

OPERATIONS SUPERVISOR
(BOCES #2)

GENERAL STATEMENT OF DUTIES: Assists in monitoring data processing operations activities, including computer operations, operations support, environmental control and data processing report distribution; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Assistant Manager - Operations, an incumbent of this class oversees lower level operations personnel in projects and related activities. Incumbent reviews work of subordinate staff and assists in the evaluation of all operations personnel. Incumbent acts as troubleshooter for a wide array of operations problems and is expected to be accessible to operators to assist in solving technical difficulties which they themselves cannot resolve. Incumbent is on-call 24 hours for this purpose. In addition, this class is responsible for the maintenance and security of the tape library of data files.

EXAMPLES OF WORK: (Illustrative Only)

Schedules work flow of operations from control section;

Oversees and aids operators in performance of their activities;

Aids operators in locating and correcting error conditions;

Maintains tape library of data files;

Insures and develops the integrity and security of those files;

Trains operators in new methods of performance and equipment utilization;

Reports periodically to the Assistant Manager - Operations on overall performance of the operations unit including such things as, but not limited to, production, operating and downtime, etc.;

Coordinates flow of work between shifts to assure continuity.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation of a computer system and related equipment; good knowledge of modern office procedures and terminology; ability to give clear oral and/or written directions; good interpersonal skills; initiative; resourcefulness; tact; accuracy; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) Bachelor's Degree and one year of work experience with computer operations systems; or (b) Associate's Degree and three years of work experience as stated in (a); or (c) five years of work experience as stated in (a); or (d) a satisfactory equivalent combination of the foregoing training and experience.

SPECIAL REQUIREMENT: Successful completion of a course in COBOL or 15 weeks work experience with COBOL must be demonstrated by the candidates.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.