CITY OF HOUSTON
JOB DESCRIPTION

Job Code: 439.1

Job Title: **OPERATIONS SUPERVISOR**

Pay Grade: 18

GENERAL SUMMARY:

Supervises operational activities and provides cost effective and timely methods to achieve project goals. Provides for overall supervision of personnel engaged in operational aspects of data processing activities and monitors the overall effectiveness of day to day computer operations.

RESPONSIBILITIES:

- Plans, organizes and supervises personnel reviewing personnel performance and scheduling resources to meet production requirements.

- Provides training to personnel on equipment operations and departmental procedures to improve job knowledge and achieve work objectives.

- Plans, organizes and supervises the work of employees in the operation of data processing equipment.

- Consults with and advises other data processing personnel on systems and procedures for adopting work programs to the City's data processing center.

- Prepares daily operational reports indicating any malfunctions of equipment, absentees, and those programs that are carried over to another shift.

- Coordinates with recovery personnel on those programs which were aborted to maintain schedule effectiveness; coordinates with user departments when necessary.

SPECIFICATIONS:

KNOWLEDGE:
Requires an Associate's degree in Computer Science, Mathematics, Business Administration or a closely related field.

EXPERIENCE:
Four years of experience operating main frame computers and peripheral equipment is required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

COMPLEXITY:
Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

IMPACT OF ACTIONS:
Errors in work cause some expense and inconvenience. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions, such as hiring, terminations, pay changes of non-supervisory personnel.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:
Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:
All duties and responsibilities may not be included in the above job description.

JOB FAMILY:
Computer Operator
Senior Computer Operator
Operations Supervisor
Assistant Operations Manager
Operations Manager

Effective: October 1990
Revised: July 1995