<div align="center">**SUPERVISOR OF COMPUTER OPERATIONS**</div>

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical and supervisory position responsible for directing the day-to-day activities of the operations staff at a computer center. Work is generally performed in accordance with established policies and involves developing and implementing operating procedures, setting job schedules, supervising personnel, running special programs, overseeing communication networks and resolving operating problems. The incumbent works closely with end users and other support staff to ensure work is processed in a timely fashion and meets expected standards. In addition, the incumbent may occasionally work other than normal work hours to run jobs and to oversee and evaluate other shift operations. Work is performed under the general supervision of a higher level employee. Supervision of others is a normal function of the class.

TYPICAL WORK ACTIVITIES:

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Plans, schedules and allocates work on a day-to-day, multi-shift basis to meet all standards established by management and to supervise operations staff;
2. Assists in the selection and training of the operations staff members;
3. Interfaces with end users on various issues including network problems, application issues, training and special requests;
4. Develops, implements and documents department procedures;
5. Runs and supports Real Property Services application to produce property tax bills and related reports;
6. Acts as liaison with users and vendors concerning operation procedures and applications;
7. Maintains back-up security of the system;
8. Operates the computer and peripheral equipment on an as-needed basis;
9. Ensures proper operating procedures are followed and instructs operators in new or modified operations procedures;
10. Maintains expendable supplies according to specific guidelines;
11. Assures adequate shift coverage;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of PC hardware/software configuration and peripheral equipment; good knowledge of the concepts and techniques of operating systems; good knowledge of system security techniques; good knowledge of tape and disk storage and retrieval systems, procedures and techniques; ability to communicate effectively, both orally and in writing; ability to communicate on a technical level with programming staff regarding the most efficient operation of the system; ability to plan and supervise the work of others; ability to keep accurate records and reports; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND:

EITHER:　　(A)　　Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in data processing or a related field AND three (3) years of work experience in computer operations, one (1) year of which included supervisory duties or was at a senior level;

OR:　　　　(B)　　Five (5) years of work experience in computer operations, one (1) year of which included supervisory duties or was at a senior level;

OR:　　　　(C)　　An equivalent combination of training and experience as indicated in (A) and (B) above.

SPECIAL REQUIREMENT:

Possession of a valid driver license to operate a motor vehicle in New York State at time of application and to maintain the position.