



Computer Operations Supervisor

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
201	Exempt	2 - Professional	AFSCME	8	REV 2-10	NA	1 of 2

DEFINITION: Under general supervision, supervises the staff and work activities of the Information Services Help Desk; identifies, develops, tests and recommends technical solutions to the Director of Information Technology for possible adoption; consults with District departments and end-users; and ensures that all users of the District's technical infrastructure have the client-facing tools they need to accomplish their jobs.

REPORTS TO: Chief Information Officer (CIO) or designee.

REPRESENTATIVE FUNCTIONS may include, but not limited to the following:

- Delivers excellent customer service and support to all users of desktop computers and telecommunications systems provided by the District.
- Provides hands-on technical leadership including development, maintenance and supervision of PC lifecycle hardware and software, PC cloning and client-side software distribution systems.
- Develops and maintains standard operation procedures for functions performed by assigned staff, including Network/PC technicians, and the Telecommunications Coordinator.
- Ensures consistency of hardware and software rollouts by developing and enforcing procedures and best practices, and through the direct training and supervision of technicians.
- Investigates, troubleshoots, and resolves a variety of network and individual PC issues for District staff by providing user information, and by dispatching assigned staff, or responding in person.
- Maintains a log of users' problems ("ITSM Tickets"); evaluates, prioritizes, and resolves associated issues; assigns technicians as appropriate; and tracks the completion of assignments and performance of assigned staff.
- Schedules vendor appointments and provides status updates to vendors specializing in repairs on networks, servers, cable pulls, etc; develops scope of work documentation, and justifies expenditures.
- Maintains and monitors District resources such as PC hardware, software and telecommunication devices. Tracks "evergreening" of technology assets and recommends upgrades to the Director of Information Technology. Coordinates preventative maintenance schedule.
- Manages the design and review of hardware and software modifications.
- Teams directly with Network Engineers to facilitate the integration of enterprise networking systems and software into the PC and telecommunications environment. Ensures accurate reporting and monitoring of centralized systems such as PC antivirus protection, O/S updates, asset monitoring.
- Monitors technical developments related to systems planning, programming, and analysis; evaluates impact on District operations; and recommends and implements procedural and policy changes.
- Writes comprehensive status reports regarding regular unit activities, budget development and administration, and on-going and proposed projects. Prepares oral and written communications describing technical issues, and schedules for all District personnel.

This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Established 5/13/98.
Revised 6/06 & 2/10

Approved by Mary King, Interim General Manager

Date



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- Documents, tracks and schedules the ongoing training of assigned staff to ensure that they are able to maintain proficiency with evolving technical requirements.
- Confers with the CIO and Director of IT regarding assignments and projects, and may report findings to Executive Staff.
- Performs related duties, as required.

MINIMUM QUALIFICATIONS:

Knowledge Of: Principles, practices, and methods of IS systems planning and development; project management techniques such as project control, budgeting, scheduling, and administration including goal-setting, program development and implementation, and employee supervision; practices of hardware and/or software applications in a client-server environment, Microsoft Windows and Microsoft office productivity software (Office suite, Visio, Access, Project); hardware and software interoperability and management in a virtualized environment; systems design, configuration, set-up, testing, and troubleshooting procedures; current technology architectures (physical and virtual); documentation procedures; mathematics, algebra and statistics; and modern office methods and procedures.

Ability To: Organize, supervise, motivate, and monitor the work of assigned staff at various levels of proficiency; provide technical leadership in design, implementation and ongoing maintenance and monitoring of a client-side systems in a client-server environment; team build and provide leadership; create standards, procedures, and instructions for the assigned unit staff; forecast unit needs and develop long-term goals and plans; develop and monitor the unit budget; provide input into the department's budget; anticipate, troubleshoot, and resolve project disruptions and malfunctions with networked systems, and/or PCs; write documentation, and reports; maintain records; compute mathematical formulas; set-up and install software and/or hardware; keep abreast of current and imminent developments in computer technology and make recommendations; communicate effectively in English both verbally and in writing; and establish and maintain effective working relations with assigned staff and other District personnel using principles of excellent customer service.

Education: Equivalent to a Bachelor's degree in Computer Science, Management Information Systems, or a directly related field.

Experience: Six (6) years of recent, verifiable, and increasingly responsible experience in Information Services, computer technology, or a related field. Additional experience above the minimum will be considered in lieu of the education requirement on a year-for-year basis.

Special Requirements: (1) Certification as a Microsoft Certified Systems Engineer (MCSE), or Microsoft Certified Systems Administrator is desired. (2) Must possess or obtain and maintain a California Class C Driver License and meet the District's safe driving standards. (3) Must be available on a 24 hour on-call basis, as needed.

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) must maintain mobility in order to safely drive a District vehicle to travel between District facilities; and (3) must maintain the physical condition necessary to perform the following physical movements: frequently stand, walk, lift and transport light objects weighing up to fifteen (15) lbs., push, bend, balance, kneel, crouch, access constricted spaces, and make fine motor movements with the hands, fingers, and arms; and occasionally lift and transport objects weighing up to fifty (50) lbs., pull, climb, crawl, twist, and reach.

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