

## COMPUTER OPERATIONS SUPERVISOR

**DISTINGUISHING FEATURES OF THE CLASS:** This is supervisory work of a technical nature which involves responsibility for developing and implementing operations policy, scheduling processing time and program priorities and developing and maintaining the hardware configuration. The Computer Operations Supervisor is primarily concerned with achieving the highest production rates with the equipment and workers available. The work is performed under the general supervision of the Director of Computer Services. Supervision is exercised over operations personnel on all shifts. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Plans, assigns, supervises and evaluates the work of all operations personnel;  
Works with the Director of Computer Services on the development of long range plans, policies, procedures and budget;  
Enforces departmental policies and procedures within the operations division;  
Establishes priorities for the use of computer time and schedules jobs accordingly;  
Reviews the quality of data processing service provided to users in terms of response time, accuracy and readability, and initiates corrective action when necessary;  
Provides input into the selection of employees, and trains employees as needed;  
Approves employee work schedules and employee leave requests to assure staffing on all shifts;  
Evaluates equipment and makes recommendations concerning the acquisition of that which would be advantageous to the County;  
Ensures the maintenance of an inventory of supplies required for the operational function in the department;

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the theory and practice of the operation of an electronic data processing system;  
Thorough knowledge of the computer operations system, its utilization and potential;  
Thorough knowledge of the use and general maintenance of all equipment;  
Thorough knowledge of hardware operations, scheduling, Job Control Language, use of system commands, and job execution;  
Thorough knowledge of tape and disk storage and operating systems, procedures and techniques;  
Working knowledge of the techniques of data communications equipment; Ability to exercise good judgment in making immediate operational decisions affecting on-line computer support;

Ability to understand and interpret complex written material;  
Ability to communicate effectively, both orally and in writing;  
Ability to plan and supervise the work of subordinates in a manner conducive to full performance and high morale;  
Ability to establish and maintain documentation standards and procedures;  
Ability to develop and administer effective procedures for training employees;  
Ability to promote and maintain effective departmental and public relations;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in computer science or related field and two years of supervisory experience in the operation of a computer; OR
- B) Completion of 60 semester credit hours at a regionally accredited or New York State registered college or university, including 12 credits in computer science or electronic data processing, six of which were directly related to the operation of a computer, and four years experience in the operation of a computer, two of which must have been in a supervisory capacity; OR
- C) Six years of experience in the operation of a computer, two years of which must have been in a supervisory capacity; OR
- D) An equivalent combination of training and experience as defined by the limits of A), B) and C) above.

**NOTE:** Additional training beyond the Bachelor's Degree cannot be substituted for the two years of required supervisory experience.