

Code: 1434

Title: COMPUTER OPERATIONS SHIFT SUPERVISOR

SUMMARY: Coordinates, supervises and participates in the operation of centralized computer and peripheral equipment for an assigned shift.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Coordinates and supervises quality control of data input/output functions, computer console, magnetic records and library activities and peripheral equipment operation for an assigned shift;
Implement timelines and ensures that production schedules are met;
Supervises and participates in the diagnosis and correction of equipment stoppages and malfunctions;
Trains and evaluates the performance of assigned computer operator personnel;
Acts as a liaison between computer operators, users and equipment vendors by reporting hardware problems;
Communicates with computer users to identify and facilitate their operational needs;
Maintains data processing logs and operational documentation;
Approves and schedules special data processing job order requests to be run on the computer;
Determines materials and supplies necessary to maintain efficient work flow;
Maintains security procedures and ensures that computer room security measures are being followed by appropriate staff.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and techniques in the operation, capabilities and maintenance of computers and peripheral equipment applicable to area of assignment;
- principles, techniques and supervision of large scale computer operation hardware and job control procedures;
- theory and practices of project supervision and project/program documentation;
- diagnostic, troubleshooting, maintenance and problem resolution on computer routines and equipment;
- Job Control Language (JCL) appropriate to the area of assignment;
- practices involved in the application of manual office procedures to computer and peripheral equipment operation as applicable to area of assignment;
- effective communication and training techniques.

Skill in:

- applying theory, techniques and principles in the operation of computer related hardware, software and peripheral equipment applicable to area of assignment;
- analyzing, identifying, prioritizing and resolving of computer system hardware and peripheral equipment problems applicable to area of assignment;
- using office support techniques, tools and processes to support computer operation quality and end product(s);
- supervising, training, prioritizing and facilitating computer operation tasks;
- using appropriate Job Control Language (JCL) as required;
- communicating effectively.

MINIMUM QUALIFICATIONS: EITHER:

(1) Three years of experience in a mainframe, mini-computer* or Wide Area Network (WAN)* setting performing operational set-up of computer terminals and related peripheral equipment or performing maintenance, troubleshooting repairs of computer hardware systems including one year of lead or supervisory experience in a mainframe, mini-computer or WAN setting. [Lead/supervisory experience may be concurrent with general experience.]

[* Local Area Network (LAN) or individual Personal Computer (PC) experience is not qualifying experience.]

OR:

(2) Completion of 30 semester hours from an accredited college, university, or vocational/trade school in computer science, management information systems, or a related field and two years of experience cited in (1) above, plus one year of lead or supervisory experience in a mainframe, mini-computer or WAN setting. [Lead/supervisory experience may be concurrent with general experience.]

OR:

(3) One year of experience as a Senior Computer Operator with Pima County.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona driver's license of the appropriate class or other certification/licenses at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections or Courts facilities, property and associated confidential and sensitive information, documents, communications and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

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