

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COMPUTER OPERATIONS SUPERVISOR

BASIC FUNCTION:

Under the direction of the Director of Computer Systems and Services, plan, organize and oversee the District computer operations functions; provide accurate and timely computer resources to College personnel and students; advise College staff and administrators regarding microcomputer hardware and software acquisition and usage.

REPRESENTATIVE DUTIES:

Direct, schedule, control and monitor the day-to-day activities of the computer room; schedule production runs; assure accuracy and completion of scheduled tasks; coordinate production runs with software engineering and CSS Departments. *E*

Train new operators and operations staff and personnel in new and existing procedures; assign computer operations personnel to production runs. *E*

Maintain communication with programmers and users, communicating problems with programs, schedules, formats or other concerns. *E*

Schedule and perform the repair, upgrade, installation and moving of computer equipment. *E*

Plan, organize and direct the work of the computer operations staff; appraise performance; review staff work for accuracy and timely completion of assigned duties. *E*

Monitor hardware and computer room conditions; start up and shut down the operating system. *E*

Monitor CPU peripherals to produce proper output. *E*

Assure timely distribution of reports and output to departments. *E*

Coordinate systems hardware maintenance, relocation and reconfiguration; determine need for hardware or software upgrades. *E*

Prepare and maintain records, reports and files as necessary; prepare and monitor the department supply, repair, hardware and software budget. *E*

Operate a personal computer and mainframe computer systems and various software; operate data scopes, volt meters, various testing equipment, burster, decollator and high speed printers. *E*

Maintain current knowledge of technologies in computer hardware.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation, diagnosis, trouble-shooting and minor repair of computers, peripheral equipment, multiplexers, modems and data network concepts.

Principles and practices of administration, supervision and training.

Interpersonal skills using tact, patience and courtesy.

Proper operation of the computer and its peripheral.

District organization, operations, policies and objectives.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Computer hardware and software concepts and theory.

Operating procedures and corrective action to take in case of malfunction.

Technical aspects of field of specialty.

ABILITY TO:

Plan, organize and oversee the District computer operations functions.

Operate a data processing computer and peripheral equipment.

Monitor hardware and computer room conditions.

Plan and organize work.

Train and supervise personnel.

Establish and maintain effective working relationships with others.

Communicate effectively both orally and in writing.

Meet schedules and time lines.

Analyze situations accurately and adopt an effective course of action.

Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level course work in computer science and two years experience in computer operations including one year in a lead or supervisory capacity.

WORKING CONDITIONS:

ENVIRONMENT:

Computer room environment.

Excessive noise from computer operation.

Constant interruptions.

PHYSICAL ABILITIES:

Sitting for extended periods of time.

Dexterity of hands and fingers to operate a computer keyboard and peripheral equipment.

Lifting, pushing and pulling moderately heavy objects.

Hearing and speaking to exchange information on the telephone or in person.

Seeing to view a computer monitor.