardship of department resources (operational, financial, and human) in compliance with departmental goals and objectives.

### Custom Scope
- Receives predetermined work assignments that are subject to a moderate level of control and review. Directs subordinates to complete assignments. Prioritizes tasks and assignments delegated by management and clients. Establishes procedural methods and policies to ensure smooth delivery of routine services. Works on issues of limited scope. Requires full knowledge of own area of functional responsibility.

- Receives assignments in the form of objectives with goals and the process by which to meet goals. Provides direction to staff according to established policies and management guidance. Administers policies that directly affect subordinate staff. Recommends changes to department policies and practices. Identifies risks and responds accordingly. Provide priority setting and work flow analysis.

### Key Resp 01
Provides direct supervision of Production Control staff and performs backup customer support to organization users.

Provides leadership and supervision of the Production Control staff and performs highly technical customer support to organization users.

### Key Resp 02
Supervises unit or shift of operational and technical staff to ensure that supported batch systems are accurately scheduled and executed.

Supervises multiple shifts to ensure that supported batch systems are accurately scheduled and executed.

### Key Resp 03
Supervises day to day activities to ensure unit goals and objectives are met. Provides input on corrective action as necessary.

Supervises department projects to ensure they are delivered as defined and scheduled.

### Key Resp 04
Participates in staff selection, performance evaluation, salary action, disciplinary action, and training.

Establishes unit goals and objectives.

### Key Resp 05
Monitors compliance with department policies and procedures. Communicates regularly with staff.

Plans resource allocation, monitoring unit operation results, taking corrective action as necessary.

### Key Resp 06
Responsible for unit system assurance activities of production Job Control Language (JCL) and updating the production schedule tables under job scheduler.

Responsible for staff selection, performance evaluation, salary action, disciplinary action, and training.

### Key Resp 07
Maintains departmental protocols and Standard Operating Procedures to ensure quality assurance and customer satisfaction.

Understands and applies organization policies and procedures.

### Key Resp 08
Analyzes and debugs difficult and / or complex production job failures and scheduling criteria for weaknesses.

Participates in the development and monitoring of policies and procedures for department or department operations.
**Job Family**  Information Technology  
**Job Function**  Production Control  
**Category**  Supervisory & Management  
**Job Summary**  Involves scheduling, setup, submission, and monitoring production jobs to successful completion in accordance with established procedures and practices. Insures customer needs are met in a timely manner. Typically involved in the scheduling of jobs on large systems handling critical production or business data.

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<td>Key Resp 09</td>
<td>Monitors compliance with operational and budget processes, staff FTE, finance, human resources and space planning.</td>
<td>Communicates regularly with staff.</td>
</tr>
<tr>
<td>Key Resp 10</td>
<td>Responsible for all system assurance activities of production Job Control Language (JCL) and updating the production schedule tables under job scheduler.</td>
<td></td>
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<tr>
<td>Key Resp 11</td>
<td>Develops departmental protocols and Standard Operating Procedures to ensure quality assurance and customer satisfaction.</td>
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<tr>
<td>Key Resp 12</td>
<td>Analyzes and debugs difficult and/or complex production job failures and scheduling criteria for weaknesses.</td>
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<tr>
<td>Key Resp 13</td>
<td>Participates in developing and monitoring operational and budget processes, staff FTE, finance, human resources and space planning.</td>
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<tr>
<td>Key Resp 14</td>
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<tr>
<td>Key Resp 15</td>
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**Education 1**  Bachelor’s degree in related area and/or equivalent experience/training.  
**Education 2**  
**Education 3**  
**Education 4**  
**License 1**  
**License 2**  
**License 3**  
**License 4**  
**Cert 1**  
**Cert 2**  
**Cert 3**  
**Cert 4**  
**Spec Cond 1**  Must pass a background check.  
**Spec Cond 2**  
**Spec Cond 3**  
**Spec Cond 4**  
**KSA 01**  Working knowledge of production control, job scheduling, system problem identification, procedures and ability to analyze problems and recommend solutions.  
**KSA 02**  Excellent customer service. Working knowledge of Job Control Language (JCL) and other languages in support of Production Control.  
**KSA 03**  Advanced knowledge associated with production control, job scheduling, system problem identification and resolution.

**KSA 04**  Requires excellent customer service.
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<td>Written and verbal communications skills with all customers.</td>
<td>Uses and applies advanced knowledge of (Job Control Language (JCL) and other languages in support of Production Control.</td>
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<td>KSA 04</td>
<td>Ability to understand the needs and concerns of the user groups in the organization and applies knowledge to better meet those needs.</td>
<td>Requires knowledge of production control procedures to analyze problems and recommend solutions.</td>
</tr>
<tr>
<td>KSA 05</td>
<td>Critical thinking, persuasion / negotiation, mentoring, leadership / management, problem solving, human resources policies and procedures, relating to management responsibilities are required.</td>
<td>Demonstrates ability to develop innovative solutions to problems.</td>
</tr>
<tr>
<td>KSA 06</td>
<td>Demonstrated skill in managing technical staff.</td>
<td>Requires excellent written and verbal communications skills with all customers.</td>
</tr>
<tr>
<td>KSA 07</td>
<td>Clearly understands the needs and concerns of the user groups in the organization and applies knowledge to better meet those needs.</td>
<td></td>
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<tr>
<td>KSA 08</td>
<td>Critical thinking, persuasion / negotiation, mentoring, leadership / management, problem solving, human resources policies and procedures, relating to management responsibilities are required.</td>
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<td>KSA 09</td>
<td>Demonstrated skill in managing technical staff.</td>
<td>Excellent oral and written communication skills.</td>
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**Environment** | Campus, medical center or other university setting and various external venues. | Campus, medical center or other university setting and various external venues. |
**Career Path 1** | Prod Control Supv 2 | Production Control Mgr 1 |
**Career Path 2** | | |
**Career Path 3** | | |
**Career Path 4** | | |
**Career Path 5** | | |
**Career Path 6** | | |