

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Office of Information Technology

DIVISION OR INSTITUTION  
Service Delivery Division

UNIT OR OFFICE  
Enterprise Computing

POSITION NUMBER  
20006495 (41900.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Computer Operations Manager 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006474 (41870.0) Information Technology Manager 2

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

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
65	<p>Manages computer operations section that operates 24 hours per day, 7 days per week, 365 days per year &amp; that supports multiple state agencies' computer needs: ensures that staff respond to computer operations related issues 24 hours/day, 7 days/week, 365 days/year; may be required to return to work place within defined response time according to service level agreement for each customer; may be required to carry cell phone or wear pager; manages multiple computer operations sections (e.g., production, customer support) on multiple shifts &amp; supervises lower-level computer operations managers &amp; supervisors (e.g., approves overtime &amp; timekeeping reports, requests &amp; recommends discipline, prepares performance evaluations, develops coverage schedules; rotates scheduled work hours to provide coverage in absence of subordinate supervisor or manager, recommends changes in shift staffing levels); develops &amp; implements scheduling standards, policies &amp; service offerings; assists in development &amp; implementation of operations &amp; customer support hardware &amp; software (e.g., hardware &amp; software used in call &amp; problem tracking systems); recommends purchase of computer hardware &amp; software to improve operational efficiency &amp; customer support; monitors operational costs &amp; assists in developing section budget.</p>	<p>Knowledge of (1) budget preparation; (2) management; (3) large IBM mainframe operations; (4) labor relations; (5) employee training; (6) workforce planning; (7) policies, procedures &amp; standards relative to operation of mainframe computer systems*; (8) interviewing; (9) supervision; Skill in (10) operation of mainframe &amp; personal computer hardware &amp; software; Ability to (11) understand complex computer networks; (12) interpret variety of instructions in written, oral, picture or schedule form; (13) define problems, collect data, establish facts &amp; draw valid conclusions; (14) interpret &amp; understand extensive variety of technical material in books, manuals &amp; websites; (15) deal with many variables &amp; determine specific corrective actions; (16) respond to computer operations related issues 24X7; (17) carry cell phone or wear pager.</p>
10	<p>Coordinates resolution of customer support issues with vendors, other agencies &amp; Service Delivery Division management: assists in maintenance of systems that monitor &amp; report problems in computer room environment; assists in maintenance of computer room security; produces reports related to shift &amp; section production levels; assists in development of service level agreements with customer agencies; assists in disaster recovery planning &amp; testing of recovery procedures.</p>	<p>Knowledge of 3, 7*, (17) computing systems analysis; (18) customer service techniques Skill in 10 Ability to 11, 12, 13, 14, 15, (19) prepare meaningful, concise &amp; accurate status reports.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Computer Operations Manager 3

JOB CODE  
12379

List Position Numbers and Class Titles of Positions Directly Supervised:

20006518 (41932.0) CompOpnsSpvr 2	20006513 (41927.0) CompOpnsSpvr 2
20006497 (41902.0) SysProg 1	20006498 (41904.0) SysProg 2
20006509 (41923.0) Com OpnsSpvr 2	20006506 (41919.0) Comp OpnsSupv 1
2000 6496 (41901.0) SysProg 1	

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Monte*

4/16/97

App 4-19-07 CB

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25	Performs other related administrative duties: participates in long- & short-term planning with both subordinate sections & other areas within SDD; conducts staff meetings with all subordinate sections & shifts; consults with SDD Human Resources Coordinator & Department of Administrative Services Labor Relations Officer on labor relations issues; attends work related classes & seminars to remain current with operational trends & automation techniques.	Knowledge of 3, 16, 17, (20) computer operations automation. Skill in 10 Ability to 11, 13, 14, 15, 18.
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Knowledge of 3, 16, 17, (20) computer operations automation.  
Skill in 10  
Ability to 11, 13, 14, 15, 18.

Must submit to & pass personal background check & is overtime exempt.

\*developed after employment

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DATE

*Gregory L. Mounts*

4/11/07

Appl 4-19-07 CB