

# 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  
20006506 (41919.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Computer Operations Supervisor 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006495 (41900.0) Computer Operations Manager 3

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
4:00 p.m. - 12:30 a.m. & subject to overtime/call back 24X7

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
45	Assists shift supervisor with production shift activities (e.g., operation & performance of multiple mainframe CPU's, manual entry of multiple system commands during system outages for Service Delivery Division (SDD) statewide EDP Communications Network which operates 7 days per week, 24-hours/day, 365 days per year & supports critical applications for multiple state agencies: performs manual entry of multiple system commands, impact & desktop laser printers, magnetic & cartridge tape drives (i.e. fetch file & mounting of high volumes of cartridge & tapes), & volumes of magnetic disks. Analyzes employee input & output workload production. Supervises operators performing tasks related to tape inventory (storage, ins/outs). May periodically act as sole supervisor on operations area. Interviews & selects employees for positions, assigns & reviews work, evaluates job performance. Performs related administrative duties (e.g. attendance taking, receiving employee call-ins, timesheet approval & employee evaluation); consults with SDD Human Resources Coordinator & Office of Employee Services Labor Relations Officer regarding labor relations issues.	Knowledge of (1) supervision; (2) labor relations; (3) workforce planning; (4) public relations; (5) government structure & process*; (6) electronic data processing (e.g., technical/software systems, TSO & tape management system); Skill in (7) use of personal computer & associated hardware/software; Ability to (8) deal with many variables & determine specific action (e.g., research, production), (9) evaluate & correct software & hardware problems; (10) prepare meaningful, concise & accurate reports; (11) cooperate with co-workers on group projects; (12) handle sensitive inquiries from & contacts with officials & general public.
40	Monitors & oversees employees' resolutions to complex & difficult mainframe systems networking problems. Sets priorities, develops procedures, reviews, evaluates & reports progress to management. Advises employees concerning problematic situations. Performs all related administrative duties; assists in or develops & implements programs & policies, participates in short & long range planning & operational automation projects to ensure state-of-the-art technology is being utilized. Authorizes & plans individual training. Interfaces with employees in coordinating training activities.	Knowledge of: 1, 2, 3, 4, 5*, 6, (12) employee training development Skill in 7 Ability to: 8, 9, 10, 11

\* developed after employment

JOB CODE TITLE  
Computer Operations Supervisor 1

JOB CODE  
12375

List Position Numbers and Class Titles of Positions Directly Supervised:

20006507 (41920.0) Comp Op 3  
20006508 (41921.0) Comp Op 3

SIGNATURE OF AGENCY REPRESENTATIVE

*Gregory L. Mounts*

DATE

3/24/07

Appl 4-3-07 CB

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County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Computer Operations Supervisor 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006495 (41900.0) Computer Operations Supervisor 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
4:00 p.m. - 12:30 a.m. & subject to overtime/call back 24X7

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
10	Oversees operations of computer terminal & peripheral computer equipment, scheduling & submittal of computer productions jobs/data runs &/or assembling f computer printouts/reports. Monitors employees' investigations & resolutions of problems. Interfaces with software engineers & vendor representatives to resolve problems & provide immediate repairs. Ensures security of facilities. Sets priorities, develops procedures, reviews & evaluates work performance. Makes recommendations to management & reports progress.	Knowledge of: 1, 2, 3, 4, 5*, 6. Skill in: 7. Ability to: 8, 9, 10, 11.
5	Ensures storage & customer online requests are delivered within set times for all SDD customers. Interfaces with other shift supervisors for start of shift & end of shift workload turnover, interfaces with user agency personnel. Completes activity reports & maintains accuracy of shift logs & all records. Attends customer meetings, conferences & technical seminars. May be required to provide operational support at disaster recovery test site as schedules.  Must submit to & pass personal background check & works as essential employee.	Knowledge of: 1, 2, 3, 4, 5*, 6. Skill in: 7. Ability to: 8, 9, 10, 11.  *developed after employment

OB CODE TITLE  
Computer Operations Supervisor 1

JOB CODE  
12375

List Position Numbers and Class Titles of Positions Directly Supervised:

20006507 (41920.0) Comp Opr 3  
20006508 (41921.0) Comp Opr 3

SIGNATURE OF AGENCY REPRESENTATIVE

*Gregory L. Morantz*

DATE

*3/22/07*

Appd 4-3-07 CB