

GENERAL DESCRIPTION OF CLASS

The COMPUTER OPERATIONS SUPERVISOR 2 directs and oversees the total operation of a computer center or unit with multiple shifts. The Computer Operations Supervisor 2 supervises staff operating a computer system and related peripheral equipment, ensuring that user needs and production schedules are met on all shifts. All positions in this class are excluded from collective bargaining.

DISTINGUISHING FEATURES

This is the second level of a two-level series. Responsibility for overseeing a multi-shift operation (i.e. day, swing, and graveyard shifts) or for overall management of the computer resources and facilities distinguishes this class from the lower level. The Computer Operations Supervisor 2 plans and prioritizes work of staff and develops and revises procedures for coordinated and efficient work flow of a computer processing center or unit.

DUTIES AND RESPONSIBILITIES

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may be assigned all or some combination of the duties listed below as well as other related duties.

1. Supervision

Plans, assigns, and reviews work of staff, adjusting work assignments and schedules to maintain adequate staffing levels and respond to fluctuating workloads. Evaluates employee performance and prepares performance appraisals. Assesses training needs of staff and arranges for or provides appropriate instruction.

Reviews applicant's credentials, participates in the interview process, and hires or effectively recommends hiring staff. Resolves personnel problems, complaints, and formal grievances at the first level. Disciplines and rewards employees and counsels employees in work related activities, personal growth, and career development.

2. Computer Operations Services

Prioritizes jobs to optimize system use. Ensures that scheduled jobs are entered into system for processing. Coordinates scheduling for special job requests. Reviews printout of jobs for completeness and correctness in terms of expected output. Confers with and recommends changes to users (i.e. programmers, analysts, or customers) to identify and resolve processing problems.

Provides users special information about processing procedures and job requirements. Answers user questions regarding status of jobs entered into computer system or equipment malfunction. Keeps daily log reports of productions problems. Changes job control language (JCL) according to job specifications so jobs can be processed properly. Reviews work output to assure that shop standards are followed.

3. Equipment Maintenance

Assesses equipment performance to ensure maximum production. Reviews equipment and staff log reports to assess equipment malfunctions and either solves problems or refers to service technician.

Schedules, or coordinates with service technicians, downtime for maintenance or emergency repairs. Ensures proper temperature and levels of humidity in computer center or unit.

4. Miscellaneous

Analyzes and develops current and proposed computer operational procedures and forms for efficient and effective operations. Recommends purchases of computer production equipment to manager and orders budgeted supplies (e.g., computer paper, tapes, and disks). Assists manager with budget preparation by evaluating the staff, supplies, and equipment needs of the center or unit. Schedules and coordinates installing application software, operations software, computer hardware and physical facilities for the computer center or unit. Keeps up to date on technology changes and improvements by reading trade publications and attending training when available. May develop operational policies and procedures.

RELATIONSHIPS WITH OTHERS

The Computer Operations Supervisor 2 has daily in-person contact with system users to answer questions regarding procedures and job requirements, and system shutdown or service operation problems. There is regular contact by telephone or in-person with service technicians or vendors to discuss equipment maintenance or repairs. The Computer Operations Supervisor 2 has occasional contact by telephone or in-person with other managers and supervisors of the agency to discuss special jobs and time schedules and with system users to identify and solve processing problems.

SUPERVISION RECEIVED

The Computer Operations Supervisor 2 receives general supervision from a manager who assigns work orally or through written instructions. Work is reviewed on a daily informal basis to ensure that users' needs and production schedules are met and that computer operations run smoothly and efficiently. Specific problems or concerns about computer operations and production or equipment are discussed in periodic meetings.

The Computer Operations Supervisor 2 uses vendor supplied operating manuals, job control language (JCL) manual, operating procedures, and other related manuals as references in doing their work. The Computer Operations Supervisor 2 follows Agency administrative policies and procedures, personnel rules and guidelines and collective bargaining agreements for the supervisory functions of the job.

SUPERVISION EXERCISED

The Computer Operations Supervisor 2 directly supervises subordinate supervisors such as Computer Operations Supervisor 1's and Support Services Supervisors 1's or 2's and indirectly supervises subordinate employees, primarily computer production specialists, data entry operators, ADP librarians, clerical staff, and student operators. The Computer Operations Supervisor 2 provides close or general supervision of employees and students (depending on the nature of the assignment and the proficiency of the employee) and reviews their work to ensure that scheduled work is done accurately and timely.

GENERAL INFORMATION

Some Computer Operations Supervisor 2 positions work in an environment where there is moderate noise levels and may be required to lift up to approximately 40 to 50 pounds. Some Computer Operations Supervisor 2's are required to be available, on occasion, by telephone during off shift hours to respond to questions or problems from shift employees.

KNOWLEDGE AND SKILLS (KS)

Extensive knowledge of operating system/spooler program commands.
 Extensive knowledge in the operation and use of terminals, tape drives, disk drives, printers, and card readers.
 Extensive knowledge of how hardware relates to each other.
 Extensive knowledge of efficient job scheduling.
 Extensive knowledge of job control language (JCL).
 General knowledge of data communication networks.
 Basic knowledge of human relations to work in a team relationship with others.

Skill in supervision (e.g., hire, train, assign and review work, motivate, prepare performance evaluations, and handle disciplinary actions).
 Skill in maintaining production schedules in a smooth and efficient manner.
 Skill in troubleshooting equipment and software malfunctions and determining or recommending appropriate solutions for repair.
 Skill in keeping daily log reports of production status, operation failures, service calls, program problems, and related information.
 Skill in following oral and written instructions.
 Skill in operating and performing basic functions on a medium to large computer system and related peripherals such as printer, tape drives, magnetic tape cartridge subsystem, optical character reader, and communications controller.
 Skill in using computer component equipment such as keyboards and/or keyboard equipment.
 Skill in setting up forms media on the output printer.
 Skill in evaluating the staff, supplies, and equipment needs of unit or center.

NOTE: The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 1/90

Revised

STATE OF OREGON
 Dept. of Administrative Services
 Human Resource Services Division