

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS105770
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006536	<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 State Printing - Print Services 3 rd Shift Supervisor		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006535 Computer Operations Manager 1	
<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 type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22 Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
 FROM: 12:00 AM TO: 8:30 AM Report in location & work hours subject to change.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
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/day, 7 days/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 & employees 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

App'd 4.9.10 @aw

JOB CODE TITLE
Computer Operations Supervisor 1

JOB CODE
12375

List Position Numbers & Job Titles of Positions Directly Supervised: 20005605 Printing Machine Operator 20006534 Computer Operator 3 20006538 Computer Operator 3 20006540 Computer Operator 3 20006541 Computer Operator 3	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 4/7/10
--	--	----------------

POSITION DESCRIPTION		AGENCY/DEPT ID DAS/DAS105770
DIVISION OR INSTITUTION General Services Division	UNIT OR OFFICE State Printing & Mail Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006536	<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 State Printing - Print Services 3 rd Shift Supervisor		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006535 Computer Operations Manager 1	
	<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 type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22 Page 2 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 12:00 AM TO: 8:30 AM Report in location & work hours subject to change.			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
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.	Knowledge of 1, 3, 4*, 5 Skill in 9 Ability to 12, 13, 14, 15, 16, 17, 18, 19.		
Works as an essential employee.		*developed after employment		
JOB CODE 12375	List Position Numbers & Job Titles of Positions Directly Supervised: 20005605 Printing Machine Operator 20006534 Computer Operator 3 20006538 Computer Operator 3 20006540 Computer Operator 3 20006541 Computer Operator 3		SIGNATURE OF AGENCY REPRESENTATIVE <i>Jeffrey Westhoven/ce</i>	
			DATE 4/7/10	

App 4.9.10 *[Signature]*