

COMPUTER OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS:

This is a technical and managerial position involving responsibility for developing and implementing operations policy, scheduling processing time and program priorities and developing and maintaining the hardware configuration. This position is also responsible for supervising the operations section of a data processing center. This class differs from Systems Manager by being generally concerned with hardware and hardware related matters. Work is performed under the general supervision of the Commissioner of OCIS with wide leeway allowed for setting policies and priorities within previously discussed goals. Direct and general technical and administration supervision is exercised over Computer Operations Supervisor, Senior Computer Operator, Computer Operators and other data processing or clerical titles.

TYPICAL WORK ACTIVITIES:

1. Develops and implements programs related to system hardware and system operations, e.g. system security, system utilization, production and operation standards;
2. Reviews final code specifications to determine compliance and compatibility with standards and policies;
3. Consults with Systems Manager or designee on user requests for computer programs or utilization as they relate to the systems hardware;
4. Consults with user departments concerning needs which may be serviced by the computer system and determines if the need is new or has been previously serviced;
5. Establishes priorities for the use of computer time and schedules jobs in accordance with these priorities;
6. Advises the Commissioner of new service needs;
7. Revises work procedures and operations and advises Commissioner of better utilization methods or more efficient procedures;
8. Monitors system utilization and requests such internal programs or additional hardware that will increase utilization;
9. Orders supplies and equipment within established budgetary guidelines in a timely fashion;
10. Establishes performance standards and monitors work performance in accordance with these standards;
11. Directs the maintenance of tape and disk libraries and storage systems;
12. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the hardware configuration of a central processing unit and peripheral equipment; good knowledge of time accounting and related concepts; good knowledge of the concepts and techniques of operating systems; good knowledge of system security techniques; good knowledge of office terminology and procedures; good knowledge of tape and disk storage and retrieval systems, procedures and techniques; working knowledge of programming and systems analysis concepts; ability to communicate effectively both orally and in writing; ability to plan and supervise the work of others; tact and courtesy; physical condition commensurate with the demands of the position.

COMPUTER OPERATIONS MANAGER (Cont'd)

MINIMUM QUALIFICATIONS:

- 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 four years of experience in computer operations, two years of which is at the supervisory level;
- OR: (B) Six years of experience in computer operations, two years of which is at the supervisory level;
- OR: (C) An equivalent combination of training and experience as indicated in (A) and (B) above.

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ADOPTED:

REVISED: 08/01/75
 05/16/79
 01/26/83
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