

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

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
State Printing - Print Services 3rd Shift Supervisor

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006535 Computer Operations Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
11:30 p.m. - 8:00 a.m. On call 24 hours a day, 7 days a week

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Assists shift manager in supervising working unit of computer operators within State Printing Mainframe Print Services, who operate high-speed laser printers, impact printers, & peripheral equipment that support multiple state agencies: responds to printing issues 24 hours a day, 7 days a week which may require overtime or call back; may be required to carry cell phone or wear pager; analyzes employee input & output workload production; acts as sole supervisor of print room areas at least one day per week; supervises subordinate employees assigned to other shifts; interviews & recommends employees for positions; assigns & reviews work; evaluates job performance; performs related administrative duties (e.g., takes attendance, receives employee call-ins, approves timesheets, approves leave requests & employee evaluation); consults with GSD's Human Resources Coordinator & Labor Relations Officer regarding issues with bargaining unit employees.	Knowledge of (1) supervision; (2) safety regulations & procedures compatible with OSHA standards; (3) customer service techniques; (4) State Printing - Print Services Standard Operating Procedures (SOP)*; (5) IBM/Xerox high speed laser printers, peripheral equipment, automated paper handling equipment, IBM JES3/MVS messages, Windows messages; (6) employee interviewing; (7) shift overtime budgeting; (8) union grievance process* Skill in (9) operation of computer workstations, high speed laser printers, peripheral equipment; Ability to (10) calculate fractions, decimals & percentages; (11) use statistical analysis for graphs & charts; (12) write shift SOP, training documentation; (13) gather, collate & classify information (e.g., shift logs, special production run information); (14) coordinate special projects involving other shifts or areas; (15) establish friendly atmosphere as a shift supervisor; (16) respond to printing issues 24 hours a day 7 days a week; (17) carry cell phone or wear pager.

*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006537 Comp Opr 3
- 20006540 Comp Opr 3
- 20006533 Comp Opr 3
- 20006541 Comp Opr 3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Jeffrey Westhonen/ce

5/14/08

POSITION NUMBER
20006536

JOB CODE TITLE
Computer Operations Supervisor 1

JOB CODE
12375

april 6/16/08 al

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
20006536

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
State Printing - Print Services 3rd Shift Supervisor

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006535 Computer Operations Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
11:30 p.m. - 8:00 a.m. On all 24 hours a day, 7 days a week

Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Monitors & oversees employees' resolutions to complex & difficult mainframe & network printing problems: sets shift print production priorities; develops shift's standard operating procedures; interfaces with employee training activities (e.g., State Printing Print Services Continuing Re-Certification Program); assists in developing & implementing State Printing Print Services training programs & policies; participates in short- & long-range planning of operational automation projects to ensure state-of-the-art technology; prepares shift budgeting information (e.g., overtime projection, overtime requests, supply inventory); ensures security of facilities.	Knowledge of 1, 2, 3, 4*, 5 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, (18) operate high speed laser printers, peripheral equipment, security monitoring devices; (19) resolve day to day print production problems
15	Oversees execution of power down /power up procedures for high speed laser printers & peripheral equipment (e.g., prior after scheduled outages, unscheduled outages & emergency situations); operates computer terminals (e.g., IBM JES3/MVS & Windows) & peripheral computer equipment; schedules computer print production jobs/data runs; assembles computer printouts & reports; ensures accurate & timely equipment maintenance tracking; interfaces with software engineers & vendor representatives to resolve problems & provide immediate operational requirements; assists in lifting up to 50 lbs. of paper/forms/supplies as required for printing operations & receipt of stock.	Knowledge of 1, 2, 3, 4*, 5 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17, (20) respond to emergency evacuation procedures, power outages; (21) demonstrate strength to lift up to 50 lbs. of paper/supplies; (22) demonstrate strength to move (e.g. push, pull or otherwise move) objects (e.g. stock/supplies in/out of warehouse, off of delivery trucks).
5	Communicates with other shift supervisors for start of shift & end of shift workload turnover: interfaces with user agency personnel; advises employees in problematic situations; maintains accuracy of shift logs & all records; attends meetings, conferences & technical seminars. Works as an essential employee.	Knowledge of 1, 3, 4*, 5 Skill in 9 Ability to 12, 13, 14, 15, 16, 17, 18, 19. *developed after employment

JOB CODE TITLE
Computer Operations Supervisor 1

JOB CODE
12375

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006537 Comp Opr 3
- 20006540 Comp Opr 3
- 20006533 Comp Opr 3
- 20006541 Comp Opr 3

SIGNATURE OF AGENCY REPRESENTATIVE

Jeff Westhoven/ice

DATE

5/14/08

apd 6-16-08 cl