

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	<b>OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</b>	AGENCY Department of Administrative Services
	DIVISION OR INSTITUTION Office of Information Technology	
	UNIT OR OFFICE ISD/Enterprise Computing	

POSITION NUMBER 20006506	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin	
	USUAL WORKING TITLE OF POSITION Computer Operations Supervisor 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006495 Computer Operations Manager 3	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 4:00 p.m. - 12:30 a.m. & subject to overtime/call back 24X7		
	Page 1 of 2		
	<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>		
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
JOB CODE TITLE Computer Operations Supervisor 1	45	Assists shift supervisor with production shift activities (e.g., 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). May periodically act as sole supervisor on 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); consults with ISD Human Resources Coordinator & Office of Employee Services Labor Relations Officer regarding labor relations issues.	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.
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, (12) employee training development Skill in 7 Ability to: 8, 9, 10, 11	
		* developed after employment	
JOB CODE 12375	List Position Numbers and Class Titles of Positions Directly Supervised: 20006507 Computer Operator 3 20006508 Computer Operator 3 20006512 Computer Operations Analyst 20006515 Computer Operations Analyst 20006517 Computer Operations Analyst		SIGNATURE OF AGENCY REPRESENTATIVE 
		DATE 10/16/08	

April 12-12-08 CB

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USUAL WORKING TITLE OF POSITION  
Computer Operations Supervisor 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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

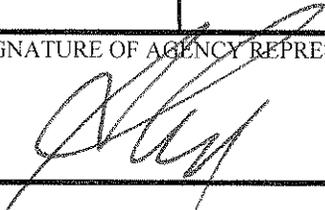
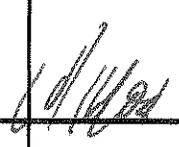
JOB CODE TITLE  
Computer Operations Supervisor 1

JOB CODE  
12375

List Position Numbers and Class Titles of Positions Directly Supervised:  
20006507 Computer Operator 3  
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20006512 Computer Operations Analyst  
20006515 Computer Operations Analyst  
20006517 Computer Operations Analyst

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

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