



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 439.4

Job Title: **ASSISTANT OPERATIONS MANAGER**

Pay Grade: 22

### **GENERAL SUMMARY:**

Directs and coordinates personnel and resources in managing production control, equipment operations and tape library. Troubleshoots various computer problems.

### **RESPONSIBILITIES:**

- Directs and coordinates personnel and resources to identify and resolve computer problems.
- Monitors and maintains appropriate production schedules.
- Serves as liaison to other operations, staff and user departments concerning production and special requests.
- Troubleshoots equipment and develops recovery procedures.
- Provides technical advice on evaluating, selecting, and installing equipment.
- Interviews and recommends potential employees to enhance quality of staff.
- Reviews new equipment performance; designs and develops techniques and procedures to improve efficiency and functionality.
- Reports daily operating activities to management.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

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

#### **EXPERIENCE:**

Five years of experience in the maintenance and operation of computer or data originating systems or a closely related field are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

#### **COMPLEXITY:**

Work requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

## **SPECIFICATIONS: (continued)**

### **IMPACT OF ACTIONS:**

Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under limited supervision with alternating periods of relative autonomy and general review. The supervisor generally plays a substantial role in setting objectives and organizing work.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as an Assistant Manager or the equivalent over the first-line supervisors (and non-supervisors, if applicable). This position strongly requests personnel actions such as hirings, terminations, and pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as an Assistant Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. 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 requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **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: March 1992*