100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS/505250

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Enterprise Computing	Franklin

POSITION NUMBER 20006506

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION: Computer Operations Spvr 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006495 Computer Operations Manager 3

☒ Permanent ☐ Temporary ☐ Intermittent

☒ Classified ☐ Unclassified ☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 22

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

JOB CODE TITLE: Computer Operations Suprvisor 1

JOB CODE 12375

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) statewide EDP Communications Network 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, impact & desktop laser printers, magnetic & cartridge tape drives (i.e. fetch file & mounting of high volumes of cartridge & tapes), & volumes of magnetic disks; analyzes employee input & output workload production; supervises operators performing tasks related to tape inventory (storage, ins/outs); 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, TSO & tape management system); 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.
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 * developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

20006503 Computer Opr 3
20006508 Computer Opr 3
20006512 Computer Opns Anl
20006515 Computer Opns Anl
20006517 Computer Opns Anl

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 10/21/10

upd 10/20/10

100-400U

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Bargaining Unit 22

Page 1 of 2

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
10	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.	Knowledge of 1, 2, 3, 4, 5*, 6, 13 Skill in 7 Ability to 8, 9, 10, 11, 12.
5	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.	Knowledge of: 1, 2, 3, 4, 5*, 6. Skill in: 7. Ability to: 8, 9, 10, 11.
	Must submit to & pass personal background check & works as essential employee.	*developed after employment

JOB CODE TITLE: Computer Operations Suprvisor 1

JOB CODE 12375

Appd 10/20/10

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