

## **MARION/SALEM DATA CENTER OPERATIONS MANAGER**

### **NATURE OF WORK**

This is technical and supervisory work in managing the operations section and its staff of technicians in order to provide efficient and quality computer services to users of the Central Computer Facility. The work involves maintaining accurate statistical records of computer usage and down time, training computer staff, and maintaining excellent working relations with users and staff of the Center.

A major portion of this work also includes monitoring and maintaining telecommunications connections and equipment, problem resolution, and equipment installation. Management responsibilities consist of planning, equipment purchases, budgeting, service contracts, and building security.

This classification is distinguished from the Data Center Director by the absence of overall authority to direct all services of the Center and the more limited scope of responsibilities. The work of this classification differs from that of Operations Supervisor by the greater degree of responsibility assigned to this class, the telecommunications and building security duties, and the addition of management accountability.

### **ILLUSTRATIVE EXAMPLES OF WORK**

(Any single position of a class will not usually involve all of the duties listed and many positions will involve duties which are not listed.)

Manages the daily activities of the computer center's Operations Section to ensure procedures are performed in the most efficient and productive manner.

Supervises the Operations staff of computer operators, data control clerks, Operations Supervisor, and couriers in their daily work assignments and responsibilities. Develops annual employee work plans. Coordinates staff training to ensure technical knowledge is maintained at the level necessary to use current hardware and software, and retain a high production level. Makes hiring decisions, appraises performance, and issues any necessary discipline.

Oversees all shift work schedules to ensure twenty-four hours a day/seven days a week operations meet schedules, quality standards, and efficient service for the user community.

Monitors and maintain data communications circuits for networking connections, including installation, ordering, or moving. Monitor and approve monthly service bills, order new lines, and discontinue unnecessary lines. Program and troubleshoot the telephone system, and coordinate work with the City's communications staff or resource center personnel.

Accomplishes installation, revision, and updates to telecommunications equipment for agencies. Troubleshoots connectivity problems with software emulation and performs on-site assistance if required.

Develops both short and long range planning to accomplish the center's goals. Evaluates the latest technical innovations against benefits, cost, and implementation time in developing plans.

Assists in the development of requests for proposals and with hardware purchases. Contacts vendors regarding costs and location of required equipment. Coordinates resale of preowned equipment with vendors.

Provides the Director with updates regarding daily operations activities, problems, and successes. Functions as a member of the management team. Assists in the annual budget preparation process.

Manages facilities maintenance functions through negotiation of janitorial contracts and coordination of services performed by general and building services staff. Monitors compliance with state and federal regulations. Reviews and approves utility bills for the center. Contracts for off-site storage services.

Maintains physical security measures for the center including door access codes, hours of operation, and establishment of security rules and policies.

Possession of valid Oregon drivers license at time of hire.

Performs other related work as assigned.

## **WORK QUALIFICATIONS**

Progressively responsible experience in telecommunications including experience typically gained through five or more years of computer operations management; some higher education or vocational training specializing in computer technology, or a combination of experience and training which provides the following knowledge, skills and abilities:

Strong knowledge of VTAM and CICS commands as well as VSE operation skills, terminal emulation products, data base management, networking, micro and mini computer systems, and distributed processing.

Thorough knowledge and experience in operating a large computer center to serve multiple agencies, including short and long range planning.

Thorough knowledge of networking and voice/data telecommunications, operations management, supervision techniques, and computer platforms.

Thorough knowledge of job scheduling and systems software, electrical computer wiring, disaster recovery, data file storage and security, purchasing or selling computer hardware, and negotiating contracts.

Requires excellent written and oral communication skills, as well as teamwork skills.

Some positions may require possession of a current Class C Oregon Driver's License, and the ability to meet the Data Center's driving standards.

Position requires on-call status, and both close and computer screen work.

## **MENTAL AND PHYSICAL REQUIREMENTS**

These are mental/physical requirements typical of positions within this classification. Actual position requirements may differ slightly from these.

Decision making, interpersonal skills, teamwork, creativity, customer service, mentoring, problem analysis, and independent judgment are constantly required. Position frequently requires basic math and use of discretion. The need to hear and perform repetitive motions of hands/wrists is continuous. Reaching, sitting, grasping, and handling are frequently required. Ability to push or pull up to 100 pounds and lift or carry up to 50 pounds is also required.

Personnel Director: \_\_\_\_\_