

INFORMATION SERVICES OPERATIONS SUPERVISOR

DEFINITION

Under general direction, to plan, organize, coordinate and supervise the operations and activities of medium-to-large, multi-shift computer installation and to do related work as required.

EXAMPLES OF DUTIES

Establish yearly calendar for Information Services Operations Department for multiple user districts; schedule batch operations and work flows to meet established deadlines; prepare and supervise operations documents and procedure manuals for accuracy and timeliness; review, monitor, and audit operation workflows for efficiency; supervise the identification and correction of errors in Computer Operations; correct data communication hardware problems between outside contractors and district personnel; run diagnostic procedures for improving line performance and configure all new users and maintain existing port connectivity; train Computer Operations personnel and users on peripheral equipment and programs; supervise maintenance of the computer and peripheral equipment; supervise the maintenance of computer library tapes; participate in user meetings to decide on improvements to systems, schedules, and operations; participate in planning and implementing systems and applications programs to facilitate Operations accuracy and efficiency; maintain supplies inventory and order all operational materials; prepare recommendations for hardware requirements; prepare computer operational reports as required; 24-hour on-call availability to Operations staff; operate computer and peripheral equipment as necessary; supervise daily preparation of all computer activity, insuring control and quality of all production over two shifts; consult with users in scheduling user requests; report hardware problems to the Director or field engineers resolving problems as appropriate; check and approve operations documentation; advise Information Systems Director on equipment, manpower scheduling and alternative methods of obtaining desired results; assume full knowledge and working control of NCS scanner, decollator, burster; maintain operational logs, to include but not restricted to, spear, system mail, usage accounts, password security, warrant log, warrant register log, board purchase order log; perform other related duties as required.

QUALIFICATIONS

Knowledge of

Modern data information systems equipment, principles, methods and procedures; principles of supervision, training, and organizational methods.

Ability to

Evaluate equipment, supplies, and system designs to make or recommend improvements; formulate and carry out long-range and short-range plans and schedules to meet deadlines; prepare and present clear, complete, and concise reports; plan and coordinate computer productions and work effectively under time pressure; operate a large mainframe computer and all peripheral equipment; communicate clearly information systems functions and processes; maintain cooperative working relationships with others.

Experience

Five years of increasingly responsible computer experience which has provided applicant with the knowledge and abilities listed above.

Education

Equivalent to graduation from high school, supplemented by college courses in information systems and/or certificates of achievement in information systems.

Physical Performance Requirements

Considerable standing, walking, or sitting much of the time with some bending, stooping, squatting and twisting. Lifting often involved. Weight of materials will vary, with employees regularly lifting and maneuvering 20 to 30 pounds.

Licenses

Possession of a valid and appropriate California Driver's License, if required.

Board Approved: March 12, 1985

Revised: July 11, 1989

Revised: June 11, 1991

Revised: May 11, 1999