

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
20006509

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

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

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: 8:00 am TO: 4:30 pm & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	<p>Supervises Infrastructure Services Division production shift activities & floor containing computer operators & analysts for statewide Electronic Data Processing communications network which supports critical applications for multiple state agencies; monitors operation & performance of multiple mainframe CPU's, impact & desktop laser printers, magnetic & cartridge tape drives (e.g., fetch file & mounting of high volumes of cartridge & reel tapes) & volumes of magnetic disks; oversees manual entry of multiple system commands during system outages; analyzes employee input & output workload production; monitors & oversees employees' resolutions to complex & difficult mainframe systems networking problems; acts as shift technical advisor providing high-level technical assistance to users; confers with system programmers & management regarding system solutions involving sensitive & complex resolutions (e.g., in both daily & emergency situations); interfaces with other shift supervisors for start of shift & end of shift workload turnover; Interfaces with user agency personnel; ensures security of facilities; supervises staff; prepares schedules; plans activities; interviews & selects new employees; assigns & reviews work; evaluates job performance; approves leave, advises employees in problematic situations; initiates & recommends discipline; monitors overall production tasks; adjusts production schedules to meet customer needs, includes hands on storage, tape processing & tape inventory tasks; must provide operational support at disaster recovery test site as scheduled.</p>	<p>Knowledge of (1) supervisory principles & techniques; (2) mainframe computer &/or microcomputer operating systems & procedures; (3) labor relations; (4) government structure & process*; (5) electronic data processing (e.g., technical & software systems); (6) workforce planning. Skill in (7) operation of computer terminal & peripheral computer equipment (e.g., 4331 & C-tape drives, printers); (8) operation of personal computer & associated software (e.g., MS Word). Ability to (9) define problems, collect data, establish facts & draw valid conclusions (e.g., research, production, software & hardware problems); (10) read & interpret extensive variety of technical material in books, journals & manuals; (11) move limbs/fingers easily to perform manual functions repeatedly; (12) recognize unusual or threatening conditions & take appropriate action; (13) recognize safety warnings; (14) perform intermediate math functions (e.g., calculate fractions, decimals & percentages); (15) establish friendly atmosphere as supervisor of work unit; (16) cooperate with co-workers on group projects; (17) responds to system issues 24X7; (18) carry cell phone or wear pager.</p> <p>*developed after employment</p>

JOB CODE TITLE
Computer Operations Supervisor 2

JOB CODE
12376
apd 10/20/10 psm

List Position Numbers & Job Titles of Positions Directly Supervised:
20006499 Computer Opr 3 20006504 Computer Opr 3
20006500 Computer Opr 4 20006505 Computer Opns Anl
20006501 Computer Opr 3 20006507 Computer Opr 3

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

10/21/10

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
20006509

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

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

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: 8:00 am TO: 4:30 pm & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
15	Performs all related administrative duties: sets priorities; develops, reviews & evaluates procedures & recommends changes to management; reports progress; interfaces with software engineers & vendor representatives to resolve problems & provide immediate repairs; implements programs & policies; participates in short & long-range planning & operational automation projects to ensure state-of-the-art technology; maintains accuracy of shift logs & all records; conducts staff meetings; attends meetings, conferences & technical seminars.	Knowledge of 2, 4*, 5, 6 Skill in 7, 8 Ability to 9, 10, 11, 14, 16, (18) originate routine business letters; (19) prepare meaningful, concise & accurate reports; (20) handle sensitive inquiries from & contacts with officials & general public.
20	Plans, develops, implements & coordinates all technical multi-vendor related training activities (e.g., lecture lab, one-on-one, computer based & self-paced instruction) for assigned &/or shift employees: develops, tests & evaluates training program; evaluates staff's operational & technical skills; provides on-the-job operational & technical training; develops training materials & documentation; develops & implements training standards specific to shift activities; interfaces with all shift supervisors to ensure consistency in training standards & materials; provides up-to-date information on state-of-the-art operational technology.	Knowledge of 2, 3, 4*, 5, 6, (21) employee training & development. Skill in 7, 8 Ability to 9, 10, 11, 14, 16, 17, 18, 19, 20
15	Performs all other related duties: monitors & oversees power down/up procedures & emergency situations, operation of computer terminals & peripheral computer equipment, scheduling & submittal of computer production jobs & data runs, &/or assembling of computer printouts & reports; performs hands-on tasks in absence of bargaining unit computer operators & ensures accurate & timely equipment & problem tracking.	Knowledge of 2, 5 Skill in 7 Ability to 9, 10, 11, 12, 13, 14, 16

Must submit to & pass personal background check & works as essential employee.

*developed after employment

JOB CODE TITLE
Computer Operations Supervisor 2

JOB CODE
12376
Appd 10/20/10 PDM

List Position Numbers & Job Titles of Positions Directly Supervised:

20006499 Computer Opr 3 20006504 Computer Opr 3
20006500 Computer Opr 4 20006505 Computer Opns Anl
20006501 Computer Opr 3 20006507 Computer Opr 3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

10/21/10