

EDP OPERATIONS CONTROL/SHIFT SUPERVISOR

KIND OF WORK

Supervision of production control for shift operations in the State's largest data processing installation.

NATURE AND PURPOSE

Incumbents in this class are responsible for the supervision, coordination and administration of production control within the installation or direct and monitor the activities of computer operations on an assigned shift. Responsibilities extend to supervision of a large number of technical staff and delegation of some work direction responsibilities to lower level lead workers. The classification ensures that the work is accomplished but there is a focus towards resolution of problems which arise, review of operations to improve work methods, and work in the implementation of new projects and the integration of new hardware into the existing system. Incumbents are expected to work with a large number of vendors in the problem resolution area. Supervision extends to the full range of responsibilities including hiring, evaluation, discipline, work direction and work assignment, as well as handling of initial labor relations problems. Reporting is done to a higher level administrator on an exception basis and by regular reports.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Supervise and provide technical support to lower level technicians so that the processing is accomplished.

Assist in the development and administer the policies governing the operation of the facilities so that overall operations are efficient.

Train new technicians, both on a formal and on-the-job basis, so that competence of technical staff is assured.

Contact and work with other staff and vendors to resolve operating problems.

Ensure security procedures are enforced so that unauthorized personnel are not allowed to enter the Data Center.

Keep other supervisors informed regarding operations so that there is a coordinated process and are problems are communicated to proper personnel.

Monitor operation hardware so that jobs are performed properly with output consistent with specifications.

Advise and perform user surveys to assess service provided and provide information to make changes.

Supervise the various production control processes so that functions are accomplished as scheduled.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Thorough knowledge of the computer and peripheral equipment and operations.

Thorough knowledge of the program and application of the computer installation.

Thorough knowledge of data processing terminology, practices and procedures.

Considerable knowledge of the principles and practices of supervision.

Ability to:

Plan and coordinate the work of a large number of employees.

Operate the appropriate equipment.

Establish rapport with users and staff.

Develop procedure in forms involved in the unit record work.

Est.: 5-81
Rev.:

T.C.:
Former Title(s):