

STATE OF NEBRASKA CLASS SPECIFICATION
INFORMATION TECHNOLOGY COMPUTER
OPERATIONS SUPERVISOR

EST: 2/99 - REV: 8/05

CLASS CODE: V07045

DESCRIPTION: Under limited supervision, plans, directs and coordinates the operational functions of a large, multiple processing platform, computing complex; supervises assigned operations staff on a twenty-four hour day, seven day a week basis; performs other work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Supervisory Duties:

- Supervises all aspects of computer operations
- Performs personnel functions, including: hiring, performance evaluation, and disciplinary procedures.
- Develops and maintains sufficient staff, properly trained and with the right combination of technical skills.

Computer System Operations:

- Performs IPL's on multiple platforms
- Develops, tests, and implements operation automation routines utilizing specialized software
- Performs controlled shutdown of multiple process platforms following a prescribed sequence of events
- Responds to system messages and errors through the main console
- Monitors computer hardware for resource availability
- Monitors computer software for efficient operations and to maintain system performance
- Monitors specialized software and hardware to control and manage online and network services

Job Scheduling and Monitoring:

- Monitors daily production schedule to ensure that all jobs are run as scheduled and in the correct sequence
- Codes CLIST, REXX programs and automation coding to facilitate automation of operations tasks or functions
- Performs batch production restarts of abended jobs
- Modifies JCL members to restart abended jobs
- Contacts analyst for abended jobs
- Controls availability of online and network systems based on requirements of batch work flows and online and network schedules

Leadership:

- Mentors senior operators
- Develops formal training documentation
- Prepares formal presentations when assigned to projects
- Analyzes daily shift operations to detect actual or potential problem areas and provide corrective action
- Acts as project/team leader a majority of the time
- Coordinates work efforts
- Makes assignments
- Prepares project/work plan
- Monitors work progress

- Prepares project progress reports

General:

- Performs problem management interface tasks
- Collects operational statistics
- Offers recommendations to analyst for improving job or problem processing programs

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and are needed to perform the work assigned.)

Knowledge of: established supervisory and personnel practices; CDP Operations duties and responsibilities; the functionality of hardware and software products used by CDP Operations; the importance of qualitative, factual performance evaluations; procedures used by CDP Operations to schedule work assignments, vacations, and training; CDP Operations functions and State Agencies that are served by CDP; multiple platform operating system commands, messages and codes, programming, system design, applications facilities, systems analysis, and project management functions as practiced at CDP.

Ability to: effectively plan, assign, direct, evaluate, document performance and supervise assigned staff; effectively interact with a wide range of personalities and disciplines and reach agreements that meet department objectives; listen to opposing viewpoints or ideas and negotiate a consensus opinion; demonstrate patience and concern for subordinates and clients; develop teamwork between staff; maintain personal console and printer operations skill levels and provides support and guidance to staff; lead CDP Operations projects and develop quality results; solve complex computer operating problems; operate the computer console and peripheral computer equipment.

Skill in: effective communications, both written and verbal; presenting ideas and concepts to staff, producing acceptable results or products; research and investigation of operational problems; analyzing performance of staff and computer platforms; basic console operations; printer operations; programming; applications facilities; system design; systems analysis; project management.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance and/or other evaluations.)

Knowledge of: current automation software products; automation development concepts, procedures and methodologies; CDP Operations training development concepts/techniques; Standard Operating Procedures development concepts/procedures/formats; current programming languages used with CDP Operations automation software; current hardware installation planning concepts and techniques; project management concepts; problem management concepts/procedures; change management concepts/procedures.

Ability to: organize the computer operations functions including data entry, tape libraries, input/output, and actual computer operations; read and follow complex instructions/procedures; work independently without direct supervision; develop effective processes or plans based upon information gathered from multiple sources; tactfully interact with peers, subordinates, client staffs and management; develop comprehensive documentation that fits the requirements of the process being addressed, in the accepted format.

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Skill in: analysis of information from multiple sources to reach acceptable results; researching multiple sources to gather information to reach logical conclusions that satisfy the specific issue; development of business relationships with associates.

JOB PREPARATION GUIDELINES: (Entry knowledge, skills and/or abilities skills may be acquired through, BUT ARE NOT LIMITED TO, the following coursework/training and/or experience.)

A general qualification guideline for positions in this classification is a post high school education in computer science AND current experience in a similar large multi-platform processing environment using current software and hardware technology AND experience in the skill areas of personnel management, project management, communications and operations analysis.

SPECIAL NOTE:

Frequent technology changes demand that the incumbent update and maintain a strong knowledge base of command structures to interface with the multiple processor platforms and to be knowledgeable of hardware and software capabilities and functionality.

May occasionally be required to work double shifts.