

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

### **NATURE OF WORK**

This is supervisory and technical work involving supervising, training, and scheduling technical staff in providing efficient and quality computer services to the users of the Data Center. The work includes developing and maintaining complicated computer work schedules for twenty-four (24) hours per day, up to seven days per week.

The position maintains statistical records of computer usage, down time, and problem determination when computer failures develop. Work also includes maintaining excellent communications and working relations with the users and staff of the Center. The key responsibility of this position is to maintain the work schedule and user needs in proper perspective; and to verify the work is received, scheduled, and returned to users in an efficient and satisfactory manner.

This classification is distinguished from the Operations Manager by the absence of responsibility for administering the operations department, and telecommunications and building security functions. The work of this classification differs from that of Computer Operator by the greater degree of control and responsibility assigned to this class, the addition of supervisory duties, and the control of work assignments.

### **ILLUSTRATIVE EXAMPLES OF WORK**

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

Works under the direction of the Operations Manager. Reports any daily problems or situations to the Operations Manager and management staff.

Supervises, through direct daily contact, the operations staff of a twenty-four (24) hours a day, seven days a week computer center. Staff includes Computer Operators, Data Control Specialists, and Clerk Messenger. Assists with hiring and performance evaluation of the operations staff.

Administers and maintains the automated job scheduling system to ensure all jobs are entered correctly, that all production jobs are scheduled. Develops processing schedules, checkpoints, and distribution schedules.

Develops procedures for and trains staff in all areas of computer operations, including tape management, control functions, use of automated job scheduler, data entry, bursting or decollation, check signing, decollating, and quality control of printer output.

Maintains a constant check over quality control of computer output reports; and establishes and controls shift work schedules to ensure proper staffing is maintained in order to meet work schedules and quality standards.

Supervises, controls, and schedules work flow from the City, County, and other users of the Center in order to provide timely and quality computer services.

Resolves or ensures resolution of day-to-day technical problems. Contacts staff and/or vendors for repairs, and reports exceptions to Operations Manager.

Monitors and provides support for a large communications network.

Provides supervisory and statistical data to the Operations Manager as scheduled. Acts on behalf of the Operations Manager during absences by monitoring current action items.

Assists the Operations Manager with special projects, facilities management, security issues, or the installation of new hardware, software, and new systems.

Consults with members of Systems and Programming and Technical Support to assist with new systems, or computer programs for testing or production. Also consults with Data Center users in establishing current and long range work schedules, or special run assignments and jobs. Ensures that all requests are run correctly and on time.

Coordinates with the support managers and other staff to maintain system development schedules for testing and implementation.

Maintains security of the data banks, checks, supplies, equipment, and the Data Center building, using good judgment and following rules as established by the Center's management. Oversees the rotation of data files on tape and other media to off-site storage locations.

Monitors and schedules the backup of data files on multiple platforms and ensures their integrity. Monitors and assists programmers and data control personnel in maintaining documentation standards and updates.

Assists in problem solving for users, and monitors the problem reporting system.

Schedules maintenance or other required system down times with the user community so that conflicts and interruptions to system availability are kept to a minimum.

Performs other related work as required.

## **WORK QUALIFICATIONS**

Progressively responsible experience in data processing, including experience in supervising technical or professional data processing staff, as typically gained through five or more years of related experience; plus some higher education or vocational training

training specializing in computer technology; or a combination of experience and training which provides the following knowledge, skills and abilities:

Ability to supervise and motivate the staff of a computer operations center to achieve the highest levels of job productivity, quality, and satisfaction in their work.

Strong communication skills (oral and written) and ability to work with users effectively, maintaining their support, confidence, and satisfaction with the Center's computer service.

Strong operations skills with VTAM and CICS command, VM and VSE operation, and automated job scheduler.

Knowledge and previous experience in the functions of a large computer operations center serving multiple agencies with many systems.

Knowledge of computer hardware, communications and on-line systems, and software associated with the operation of a data center mainframe and mini computer network.

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.

The position requires computer screen work, on-call status for emergency, or as needed to complete priority work requirements for the center.

## **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, customer service, independent judgment, problem analysis, training/supervision, and performing basic math are constantly required. Discretion, creativity, and advanced math skills are used frequently. The need to walk, finger, hear, reach, grasp, and use repetitive motions of hands/wrists is continuous. Standing, stooping, sitting, bending, kneeling, and handling occurs frequently.

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

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