

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Enterprise Computing

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Computer Operations Supervisor 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006495 (41900.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 4:30 p.m. subject to overtime/call back 24X7

Page 1 of 2

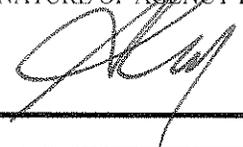
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	<p>Supervises Service Delivery Division production shift activities &/or floor containing computer operators & analysts for statewide Electronic Data Processing communications network which supports critical applications for multiple state agencies: responds to production related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back, overtime, or standby; may be required to carry cell phone or wear pager; 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; acts as sole supervisor of operations area at least two days per week & supervises multiple shifts</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>

List Position Numbers and Class Titles of Positions Directly Supervised:

- | | |
|------------------------|------------------------|
| 20006499 (41909.0) CO3 | 20006503 (41916.0) CO3 |
| 20006500 (41913.0) CO4 | 20006504 (41917.0) CO3 |
| 20006501 (41914.0) CO3 | 20006505 (41918.0) COA |
| 20006502 (41915.0) CO3 | |

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

10/2/08

POSITION NUMBER
20006509 (41923.0)

JOB CODE TITLE
Computer Operations Supervisor 2

JOB CODE
12376

Appt. 11/4/08 C.B./mc

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Enterprise Computing

State Agency County Agency New Position Change County of Employment
Franklin

USUAL WORKING TITLE OF POSITION POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Computer Operations Supervisor 2 20006495 (41900.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 4:30 p.m. subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
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; interfaces with Office of Collective Bargaining labor relations & union representatives.	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; must provide operational support at disaster recovery test site as scheduled. Must submit to & pass personal background check & works as essential employee.	Knowledge of 2, 5 Skill in 7 Ability to 9, 10, 11, 12, 13, 14, 16 *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006499 (41909.0) CO3 20006503 (41916.0) CO3
- 20006500 (41913.0) CO4 20006504 (41917.0) CO3
- 20006501 (41914.0) CO3 20006505 (41918.0) COA
- 20006502 (41915.0) CO3

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

10-4-08

POSITION NUMBER
20006509 (41923.0)

JOB CODE TITLE
Computer Operations Supervisor 2

JOB CODE
12376

Apd. 11/4/08 CB/ue