

OPERATIONS SUPERVISOR

NATURE OF WORK

This is responsible technical and supervisory work in the direction and control of the actual operational functions of the Information Services Division.

Work involves supervising and directing the activities of the operations section, controlling security of the computer room and enforcing schedule processing requirements. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. Work is reviewed by the Technical Support/Operations Coordinator through reports, conferences and effectiveness of day-to-day operations.

EXAMPLES OF WORK PERFORMED

Supervises the operation of all data processing machines and forms handling equipment.

Supervises and evaluates the work of subordinate technical personnel; coordinates work with other sections, divisions and departments.

Instructs technical subordinates in the methodology and usage of all data processing equipment.

Provides for the acquisition and disposition of mainframe and mini-computer hardware, printer forms, magnetic media, ribbons and other supplies; writes bid specifications.

Coordinates, schedules and directs hardware installation and de-installation activities.

Updates and maintains disaster recovery documentation; revises disaster recovery hardware configuration listings.

Administers report distribution software; defines reports for on-line viewing and printing; and updates production jobs to incorporate report distribution software.

Assists in the preparation of budgets for hardware, maintenance, forms, supplies and other operating costs.

Writes operational documentation and recommends revisions to operating procedures and policies.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Extensive knowledge of the application and use of computer systems, operating systems, consoles, terminals, printers, disk and tape sub-systems and controllers.

Extensive knowledge of MVS systems hardware installation and maintenance.

Thorough knowledge of the standard methods and equipment used in data processing.

Thorough knowledge of the methods and techniques used in establishing production schedules.

Ability to plan, direct, supervise and evaluate the work of technical subordinates.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, subordinates, customers and other personnel.

Ability to effectively manage multiple responsibilities concurrently.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent supplemented by college-level coursework or formal training in computer science or related field and two years of experience in the operation of mainframe computers, personal computers, and networks, or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.