100-100U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS105770

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
General Services Division	State Printing & Mail Services	Franklin

POSITION NUMBER
20006525

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Print Services First Shift Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005596 Management Analyst Supervisor 2

☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☒ Essential

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type:
Administrative

Bargaining Unit 22

Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:30 am TO: 4:00 pm Report in location subject to change

JOB CODE TITLE
Computer Operations Manager 1

JOB CODE
12377

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Manages State Printing Mainframe Print Services first shift computer operations activities: supervises lower-level supervisors in production & delivery of multiple state agencies' critical print applications: provides analysis for overall shift workload (e.g., normal production, complex & difficult production problems); acts as section/shift technical advisor to make final overall decisions regarding daily & emergency resolutions; confers with systems programmers, technical services staff & vendor systems engineers for print problem resolutions; coordinates troubleshooting & resolution of system network problems with division & agency entities; coordinates computer equipment maintenance with software engineers & vendor representatives to resolve problems & ensure immediate repairs; implements & approves staff's security passwords; works with other managers for start-of-shift & end-of-shift workloads; ensures security of facility; sets print production priorities; develops shift standards; contributes to State Printings Print Services standards & procedures; may assist staff in moving, (e.g., lifting, pushing, pulling) up to 50 lbs of paper/forms/supplies as needed for printing operation & receipt of stock; performs supervisory duties (e.g., monitors employee training; trains subordinate supervisors, reviews & analyzes daily online shift log to plan & monitor shift's operational requirements; interviews & selects employees for positions; evaluates job performance, advises employees in problematic situations; approves leave, initiates discipline, maintains attendance records).	Knowledge of (1) State Printing Print Services re-certification training program*; (2) supervision; (3) safety regulations & procedures compatible with OSHA standards; (4)customer service; (5) State Printing Print Services Standard Operating Procedures*; (6) state, IBM/Xerox high speed laser printers, peripheral equipment, IBM JES3/MVS messages, Windows messages; (7) best production methods; (8) agency policies & procedures*; Skill in (9) operation of computer workstations, high speed laser printers & peripheral equipment; (10) operation of software (e.g., MS Office, Outlook) & operating systems (e.g., IBM TSO, Windows 2000/2003); Ability to (11) respond to special customer print requests & inquiries; (12) respond to special requests made by higher-level management; (13) resolve production, personnel & facility management problems; (14) assist in development of long- & short-term office goals (15) provide resolutions to print production problems; (16) develop shift standard operating procedures, training documentation, customer documentation, & reports; (17) demonstrate strength to lift, push, pull or otherwise move up to 50 lbs.; (18) assist staff in moving stock & supplies in & out of warehouse & on/off delivery trucks.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
20006523 Computer Operator 3 20006526 Computer Operator 4 20006537 Computer Operator 3 20006534 Computer Operator 3	Jeffrey Westhoven/ca	1/9/12

Appl 2·1·12

100-100U

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AGENCY/DEPT ID
DAS105770

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General Services Division	State Printing & Mail Services	Franklin

POSITION NUMBER
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☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION
Print Services First Shift Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
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☒ Permanent
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☒ Essential

Overtime: ☐ Eligible ☒ Exempt

If FLSA Exempt, exemption type:
Administrative

Bargaining Unit 22

Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:30 am TO: 4:00 pm Report in location subject to change

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
40	Performs related administrative duties: implements first shift's programs & policies; maintains fiscal controls (e.g., overtime projection & usage, fiscal budgeting); assists State Printings Print Services Manager in budget preparation; participates in short & long range State Printings Print Services planning & operational automation projects to ensure state-of-the-art technology; authorizes & plans individual training for staff; participates in State Printings Print Services continuing recertification program; assists in procurement of stock, supplies & new software/hardware using Computer Services Paperless Procurement System (PPS); prepares special reports for State Printings Print Services customers & higher-level management; participates in management meetings; conducts staff meetings; attends division meetings for management; attends conferences & technical seminars.	Knowledge of 1, 3, 4, 5*, 6, 7, 8, (19) budgeting & cost analysis Skill in 10, 11 Ability to 12, 13, 14, 15, 16, 17, 18.

JOB CODE TITLE
Computer Operations Manager 1

JOB CODE
12377

List Position Numbers & Job Titles of Positions Directly Supervised:

20006523 Computer Operator 3
20006526 Computer Operator 4
20006537 Computer Operator 3
20006534 Computer Operator 3

SIGNATURE OF AGENCY REPRESENTATIVE: Jeffrey Westhoven/cc

DATE: 1/19/12

Appl 2.1.12 AD