

Code: 1486

Title: *COMPUTER OPERATIONS SUPERVISOR - MIS*

SUMMARY:

This classification is responsible for planning, organizing and managing the data services section of the management information services department; and performs related duties as required.

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

Plans, supervises and coordinates the activities for the computer operations staff in a 24 hours per day, 7 day per week mainframe computer environment;
Evaluates and documents mainframe computer problems or outages, analyzes their causes, consults with users and vendors, and recommends resolutions;
Trains and supervises the Computer Operations staff;
Schedules and coordinates preventive maintenance with multiple vendors for computers and related peripheral equipment;
Develops, implements and maintains standard operation procedures (sop) for the mainframe central processing unit, printers and other peripheral equipment;
Participates in the collection of and provides documentation to validate compliance with Arizona revised statutes on data center security during audits by the auditor general;
Provides technical support to MIS divisions and County departments regarding the Computer Operation section's resources, functions and operating procedures;
Supervises the collection of system performance data, maintains records, prepares reports, and makes recommendations of findings;
Determines criticality of job priorities to be run and resolves scheduling problems;
Develops performance standards and evaluates assigned staff.

KNOWLEDGE & SKILLS:

Knowledge of:

- the capabilities, operation and maintenance of computer and peripheral equipment as they pertain to a mainframe computer operation;
- scheduling techniques and quality control standards as applied to data processing operations;
- data processing job set-up and documentation techniques;
- the principles and practices of supervision.

Skill in:

- coordinating and supervising centralized computer operations;
- evaluating operational performance of the computer and related peripheral equipment;
- identifying and resolving problems, and establishing operating procedures;
- establishing and maintaining effective working relationships with others;
- communicating effectively;
- training, planning and supervising the activities of assigned staff;
- analyzing work load, utilizing resources and determining priorities.

MINIMUM QUALIFICATIONS:

EITHER:

(1) An Associate's degree from an accredited college or university with a major in management information systems, programming, business administration or a related degree and four years of experience involving any combination of computer/peripheral equipment operation, data processing production coordination, or programming for a centralized computer system, including two years of lead or supervisory experience.

(A bachelors degree from an accredited college or university with a major in management information systems, programming, business administration or a related degree will substitute for two years of the general experience.)

OR:

(2) Six years of experience involving any combination of computer/peripheral equipment operation, data processing production coordination, or programming for a centralized computer system including two years of lead or supervisory experience.

OR:

(3) Two years of experience as an Operations Shift Supervisor with Pima County.

Other requirements:

License and certificates: Some positions may require a valid Arizona driver's license 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 data base 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.