



Career Service Authority  
Computer Operations Supervisor

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**GENERAL STATEMENT OF CLASS DUTIES**

Performs supervision over computer operators assigned to a central mainframe computer which provides data processing and help desk services to a variety of agencies.

**DISTINGUISHING CHARACTERISTICS**

The Computer Operations Supervisor is distinguished from the *Computer Operator*, which performs full performance technical work operating electronic computers, peripherals, and auxiliary equipment in a production setting using a mainframe computer at a central computer facility, and provides help desk services for users.

***Guidelines, Difficulty and Decision Making Level:***

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

***Level of Supervision Received and Quality Review:***

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more Computer Operators.

## ESSENTIAL DUTIES

Directs and evaluates the work of computer operators involved in providing mainframe computer services to user agencies.

Scans master consoles to ensure system applications and user partitions are operational; uses diagnostic tools to resolve problem circuits.

Resolves telecommunications and hardware problems, contacts vendors for hardware repairs, or refers problems to the appropriate information technology resource.

Maintains accurate system logs and shift operating records; prepares work reports.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Plans, assigns, and reviews the work of staff members and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written response.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledges & Skills:***

**Influencing/Negotiating** - Persuades others; develops networks and coalitions; gains cooperation from others to obtain information and accomplish goals; negotiates to find mutually acceptable solutions; builds consensus through give and take.

**Customer Service** - Works with clients and customers (that is, any individuals who use or receive the services or products that your work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Technical Competence** - Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Problem Solving** - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Client Orientation** - Anticipates and meets the needs of clients; achieves quality end products; is committed to improving services.

**Oral Communication** - Expresses ideas and facts to individuals or groups effectively; makes clear and convincing oral presentation; listens to others; facilitates an open exchange of ideas.

**Written Communication** - Expresses facts and ideas in writing in a succinct and organized manner.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs.

Skill in applying the principles of staff development to provide staff training and cross training.

### ***Physical Demands:***

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Repetitive motions: making frequent movements with a part of the body.

### ***Working Environment:***

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

### ***Education Requirement:***

Graduation from high school or possession of a GED certificate.

***Experience Requirement:***

Three years of experience at the type and level comparable to the Computer Operator.

***Education/Experience Equivalency:***

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

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***Licensure and/or Certification:***

By position, requires a valid driver's license.  
Completion of a Career Service Authority supervisory training course prior to completion of the probationary period.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 09/16/1995

***ESTABLISHED BY:*** Don Braden

***REVISED DATE:*** 03/15/2009

***REVISED BY:*** Melissa Fisher

***CLASS HISTORY:*** 3/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.