

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	<b>OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</b>	AGENCY Department of Administrative Services
	DIVISION OR INSTITUTION General Services Division	
	UNIT OR OFFICE State Printing Mainframe – Print Services	

POSITION NUMBER 20006539 (41969.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION State Printing Print Services 3 <sup>rd</sup> Shift Supervisor	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006535 (41965.0) Computer Operations Manager 1
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 11:30 p.m. - 8:00 a.m. & subject to overtime/call back 24X7	

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/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; may act as sole supervisor of print room areas at least one day per week; may supervise subordinate employees assigned to other shifts; interviews & recommends employees for positions; assigns & reviews work; evaluates job performance; performs related administrative duties (e.g., attendance taking, receiving employee call-ins, time-sheet approval, leave request approval & 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 24X7; (17) carry cell phone or wear pager.
*developed after employment		

List Position Numbers and Class Titles of Positions Directly Supervised: 20006540 (41970.0) Computer Operator 3 20006541 (41971.0) Computer Operator 3	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 7/18/07
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apd 7-25-07 cl

JOB CODE TITLE  
Computer Operations Supervisor I

JOB CODE  
12375

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	<h2 style="margin:0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</h2>	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION General Services Division
		UNIT OR OFFICE State Printing Mainframe – Print Services

POSITION NUMBER 20006539 (41969.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> 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 (41965.0) Computer Operations Manager 1	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 11:30 p.m. - 8:00 a.m. & subject to call overtime/call back 24x7		

**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); operation of computer terminals (e.g., IBM JES3/MVS & Windows) & peripheral computer equipment; scheduling of computer print production jobs/data runs; assembling of 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

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