



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 439.5

Job Title: **OPERATIONS MANAGER**

Pay Grade: 27

GENERAL SUMMARY:

Supervises, coordinates and directs the activities of subordinate supervisors in systems documentation and production data files.

RESPONSIBILITIES:

- Supervises operation of computer equipment, unit recording equipment, keypunching and verifying machines and other media conversion devices.
- Provides technical advice regarding equipment evaluation, selection and installation; reviews new equipment performances.
- Implements operations procedures and techniques to improve efficiency.
- Projects effects of new applications on equipment operations.
- 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.
- Reports operating activities to management and makes recommendations improving the efficiency of the operations.
- Formulates section's long-term goals and objectives.
- May implement cost savings plans.
- May sit on management panels for technical project reviews.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

Seven 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.

SPECIFICATIONS: (continued)

COMPLEXITY:

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions such as hirings, terminations and pay changes.

Indirect Supervision:

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

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

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 Machine Operator
- Operations Supervisor
- Assistant Operations Manager
- Operations Manager

Effective: October 1990

Revised: March 1992