



OHIO
UNIVERSITY

**Classification and Qualification
Standards**

**Computer Operations
Supervisor 1**

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Data Processing Technical Support	Job Code: 14345 Grade: E	Date Established: 8/2001	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under direction, the full performance level Computer Operations Supervisor 1 adapts procedures and techniques to meet special needs, resolves most questions and problems, and refers difficult and complex issues to higher-level technical staff. This classification requires considerable knowledge of computer operations in order to supervise, train, coordinate, and review the work of computer operations.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Supervises, coordinates, and reviews work of lower-level computer operations employees.
2. Operates and monitors computer systems to ensure production levels are maintained according to schedules and requirements.
3. Analyzes hardware and software failures, and takes corrective action.
4. Updates and maintains documentation of operator procedures.
5. Trains lower-level computer operations and students employees.
6. Develops and updates operational procedures.
7. Monitors and ensures security of computer room and installation procedures.
8. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of supervisory principles and techniques*; computer operations; computer subsystems (e.g., TSO, CMS, CICS, RACF); computer hardware systems (e.g., mainframe, client/server, multi-user); computer operating systems (e.g., OS/390, Unix, AIX, Linux); training and development techniques; and analytical skills, procedure development*. Skill in operation of computer(s); and peripheral devices (e.g., controllers; tapes, printers). Ability to interpret technical material in books, journals, or manuals; coordinate and review work of computer operations employees; and provide training to lower-level employees and students.

(*developed after employment)

Minimum education & experience required (including training, registration & licensure)

Completion of undergraduate core program in computer/technical related field to include instruction in computer operations, software, hardware, and operating systems. 12 mos. training or 12 mos. experience in computer operations, software, hardware, and operating systems. 6 mos. training or 6 mos. experience in training and development techniques. 3 mos. training or 3 mos. experience in analytical techniques.

-Or 36 mos. training or 36 mos. experience in computer operations, software, hardware, and operating systems. 6 mos. training or 6 mos. experience in training and development techniques. 3 mos. training or 3 mos. experience in analytical techniques.

- Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.