

MANAGER, COMPUTER OPERATIONS

DISTINGUISHING FEATURES OF THE CLASS: This is supervisory work of a technical nature which involves directing the Data Input and the Computer Operations Units of the Department of Data Processing by scheduling work, establishing controls for on-time completion of jobs, assigning and training personnel, etc. The work is performed under the general direction of the Data Processing Manager. Supervision is exercised over a small number of machine operators and related personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

- Develops plans for the on-time completion of scheduled data processing jobs by determining the job set-up, computer operation, distribution of computer output and establishes controls;
- Develops plans for the maximum amount of uninterrupted twenty-four hours a day, seven days per week service to users who must have access to the department's two computers from terminals;
- Reviews the quality of data processing service provided to users in terms of response time, accuracy and readability and initiates corrective action when necessary;
- Provides input into the selection of employees, trains employees as needed, assigns work, evaluates work and takes part in personnel policy administration;
- Maintains continuous update of vendor-provided operating system software at current release levels and develops recommendations to the Data Processing Department management regarding new capabilities, techniques and procedures for adoption as standard operating procedures;
- Responds to written and telephone inquiries from users and initiates communication with users to assure the timeliness and accuracy of work received for processing;
- Performs operations functions during peak periods and to provide coverage during absences;
- Evaluates equipment as well as software available in the marketplace and makes recommendations concerning the acquisition of those which would be economically advantageous to the County;
- Verifies that new procedures, computer programs and operating instructions produced by Management Analyst and Programmers are in accordance with established standards and that they are efficient in their use of resources;
- Establishes and monitors procedures to assure that computer programs, libraries and files can be reproduced in case of machine malfunction, human error, malicious mischief or disaster;
- Ensures the maintenance of an adequate inventory of all supplies required for operational functions of the department;
- Acts as the department Manager in the absence of the Manager and Assistant Manager.

(over)

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the operation of data processing equipment including the operating system software which controls the processing of multitasking computers used to support batch jobs as well as on-line remote terminals; thorough knowledge of job control language; thorough knowledge of vendor-provided utility programs which manipulate data and operating system files and libraries; working knowledge of the techniques of data communications equipment, ability to exercise good judgment in making immediate operational decisions affecting the on-line computer support of many remote departments; ability to plan, organize and supervise the work of subordinates in a manner conducive to full performance and morale; ability to develop and administer effective procedures for training employees to operate sophisticated equipment and to follow complex procedures; ability to promote and maintain effective departmental and public relations.

MINIMUM QUALIFICATIONS: Possession of a Bachelor's degree and three (3) years of experience in the operation of data processing equipment, two (2) years of which must have been as the principal or sole operator of a multi-tasking mini or mainframe computer used to support both batch and on-line users and one (1) of which must have been in supervisory capacity.

NOTE: Additional years of experience as a Computer Programmer, Systems Analyst or Data Processing Operations Supervisor, utilizing a multi-tasking mini or mainframe computer in a batch and on-line environment may be substituted for college on a year-for-year basis.

PROMOTION: Three (3) years of experience as a Management Analyst and Programmer at any or a combination of levels, one (1) year of which must have been in permanent status. (Experience as a Management Analyst and Programmer Trainee shall not be considered as qualifying.)