

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE
State Printing Mainframe – Print Services

POSITION NUMBER
20006535 (41965.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
State Printing Print Services Third Shift Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006521 (41951.0) Computer Operations Manager 3

NORMAL WORKING
11:30 pm – 8:00 am

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Manages State Printing Mainframe Print Services third shift computer operations activities: supervises lower-level supervisors in production 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> <p>* developed after employment</p>

JOB CODE/TITLE
12377
Computer Operations Manager 1

JOB CODE
12377

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006536 (41966.0) Computer Opns Spvr 1
- 20006539 (41969.0) Computer Opns Spvr 1

SIGNATURE OF AGENCY REPRESENTATIVE

Jeffrey Westhoven

DATE

7/18/07

add 17250702

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20006535 (41965.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
State Printings Print Services Third Shift Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006521 (41951.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)
11:30 pm – 8:00 am

Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Performs related administrative duties: implements third 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.</p> <p>Position is overtime exempt.</p>	<p>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.</p> <p>*developed after employment</p>

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7/18/07

Copied 1-25-07 ax