

CLASS SPECIFICATION FOR
Computer Operations Supervisor

GENERAL STATEMENT OF DUTIES: Supervises the operation of computer services for the County; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is skilled work in the direction of the operation of multiple multi-programming/multi-processing/communications-oriented computers preparing a variety of statistical and accounting reports, summaries and tabulations. The employee in this class uses technical skills in directing the work of the agency's computer equipment and in adapting services to the activities of Information Technology. The incumbent gives technical and clerical supervision to Computer Operators I, II and III. General policy supervision is received from the Manager of Production Services.

EXAMPLES OF WORK (illustrative only):

- Plans and schedules the operation of the multi-programming/multiprocessing communications installation;
- Reviews detailed operations and operator schedules for effectiveness;
- Devises and reviews processing procedures to produce desired results most effectively;
- Diagnoses line or terminal problems for users by phone or on-site;
- Creates and maintains a documentation file that guides and assists operators in running equipment and jobs;
- Operates and writes programs for and maintains documentation on programs;
- Works with vendors to resolve equipment and operations problems;
- Trains and supervises staff, providing on-going instruction and updates on equipment and methods;
- Maintains comprehensive records of work processed and machine utilization;
- Maintains inventory of computer forms and other supplies;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of the principles, operation, adjustments, uses and capabilities of a wide variety of multi-programming/multi-processing computer and peripheral equipment; considerable knowledge of the application of equipment and processes to a wide variety of business procedures; ability to effectively supervise; ability to effectively use materials and equipment to meet all production schedules; good judgment; tact and courtesy.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school supplemented by completion of a programming course, preferably with some college-level work in accounting or machine theory, and four (4) years of responsible experience in the operation of a variety of data processing equipment in a multi-programming/multi-processing environment, preferably including two (2) years in a supervisory capacity; OR, any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

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This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.