

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS105770

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
State Printing & Mail Services

COUNTY OF EMPLOYMENT
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
20006521 Computer Operations Manager 3

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 DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	<p>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).</p>	<p>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.</p>

JOB CODE TITLE
Computer Operations Manager 1

JOB CODE
12377

- List Position Numbers & Job Titles of Positions Directly Supervised:
- 20006522 Programmer Specialist 1
 - 20006523 Programmer Specialist 1
 - 20006524 Programmer Specialist 1
 - 20006526 Computer Operator 4
 - 20006530 Computer Operator 3
 - 20006537 Computer Operator 3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhoven/ce

4/7/10

April 4.9.10 aw

