

TECHNICAL SUPPORT/OPERATIONS COORDINATOR

NATURE OF WORK

This is responsible administrative and technical work coordinating the systems software and computer operations-related activities of the Technical Support/Operations section.

Work involves responsibility for supervising and directing all systems software analysis, programming and operations functions on the centralized processing facilities; projecting software and hardware requirements for the Information Services Division; and developing standards and procedures for the use of systems software and hardware. Work also includes configuration planning, capacity planning, systems performance analysis and optimization. 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 computer operators and subordinate technical personnel. General supervision is received from the Information Services Manager with work being reviewed in the form of conferences, reports and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Coordinates system software support, central processors and their peripheral hardware.

Evaluates and makes recommendations for improvement for centralized processing facilities.

Prepares utilization and system performance reports and statistics.

Assists computer operators on operational issues relating to system software and applications.

Develops budget proposals for hardware, software, personnel and other operating costs.

Coordinates and supervises the Technical Support and Operations staff in systems software maintenance and upgrades and in the control of operational functions; evaluates subordinate personnel.

Reviews and recommends new systems software products to enhance efficiency.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of systems programming in a large systems environment.

Thorough knowledge of large systems software installation and maintenance.

Thorough knowledge of computer operations.

Thorough knowledge of capacity and configuration planning and reporting.

Thorough knowledge of systems analysis, programming and related functions performed by information services personnel and the ability to evaluate and recommend improvement of same.

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

Considerable knowledge of computer hardware and software systems and capabilities.

Ability to establish and maintain effective working relationships with information services personnel and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four-year college or university with major coursework in computer science, business administration or related field plus considerable experience in a responsible administrative or managerial capacity in systems programming and computer operations.

MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in computer science, business administration or related field plus experience in a responsible administrative or managerial capacity in technical support activities in a large systems environment; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.