Job Description

Job Title: Production Control Specialist 3
Reports To: Supervisor – IT Operations
Department: IT Operations
Division: Information Technology (IT)

Pay Range: IT5
FLSA Status: Non-Exempt

SUMMARY: This position is responsible for ensuring the reliable, timely, and accurate execution of production and development of batch workflows. The Production Control Specialist 3 supports operational continuity by monitoring schedules, analyzing processing results, troubleshooting workflow and file transmission issues, supporting code deployments, and coordinating recovery actions when processing is delayed, incomplete, or inaccurate. The position collaborates with technology teams, business partners, and vendors to support reliable workflow solutions and successful production processing. This position also requires participation in a rotating on-call schedule and may require occasional evening and weekend hours.

ESSENTIAL FUNCTIONS:

1. Monitors production and development batch workflows using dashboards, system messages, and program logs to ensure timely, accurate, and complete processing.
2. Analyzes daily, weekly, monthly, and annual batch schedules to confirm workflows are properly configured, sequenced, and aligned with business processing requirements.
3. Troubleshoots production and development workflow issues, processing delays, outages, and system errors by reviewing operational data, logs, and scheduling dependencies.
4. Initiates recovery actions, restarts workflows, and coordinates resolution activities to restore timely, accurate, and complete processing when delays, failures, or errors occur.
5. Implements new and modified batch tasks and workflows in production and development environments, including schedule updates, sequencing changes, and performance improvements.
6. Evaluates incoming and outgoing file transmissions to identify failures, resolve transmission issues, and supports timely completion of vendor and business processing requirements.
7. Validates that production systems and batch workflows remain operational during and following planned maintenance activities, including weekend maintenance windows. Reviews system monitoring thresholds and alert conditions to identify gaps, improve visibility, and support timely response to operational issues.
8. Performs impact analysis of application changes across batch schedules and workflows to identify dependencies, reduce risk, and optimize schedule performance.
9. Executes production and development code deployments in accordance with established change management and operational procedures.
10. Collaborates with Application Development, internal customers, vendors, the Operations supervisor, and Operations team members to translate processing requirements into reliable workflow solutions.
11. Communicates workflow status, processing issues, recovery actions, and work progress to appropriate stakeholders to support operational continuity and completion of scheduled work.
12. Participates in rotating on-call support and performs occasional evening or weekend work as needed to support production processing and operational availability.
13. Performs other duties as assigned.

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KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM ESSENTIAL FUNCTIONS*

Education

• High school diploma or GED	• ☒ Required ☐ Preferred
• Associate's degree	• ☒ Required ☐ Preferred

☒ Direct relevant experience can be substituted for education (if applicable)

- 2 years of related experience in addition to the requirements in the Experience section below

Qualifications

• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists	• ☒ Required ☐ Preferred
• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form	• ☒ Required ☐ Preferred
• Demonstrate craftsman mindset by taking pride in quality of their work	• ☒ Required ☐ Preferred
• Strong interpersonal skills	• ☒ Required ☐ Preferred
• Strong written and verbal communication skills	• ☒ Required ☐ Preferred

Experience

• 4 years of experience in IT	• ☒ Required ☐ Preferred
• Proven ability in operation of Information Technology concepts, operating systems, scripting, and work methods	• ☒ Required ☐ Preferred
• Knowledge of Change Management and Incident Management practices	• ☒ Required ☐ Preferred
• Demonstrated proficiency in the technologies listed in the skill set matrix below	• ☒ Required ☐ Preferred

Certifications/Licenses

• No Certifications/Licenses	• ☐ Required ☐ Preferred

Skills

Production Control Specialist Skill Matrix	
Scripting Language	Required
Microsoft 365, Teams	Required
Relational Databases / SQL	Required
Enterprise Scheduling System	Required
File Transmission protocols – SFTP/HTTP	Required
SSH and PGP Encryption/Decryption	Required
Linux	Required
Application Performance Monitoring	Preferred
Managed File Transfer Application	Preferred
Jenkins or Continuous Integration and Continuous Deployment	Preferred

Physical Requirements* (if applicable)

• **Other:**

***Reasonable accommodations may be made to enable individuals with disability to perform the essential functions. If repetitive physical movement is required to perform the essential functions of the position, please discuss with HR**

DISCLAIMER: *The above statements are not intended to be construed as an exhaustive list of all duties, skills and responsibilities required.*

Revised: 9/2026

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