

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
20006506

Reclassification
 New Position
 Update
 Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent Classified Overtime: Eligible Exempt Bargaining Unit 22
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 4:00 pm TO: 12:30 am & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
45	Supervises computer operators on second shift operation & performance of multiple mainframe CPU's, manual entry of multiple system commands during system outages for Infrastructure Services Division (ISD) Data Center infrastructure which operates 7 days per week, 24-hours/day, 365 days per year & supports critical applications for multiple state agencies: performs manual entry of multiple system commands, analyzes employee input & output workload production; assists staff to resolve problems; participates in short-term & long term computer operations planning; may periodically act as sole supervisor in operations area; interviews & selects employees for positions, assigns & reviews work, evaluates job performance; performs related administrative duties (e.g., attendance taking, receiving employee call-ins, timesheet approval & employee evaluation).	Knowledge of (1) supervision; (2) labor relations; (3) workforce planning; (4) public relations; (5) government structure & process*; (6) electronic data processing (e.g., technical/software systems, RMM Skill in (7) use of personal computer & associated hardware/software; Ability to (8) deal with many variables & determine specific action (e.g., research, production); (9) evaluate & correct software & hardware problems; (10) prepare meaningful, concise & accurate reports; (11) cooperate with co-workers on group projects; (12) handle sensitive inquiries from & contacts with officials & general public; (13) responds to system issues 24X7. *developed after employment
40	Monitors & oversees employees' resolutions to complex & difficult mainframe systems networking problems: sets priorities, develops procedures, reviews, evaluates & reports progress to management; advises employees concerning problematic situations; performs all related administrative duties; assists in or develops & implements programs & policies, participates in short & long range planning & operational automation projects to ensure state-of-the-art technology is being utilized; authorizes & plans individual training; interfaces with employees in coordinating training activities.	Knowledge of: 1, 2, 3, 4, 5*, 6, (14) employee training development Skill in 7 Ability to: 8, 9, 10, 11

JOB CODE TITLE
Computer Operations Supervisor 1

apd 8/21/13 PPR

JOB CODE
12375

List Position Numbers & Job Titles of Positions Directly Supervised:
See Table of Organization

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



8-7-73

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DAS505250

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UNIT OR OFFICE
ISD/Enterprise Computing

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006506

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type:

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 4:00 pm

TO: 12:30 am & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
15	<p>Oversees operation of computer terminal & peripheral computer equipment, scheduling & submittal of computer productions jobs/data runs &/or assembling computer printouts/reports: monitors employees' investigations & resolutions of problems; interfaces with software engineers & vendor representatives to resolve problems & provide immediate repairs; ensures security of facilities; sets priorities, develops procedures, reviews & evaluates work performance; makes recommendations to management & reports progress; ensures storage & customer online requests are delivered within set times for all ISD customers: interfaces with other shift supervisors for start of shift & end of shift workload turnover; interfaces with user agency personnel; completes activity reports & maintains accuracy of shift logs & all records; attends customer meetings, conferences & technical seminars; may be required to provide operational support at disaster recovery test site as scheduled.</p> <p>Must submit to & pass personal background check & works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5*, 6, 13 Skill in 7 Ability to 8, 9, 10, 11, 12.</p> <p>*developed after employment</p>

JOB CODE TITLE
Computer Operations Supervisor 1

agd 8/21/3pm

JOB CODE
12375

List Position Numbers & Job Titles of Positions Directly Supervised:

See Table of Organization

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

8-20