Job Description

POSITION TITLE:	**Operations Supervisor**	**# 2265**
SALARY PLACEMENT:	**Classified/Confidential Supervisory Schedule** **Range 13**	

MINIMUM QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

Equivalent of the completion of a bachelor's degree in business and/or computer related technology. Experience in a closely related nature may be substituted. At least three years experience in a large-scale mainframe computer environment.

DESIRABLE QUALIFICATIONS – EDUCATION, TRAINING AND/OR EXPERIENCE:

At least five years increasingly responsible experience as a computer operator in a large-scale mainframe computer environment.

CREDENTIALS AND/OR SKILLS AND ABILITIES:

Thorough knowledge of mainframe computer applications; large database and file management including Hewlett Packard suppliers, digital systems, Macintosh and DOS applications; desktop and laptop system functions and repair; knowledge of line and laser printers, tape drives and maintenance of related peripherals, including scanners, bursters, decollator, shredders, monitors, network servers and technologies; modern computer techniques, methodologies, principles and practices; project management; management and supervision principles and techniques. Ability to coordinate flow of work to assure deadlines are met; gather, analyze and organize information for reports; maintain secure environment in computer room for equipment and personnel.

SUMMARY OF POSITION:

Under direction of management personnel, plan, coordinate and supervise the efficient operation and maintenance to mainframe computers; monitor, manage and schedule day-to-day operations to assure efficient operation. Train and supervise the work of assigned staff. Do related work as required.

ESSENTIAL FUNCTIONS:

Essential functions may include, but are not limited to:

1. Operate and monitor computer systems and related equipment.
2. Plan, organize, supervise and direct the work of operators; train and evaluate computer operators.
3. Assure computer room equipment, software and personnel are safe and secure.
4. Responsible for maintaining required operations during critical emergencies.
5. Diagnose, error logging, vendor and staff notification and management reporting of problems.
6. Write and maintain documentation.
7. Establish and maintain schedules for backups and off-site storage.
8. Assure hardware is maintained in a proper fashion.
9. Establish effective level of communications with users and internal staff.
10. Coordinate and schedule installation of new equipment.

11. Interface with vendors.
12. Control and order special forms and supplies.
13. Assist in future strategies of new technologies.
14. Recommend Operations budget.
15. Perform other duties as assigned.

PHYSICAL REQUIREMENTS:
Employees in this position must have the ability to:
1.   Exert high physical effort.
2.   Walk and stand for considerable lengths of time.
3.   See and read a computer screen and printed matter with or without vision aids.
4.   Hear and understand speech at normal levels and on the telephone.
5.   Speak so that others may understand at normal levels and on the telephone.
6.   Handle moderate to heavy pieces of equipment.
7.   Lift up to fifty pounds.

WORK ENVIRONMENT:
Employees in this position may be required to work outside of normal workdays and office hours to meet installation deadlines and to provide service as needed. Possess a valid California driver license required.

rev 3/10/10 ms
rev 11/1/12 sc