

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS/505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006506	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>									
	USUAL WORKING TITLE OF POSITION Computer Operations Spvr 1		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006495 Computer Operations Manager 3									
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit 22  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											
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>												
<table border="1"> <thead> <tr> <th style="width: 5%;">%</th> <th style="width: 60%;">Job Duties in Order of Importance</th> <th style="width: 35%;">Knowledge, Skills &amp; Abilities</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;">45</td> <td style="vertical-align: top;">           Supervises computer operators on second shift operation &amp; 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 &amp; supports critical applications for multiple state agencies: performs manual entry of multiple system commands, impact &amp; desktop laser printers, magnetic &amp; cartridge tape drives (i.e. fetch file &amp; mounting of high volumes of cartridge &amp; tapes), &amp; volumes of magnetic disks; analyzes employee input &amp; output workload production; supervises operators performing tasks related to tape inventory (storage, ins/outs); assists staff to resolve problems; participates in short-term &amp; long term computer operations planning; may periodically act as sole supervisor in operations area; interviews &amp; selects employees for positions, assigns &amp; reviews work, evaluates job performance; performs related administrative duties (e.g., attendance taking, receiving employee call-ins, timesheet approval &amp; employee evaluation);         </td> <td style="vertical-align: top;">           Knowledge of (1) supervision; (2) labor relations; (3) workforce planning; (4) public relations; (5) government structure &amp; process*; (6) electronic data processing (e.g., technical/software systems, TSO &amp; tape management system); Skill in (7) use of personal computer &amp; associated hardware/software; Ability to (8) deal with many variables &amp; determine specific action (e.g., research, production); (9) evaluate &amp; correct software &amp; hardware problems; (10) prepare meaningful, concise &amp; accurate reports; (11) cooperate with co-workers on group projects; (12) handle sensitive inquiries from &amp; contacts with officials &amp; general public; (13) responds to system issues 24X7.         </td> </tr> <tr> <td style="vertical-align: top;">40</td> <td style="vertical-align: top;">           Monitors &amp; oversees employees' resolutions to complex &amp; difficult mainframe systems networking problems: sets priorities, develops procedures, reviews, evaluates &amp; reports progress to management; advises employees concerning problematic situations; performs all related administrative duties; assists in or develops &amp; implements programs &amp; policies, participates in short &amp; long range planning &amp; operational automation projects to ensure state-of-the-art technology is being utilized; authorizes &amp; plans individual training; interfaces with employees in coordinating training activities.         </td> <td style="vertical-align: top;">           Knowledge of: 1, 2, 3, 4, 5*, 6, (14) employee training development            Skill in 7            Ability to: 8, 9, 10, 11             * developed after employment         </td> </tr> </tbody> </table>				%	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; 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JOB CODE 12375	JOB CODE TITLE Computer Operations Supervisor 1	List Position Numbers and Class Titles of Positions Directly Supervised: 20006512 Computer Opns Anl 20006515 Computer Opns Anl 20006517 Computer Opns Anl										
SIGNATURE OF AGENCY REPRESENTATIVE 		DATE 4-14-06										

upd 4/14/06 [Signature]

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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		
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