

COMPUTER CENTER SUPERVISOR - COMMUNITY COLLEGE

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director of Computer Center, an incumbent of this class is responsible for the efficient utilization of electronic data processing equipment through the development and implementation of methods and procedures and their application to specific College needs. Supervision is exercised over technical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Coordinates planning and production activities and implements the policies of the data processing division;

Analyzes, evaluates and modifies working procedures and policies of computer room operations to provide the most cost effective operations;

Participates in the development and implementation of college-wide data processing policies;

Works with programming and systems personnel in testing new or revised systems and in resolving production problems;

Confers with representatives of college departments to determine possible efficient application of electronic data processing to their operations;

Directs and coordinates the operation of the College's Customer Services area in providing and maintaining effective working relations with College user departments and County Information Systems;

Manages and supervises customer services personnel responsible for the diagnosis, routing and follow-up of user requests of automated equipment and software;

Revises computer operation schedule to introduce program testing and operating runs;

Provides technical assistance to faculty;

Meets with vendors and evaluates proposed new equipment;

Conducts special studies and projects, as required;

Supervises technical employees who provide technical assistance and training to faculty and students in the use of hardware, PC software and mainframe applications;

Supervises the ordering of supplies and equipment, maintenance of inventory records, and activity reports;

EXAMPLES OF WORK: (Cont'd)

Supervises and coordinates the operation of Student Support Services area including classrooms, open lab facility and software library;

Conducts training programs for computer center employees;

Responsible for insuring administrative, faculty and student mainframe security.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of electronic data processing operations; good knowledge of administrative methods and procedures; good knowledge of the principles, practices, and procedures of modern office management; ability to evaluate, plan, and apply electronic data processing procedures and methods in a college environment; ability to plan and supervise the work of others; ability to prepare oral and written reports; initiative; resourcefulness; tact; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either: (a) Bachelor's Degree* and three years of administrative experience involving the planning and application of electronic data processing methods and procedures, or (b) a Master's Degree* may be substituted for one year of the above stated experience; or (c) seven years experience of administrative experience involving the planning and application of electronic data processing methods and procedures; or (d) a satisfactory equivalent combination of the foregoing training and experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

West. Co. Job Class Code: C0283

J. C.: Competitive J.G. XII

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