

OPERATIONS SUPERVISOR

GENERAL STATEMENT OF DUTIES: Supervises the computer operations section of a data processing unit; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under direction of a higher level employee, an incumbent of this position is responsible for the operation of electronic data processing computers, peripheral and data preparation equipment. Work is performed with established methods and procedures but an incumbent of this class still has independent judgment in scheduling operations and assigning and training personnel to translate technical work of programming and systems into timely final product. Additionally, the Operations Supervisor will provide advice and guidance to the technical staff on equipment utilization and availability of time. Supervision is exercised over a substantial number of equipment operators and supervisors.

EXAMPLES OF WORK: (Illustrative Only)

Assists in developing the master schedule of equipment;

Executes the master schedule, making adjustments as required;

Selects and trains or directs training of staff;

Works with programming personnel in testing new and revised programs;

Aids operators in locating and correcting error conditions;

Notifies programming and maintenance personnel if unable to locate and correct cause of error or failure;

Prepares records and reports of production, operating and down-time;

Recommends changes in programs, routines, and quality control standards;

Coordinates flow of work between shifts to assure continuity.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of computer operations; thorough knowledge of the operations and use of stores programmed electronic computers and peripheral, off-line, and auxiliary equipment; good knowledge of record keeping and of modern business methods; ability to layout and supervise the work of others; ability to carry out oral and written directions; reliability; resourcefulness; accuracy; tact; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) graduation from a standard high school course and six years of data processing operations experience, two years of which must have been at a supervisory level; or (b) graduation from a recognized college or university with a Bachelor's degree and three years of experience as stated in (a), two years of which must have been at a supervisory level; or (c) a satisfactory equivalent combination of the foregoing training and experience.