



OHIO
UNIVERSITY

Classification and Qualification Standards

Computer Operations Supervisor 2
ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Data Processing Technical Support	Job Code: 14347 Grade: G	Date Established: 8/2001	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under administrative direction, the advanced level Computer Operations Supervisor 2 has broad decision making authority and independence, and serves as a resource to others in the resolution of complex issues. This classification requires extensive knowledge of computer operations in order to manage the computer operations area.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Manages daily operations of computer operations area.
2. Supervises lower-level Computer Operations Supervisors, and Computer Operations employees.
3. Ensures production levels are maintained according to schedules and requirements.
4. Monitors and manages the overall effectiveness of computer networking.
5. Directs the development and monitors operational policies.
6. Analyzes hardware and software failures, and takes corrective action.
7. Monitors physical environment to ensure standards are met.
8. Analyzes operational needs, and develops training programs for employees.
9. Schedules time for installation of new hardware with staff, vendors, and management.
10. Assists in capacity planning, and makes recommendations.
11. Participates in disaster recovery planning and implementation.
12. 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; analytical skills; policy development*; and disaster recovery and capacity planning*. Skill in operation of computer(s); and peripheral devices (e.g., controllers, tapes, printers). Ability to interpret technical material in books, journals, or manuals; oversee daily computer operations; develop training programs for Operation Supervisor 1, operators 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. 24 mos. training or 24 mos. experience in computer operations, software, hardware, and operating systems. 12 mos. training or 12 mos. experience in supervisory principles and techniques. 9 mos. training or 9 mos. experience in training and development techniques. 9 mos. training or 9 mos. experience in analytical techniques.

-Or 48 mos. training or 48 mos. experience in computer operations, software, hardware, and operating systems. 12 mos. training or 12 mos. experience in supervisory principles and techniques. 9 mos. training or 9 mos. experience in training and development techniques. 9 mos. training or 9 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.