

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Computer Services - IT Service Delivery

UNIT OR OFFICE
Technical Services

POSITION CONTROL NUMBER
41966.0

CLASS TITLE
Computer Operations Supervisor 1

CLASS NUMBER
12375

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: ITSD Print Services 3rd Shift Supervisor
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 41965.0 Computer Operations Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift): 11:30 p.m. - 8:00 a.m. (On call 24 hours per day, 7 days per week) Page 1 of 2

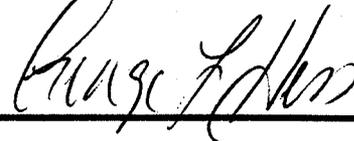
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Assists Shift Manager in supervision of a working unit of Computer Operators within Information Technology Service Delivery (ITSD) Print Services that operates 24 hours per day, 7 days per week, 365 days per year and supports multiple state agencies. Supervises computer operators in the operation and performance of high-speed laser printers and peripherals. Analyzes employee input and 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 and recommends employees for positions, assigns and reviews work; evaluates job performance. Performs related administrative duties (e.g. attendance taking, receiving employee call-ins, timesheet approval, leave request approval & employee evaluation); interfaces with OCB Labor Relations and Union Representatives,</p>	<p>Knowledge of: (1) Supervision; (2) Safety regulations & procedures compatible with OSHA standards; (3) Customer service techniques; (4) ITSD 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 and percentages; (11) Use statistical analysis for graphs & charts; (12) Write shift SOP, training documentation; (13) Gather, collate and 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</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

41967.0 CO3
41968.0 CO3

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

10-14-83

App 10-23-03CB

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ITSD Print Services 3rd Shift Supervisor 41965.0 Computer Operations Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift)
11:30 p.m. – 8:00 a.m (On call 24 hours per day, 7 days per week) page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Monitors and oversees employees' resolutions to complex and difficult mainframe and network printing problems. Sets shift print production priorities; develops shift's standard operating procedures. Interfaces with employee training activities (e.g., ITSD Print Services Continuing Re-Certification Program); assists in developing and implementing ITSD Print Services training programs and policies. Participates in short and 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, (16) operate high speed laser printers, peripheral equipment, security monitoring devices; (17) resolve day to day print production problems
15	Oversees execution of power down /power up procedures for high speed laser printers and peripheral equipment (i.e. prior/after scheduled outages, unscheduled outages and emergency situations); operation of computer terminals (e.g., IBM JES3/MVS & Windows) and peripheral computer equipment; scheduling of computer print production jobs/data runs; assembling of computer printouts/reports. Ensures accurate and timely equipment maintenance tracking. Interfaces with software engineers and vendor representatives to resolve problems and provide immediate operational requirements. Assists in lifting up to 50 lbs. of paper/forms/supplies as required for printing operations and receipt of stock.	Knowledge of: 1, 2, 3, 4, 5 Skill in: 9 Ability to: 10, 11, 12, 13, 14, 15, 16, 17, (18) respond to emergency evacuation procedures, power outages; (19) demonstrate strength to lift up to 50 lbs. Of paper/supplies; (20) 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	Interfaces with other shift supervisors for start of shift and end of shift workload turnover. Interfaces with user agency personnel; advises employees in problematic situations. Maintains accuracy of shift logs and all records. Attends meetings, conferences and technical seminars. Works as an essential employee Must submit to and pass a background check.	Knowledge of: 1, 3, 4, 5 Skill in: 9 Ability to: 12, 13, 14, 15, 16, 17

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CLASS TITLE
Computer Operations Supervisor 1

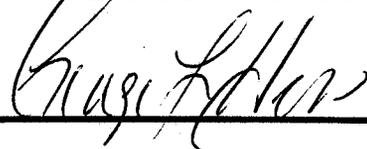
CLASS NUMBER
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April 10-23-03 CB

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41968.0 CO3

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DATE

10-14-03