

## COMPUTER SERVICES SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for the supervision and coordination of the activities of the computer room and the daily ongoing operations of the computer equipment. Duty includes having to be on call on a 24 hour, 7 day week basis to respond to the needs of subordinate staff on both shifts and coordinating their activities to insure the smooth and efficient operation of the computers. Supervision is exercised over a number of Lead Computer Operators who function primarily as shift supervisors. Acts for the Manager of Computer Operations in his/her absence. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Establishes a computer room work schedule which assigns personnel, equipment and schedules work flow on a two shift, 24 hour, 7 day week basis;

Monitors the operations of the computer room;

Reschedules work to meet contingencies;

Assists operators in locating and correcting error conditions;

Continually reviews the production and down time records and makes proposals for necessary changes;

Collaborates with programming and systems personnel in testing new or revised programs to improve performance and in resolving production problems;

Supervises the implementation of multi-programming disciplines in relation to the operations of the computer room;

Communicates both verbally and in writing with vendor and service contractors in scheduling preventive maintenance and repair work;

Supervises program production and test libraries;

Controls storage and security of data;

Inventories stock on a regular basis;

Tests and reviews new products of interest to the Information Systems Division;

Trains subordinates in operation of computers, peripheral and off-line auxiliary equipment;

Evaluates employee performance;

Keeps informed on any developments in the Data Communications Network;

Supervises the monitoring of computer systems performance;

EXAMPLES OF WORK: (Continued)

Supervises the activities of Production Control, Data Entry and Micrographics in the absence of the Manager of Computer Operations;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of the operation and use of an internally stored and programmed computer with magnetic storage media, mid-range computer systems, and/or client/server systems; thorough knowledge of Job Control Language; good knowledge of supervisory principles and practices; good knowledge of standards for the proper maintenance and repair of computer equipment; good knowledge of modern methods of data cataloging and storage; knowledge of data communications equipment; ability to plan, organize and schedule computer operations effectively and efficiently; ability to analyze and evaluate data; ability to supervise and monitor computer systems performance; ability to apply supervisory principles and practices to computer operations; ability to train and evaluate subordinates; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good judgment; initiative; tact; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either: (a) Bachelor's Degree\* in Computer Science, Data Processing or Management Information Systems and four years of experience where the primary function was in the operation of a medium to large scale computer system, mid-range computer system, and/or client/server systems acquired within the last four years, three years of which must have been in a supervisory capacity; or (b) eight years experience as stated above in (a), four years of which must have been acquired within the last four years, and three of which must have been in a supervisory capacity.

\*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.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

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J. C.: Competitive  
SAS51

Job Class Code: C1203  
Job Group: XII