

## ASSISTANT COMPUTER SERVICES SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for assisting in supervising and coordinating Data Center activities by monitoring and participating in computer-driven, digital print and bulk mailing operations as well as monitoring the data network, servers and after hours help desk support functions to detect operational problems. Work involves developing detailed, complex workflow instructions for digital printing and bulk mailing procedures; addressing network and server problems by taking corrective action, or routing to appropriate staff member for further investigation, and coordinating the activities of subordinate staff to ensure that work is performed uniformly and executed in a timely matter under deadline conditions. Incumbents of this class may be contacted on off hours to respond to problems in the Data Center and route problems to appropriate technical staff since the Center operates on a 24-hour, 7-day week basis. Supervision is exercised over the work of subordinate Data Center staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Assists in assigning personnel to ensure adequate coverage for Data Center operations, including weekend staff coverage;

Supervises subordinate Data Center staff in the production of digitized printing and bulk mailing operations by delegating, coordinating and evaluating production jobs;

Assists in establishing standard operating procedures to ensure that standards are maintained and adhered to with regard to digitized printing and bulk mailing operations;

Sets up and monitors complex digitized black/white and color print jobs, as well as bulk mailing projects by using various computer scripts, maximizing software and hardware capabilities and to facilitate operations in the Data Center;

Assures quality control by supervising, monitoring and evaluating production jobs completed by subordinate staff;

Develops procedures for bulk mailing operations to ensure the most cost effective rates for County department mailings;

Tracks and logs all production jobs, ensuring projects are appropriately prioritized and properly managed between both digitized printing and bulk mailing operations;

Ensures that hardware is used to maximize efficiency and to keep within contractual guidelines relating to the number of images printed;

Maintains contact with the Graphics Division of the Department of Information Technology to coordinate the receipt and tracking of jobs, as well as to participate in design phases with regard to printing and bulk mailing projects, assisting in identifying the most cost effective methods;

EXAMPES OF WORK: (Illustrative Only) (Cont'd.)

Monitors data network, server and after hours help desk support functions to detect operational problems; routes emergencies to appropriate staff for immediate attention, selects various programmed courses of action to resolve less urgent problems, and routes more complex problems for appropriate follow-up by the appropriate technical staff;

Reviews production reports for billing purposes and to evaluate the efficiency of digital print and bulk mailing operations; makes recommendations for necessary changes;

Interfaces with various equipment vendors in scheduling preventive maintenance and repair;

Monitors Data Center environmental factors such as heat and humidity to ensure appropriate levels; contacts vendors as needed;

Monitors digital print and bulk mailing operations to ensure minimal down-time;

Evaluates new products and equipment and makes recommendations regarding the feasibility of same;

Keeps abreast of technological advance in the field of digital imaging and bulk mailing;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of Windows and Unix operating systems; good knowledge of Microsoft Office Suite, Adobe Acrobat as well as common graphic arts software including PhotoShop, Quark XPress, etc; knowledge of the digital printing industry standard policies, procedures and quality control guidelines; knowledge of current digital imaging software (within the last 5 years); knowledge of bulk mailing practices and procedures as well as United States Postal Office standards with regard to uniformity of addresses, and established pricing standards; ability to install software and do minor equipment and hardware repairs; ability to develop job production instructions, taking into account such factors as expected quality, stock specifications, color and techniques to be used in executing a finished product; ability to work on multiple projects simultaneously; ability to organize, schedule and structure multiple work tasks in order to optimize print capabilities under deadline conditions; ability to plan and supervise the work of subordinates; ability to train and evaluate staff; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a High School or equivalency diploma and seven years of experience where the primary function of the position was graphic arts, digital printing, production copy/ reproduction, or a related field, one year of which must have involved participation in projects involving digitized image processing.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* towards a Bachelor's Degree may be substituted on a year for year basis up to four years. There is no substitution for the year of specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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Job Group: XI