

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505250

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Enterprise Computing

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20006495

Reclassification     New Position     Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006442 Data Systems Administrator

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt  
If FLSA Exempt, exemption type:

Bargaining Unit  
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 8:00 am    TO: 5:00 pm

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
65	Manages computer operations section that operates 24 hours per day, 7 days per week, 365 days per year & that supports multiple state agencies' computer needs: ensures that staff respond to computer operations related issues 24 hours/day, 7 days/week, 365 days/year; may be required to return to work place within defined response time according to service level agreement for each customer; may be required to carry cell phone or wear pager; manages multiple computer operations sections (e.g., production, customer support) on multiple shifts & supervises lower-level computer operations managers & supervisors (e.g., approves overtime & timekeeping reports, requests & recommends discipline, prepares performance evaluations, develops coverage schedules; rotates scheduled work hours to provide coverage in absence of subordinate supervisor or manager, recommends changes in shift staffing levels); develops & implements scheduling standards, policies & service offerings; assists in development & implementation of operations & customer support hardware & software (e.g., hardware & software used in call & problem tracking systems); recommends purchase of computer hardware & software to improve operational efficiency & customer support; monitors operational costs & assists in developing section budget.	Knowledge of (1) budget preparation; (2) management; (3) large IBM mainframe operations; (4) labor relations; (5) employee training; (6) workforce planning; (7) policies, procedures & standards relative to operation of mainframe computer systems*; (8) interviewing; (9) supervision; Skill in (10) operation of mainframe & personal computer hardware & software; Ability to (11) understand complex computer networks; (12) interpret variety of instructions in written, oral, picture or schedule form; (13) define problems, collect data, establish facts & draw valid conclusions; (14) interpret & understand extensive variety of technical material in books, manuals & websites; (15) deal with many variables & determine specific corrective actions; (16) respond to computer operations related issues 24X7; (17) carry cell phone or wear pager.
10	Coordinates resolution of customer support issues with vendors, other agencies & Infrastructure Services Division (ISD) management: assists in maintenance of systems that monitor & report problems in computer room environment; assists in maintenance of computer room security; produces reports related to shift & section production levels; assists in development of service level agreements with customer agencies; assists in disaster recovery planning & testing of recovery procedures.	Knowledge of 3, 7*, (17) computing systems analysis; (18) customer service techniques Skill in 10 Ability to 11, 12, 13, 14, 15, (19) prepare meaningful, concise & accurate status reports.

\*developed after employment

JOB CODE TITLE  
Computer Operations Manager 3

JOB CODE  
12379  
*Apr 6/8/11 [Signature]*

List Position Numbers & Job Titles of Positions Directly Supervised:

- 20006506 CompOpnsSpvr 1
- 20006509 CompOpns Spvr 2
- 20006510 CompOpnsAnl
- 20006511 CompOpnsAnl
- 20006514 CompOpnsAnl
- 20006516 CompOpnsAnl
- 20006518 CompOpns Spvr 2

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

6-14-11

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006495           JOB CODE TITLE Computer Operations Manager 3           JOB CODE 12379           <i>apd 6/8/11 [Signature]</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree		
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006442 Data Systems Administrator		
	<input checked="" type="checkbox"/> Permanent	<input checked="" type="checkbox"/> Classified	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt		
	<input type="checkbox"/> Temporary	<input type="checkbox"/> Unclassified	Bargaining Unit		
	<input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Essential	If FLSA Exempt, exemption type:		
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am      TO: 5:00 pm		Page 2 of 2		
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
	%	Job Duties in Order of Importance		Knowledge, Skills & Abilities	
	25	Performs other related administrative duties: participates in long- & short-term planning with both subordinate sections & other areas within ISD; conducts staff meetings with all subordinate sections & shifts; consults with ISD Human Resources Coordinator & Department of Administrative Services Labor Relations Officer on labor relations issues; attends work related classes & seminars to remain current with operational trends & automation techniques.		Knowledge of 3, 16, 17, (20) computer operations automation. Skill in 10 Ability to 11, 13, 14, 15, 18.	
	Must submit to & pass personal background check & is overtime exempt.		*developed after employment		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE		
20006506 CompOpnsSpvr 1      20006514 CompOpnsAnl 20006509 CompOpns Spvr 2      20006516 CompOpnsAnl 20006510 CompOpnsAnl      20006518 CompOpns Spvr 2 20006511 CompOpnsAnl			6-14-11		