

**OFFICE OF THE SECRETARY OF STATE  
DEPARTMENT OF PERSONNEL**

**COMPUTER OPERATIONS SUPERVISOR**

**Position Code: K1980**

**DISTINGUISHING FEATURES OF THE CLASS**

Under general direction, performs responsible technical supervisory work as supervisor of a shift or unit of computer operations and/or computer production controllers; plans, supervises and evaluates technical functions on the shift or in the unit.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Plans, supervises and evaluates the computer production or operation functions performed by technical computer operator or production control and support staff.
2. Provides technical advice to management on the design and implementation of new and revised systems for increased operations efficiency.
3. Develops and maintains computer output and production priorities; performs intensive program analysis to schedule resources for optimum utilization.
4. Establishes production and operations goals and objectives and quantitative and quality standards.
5. Interfaces with interdisciplinary supervisors and managers to integrate operations functions within the data processing installation.
6. Analyzes progress reports and other technical data and reports to determine necessity of procedural or program modifications; analyzes or supervises the analysis of machine utilization and efficiency reports.
7. Reviews proposed equipment modifications or acquisitions and provides input regarding feasibility and adaptability to existing systems operations.
8. Attends vendor or in-house informative meetings, conferences and seminars to keep abreast of new developments relative to responsibilities.
9. Performs other duties as required or assigned.

**REQUIREMENTS:**

**Education and Experience**

Requires knowledge, skill and mental development equivalent to completion of two years

## **COMPUTER OPERATIONS SUPERVISOR (Continued)**

of college and two years of technical experience in production control or in the operation of a computer system.

### **Knowledge, Skills and Abilities**

Requires thorough knowledge of computer production control functions.

Requires thorough knowledge of computer system operating capabilities, methods and procedures.

Requires thorough knowledge of the principles and practices of effective supervision.

Requires extensive knowledge of computer peripheral equipment.

Requires extensive knowledge of office procedures and practices.

Requires working knowledge of algebra and numbering systems.

Requires working knowledge of computer programming techniques.

Requires ability to think in terms of computer logic.

Requires ability to communicate effectively orally and in writing.

Requires ability to develop and supervise a staff of technical personnel.

Requires ability to establish and maintain effective working relationships with subordinate personnel and other supervisory and management staff.

Approved by the Secretary of State Merit Commission - January 12, 1983

Effective - January 16, 1983

### **EXAMINATION INFORMATION**

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year