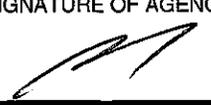


<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006518	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<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: 12:30 am    TO: 9:00 am & 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 &amp; floor containing computer operators &amp; analysts for statewide DAS-OIT Data Center infrastructure, which supports critical applications for multiple state agencies; monitors operation &amp; performance of multiple mainframe CPU's, oversees manual entry of multiple system commands during system outages; analyzes employee input &amp; output workload production; monitors &amp; oversees employees' resolutions to complex &amp; difficult mainframe systems networking problems; acts as shift technical advisor providing high-level technical assistance to users; confers with system programmers &amp; management regarding system solutions involving sensitive &amp; complex resolutions (e.g., in both daily &amp; emergency situations); interfaces with other shift supervisors for start of shift &amp; end of shift workload turnover; Interfaces with user agency personnel; ensures security of facilities; supervises staff; prepares schedules; plans activities; interviews &amp; selects new employees; assigns &amp; reviews work; evaluates job performance; approves leave, advises employees in problematic situations; initiates &amp; recommends discipline; monitors overall production tasks; adjusts production schedules to meet customer needs, must provide operational support at disaster recovery test site as scheduled.</p>	<p>Knowledge of (1) supervisory principles &amp; techniques; (2) mainframe computer &amp;/or microcomputer operating systems &amp; procedures; (3) labor relations; (4) government structure &amp; process*; (5) electronic data processing (e.g., technical &amp; software systems); (6) workforce planning.</p> <p>Skill in (7) operation of computer terminal &amp; peripheral computer equipment (8) operation of personal computer &amp; associated software (e.g., MS Word). Ability to (9) define problems, collect data, establish facts &amp; draw valid conclusions (e.g., research, production, software &amp; hardware problems); (10) read &amp; interpret extensive variety of technical material in books, journals &amp; manuals; (11) move limbs/fingers easily to perform manual functions repeatedly; (12) recognize unusual or threatening conditions &amp; take appropriate action; (13) recognize safety warnings; (14) perform intermediate math functions (e.g., calculate fractions, decimals &amp; 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 12376	List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8-7-11

POSITION NUMBER  
20006518

JOB CODE TITLE  
Computer Operations Supervisor 2

8/2/13 ESM

JOB CODE  
12376

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS505250
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Enterprise Computing	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006518	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree															
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization															
	<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 2 of 2														
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 12:30 am    TO: 9:00 am & subject to overtime/call back 24X7																	
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<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>15</td> <td>Performs all related administrative duties: sets priorities; develops, reviews &amp; evaluates procedures &amp; recommends changes to management; reports progress; interfaces with software engineers &amp; vendor representatives to resolve problems &amp; provide immediate repairs; implements programs &amp; policies; participates in short &amp; long-range planning &amp; operational automation projects to ensure state-of-the-art technology; maintains accuracy of shift logs &amp; all records; conducts staff meetings; attends meetings, conferences &amp; technical seminars.</td> <td>           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 &amp; accurate reports; (20) handle sensitive inquiries from &amp; contacts with officials &amp; general public.         </td> </tr> <tr> <td>20</td> <td>Plans, develops, implements &amp; coordinates all technical multi-vendor related training activities (e.g., lecture lab, one-on-one, computer based &amp; self-paced instruction) for assigned &amp;/or shift employees: develops, tests &amp; evaluates training program; evaluates staff's operational &amp; technical skills; provides on-the-job operational &amp; technical training; develops training materials &amp; documentation; develops &amp; implements training standards specific to shift activities; interfaces with all shift supervisors to ensure consistency in training standards &amp; materials; provides up-to-date information on state-of-the-art operational technology.</td> <td>           Knowledge of 2, 3, 4*, 5, 6, (21) employee training &amp; development.            Skill in 7, 8            Ability to 9, 10, 11, 14, 16, 17, 18, 19, 20         </td> </tr> <tr> <td>15</td> <td>Performs all other related duties: monitors &amp; oversees power down/up procedures &amp; emergency situations, operation of computer terminals &amp; peripheral computer equipment, scheduling &amp; submittal of computer production jobs &amp; data runs, &amp;/or assembling of computer printouts &amp; reports; performs hands-on tasks in absence of bargaining unit computer operators &amp; ensures accurate &amp; timely equipment &amp; problem tracking.</td> <td>           Knowledge of 2, 5            Skill in 7            Ability to 9, 10, 11, 12, 13, 14, 16         </td> </tr> <tr> <td colspan="2">           Must submit to &amp; pass personal background check &amp; works as essential employee.         </td> <td>           *developed after employment         </td> </tr> </tbody> </table>				%	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.	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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
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List Position Numbers & Job Titles of Positions Directly Supervised: See Table of Organization		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8-7-13															

JOB CODE TITLE  
Computer Operations Supervisor 2

JOB CODE  
12376

apd 8/2/13 psm  
 12376