100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing - Print Services

POSITION CONTROL NUMBER
41951.0

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Print Services Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41870.0 Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

CLASS TITLE
Computer Operations Manager 3

CLASS NUMBER
12378

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Manages & directs multiple computer sections of enterprise Computing Print Services and supervises lower-level computer operations managers responsible for statewide print production & print services: interviews & selects employees for positions; assigns & reviews work of subordinates; evaluates job performance; interacts with union representatives & human resources personnel on labor/management issues; develops & implements production policies, standards & service offerings; plans, reviews & approves decisions regarding statewide, agency critical print applications; develops policies, procedures & strategies involving production & services; researches & approves purchase requests for hardware, software, & training services; monitors section costs; participates in financial planning activities related to section budget.	Knowledge of (1) budgeting; (2) management; (3) high volume printing subsystems; (4) polices, procedures & standards relative to installing & maintaining high volume print systems; (5) customer service; (6) Print Services Computer Operator Training procedures*; (7) interviewing; (8) IBM mainframe, microcomputer peripherals; (9) supervision; (11) work force planning; (12) labor relations; Skill in (13) operation of mainframe & personal computer hardware & software; Ability to (14) understand complex mainframe computer hardware & software systems; (15) understand complex computer networks; (16) interpret variety of instructions in written, oral, picture or schedule form; (17) define problems, collect data, establish facts & draw valid conclusions; (18) interpret & understand extensive variety of technical material from books, manuals & websites; (19) deal with many variables & determine specific corrective actions. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

41952.0 Prog Spec 1
41953.0 Prog Spec 1
41954.0 Prog Spec 1
41955.0 Comp Op Mgr 1
41965.0 Comp Op Mgr 1

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mounts

DATE: 11/15/06

Upd 11-22-06 CB

100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Ohio Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing – Print Services

POSITION CONTROL NUMBER
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Computer Operations Manager 3

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County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Print Services Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41870.0 Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Oversees Print Services production activities: coordinates resolution of statewide network support issues related to print production; responsible for hardware, software, environmental conditions & security of print facilities; meets with vendor & agency representatives to promote services offered; oversees & monitors daily & long-range scheduling to ensure staff coverage; oversees strategic planning & state-of-the-art automation projects.	Knowledge of 2, 3, 4, 6, 8 Skill in 13, (21) use of operations automation software. Ability to 14, 15, 16, 17, 18, 19.
10	Performs other related administrative duties as required: participates in long- & short-term strategic planning; develops strategies for document preparation & distribution; conducts staff meetings; represents Print Services and Service Delivery Division at meetings; technical conferences & seminars.	Knowledge of 2, 4, 5, 6 Skill in 13 Ability to 18
	Must submit to & pass personal background check & is overtime exempt.	

List Position Numbers and Class Titles of Positions Directly Supervised:

41952.0 Prog Spec 1
41953.0 Prog Spec 1
41954.0 Prog Spec 1
41955.0 Comp Op Mgr 1
41965.0 Comp Op Mgr 1

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