

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Computer Operations Supervisor

**Unit:** Supervisory and Professional

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**Job Code:** D1828  
**Original Date:** 08/2009  
**Last Revision:** 10/2015  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Range:** 6

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### DEFINITION

Under the direction of the assigned manager, plan, organize, and oversee the District computer operations functions; provide accurate and timely computer resources to end user departments; and advise management, staff, and end user departments regarding any production issues. Supervise and schedule the work of assigned staff, including shift coverage.

### EXAMPLE OF DUTIES

1. Direct, schedule, control and monitor the day-to-day activities of the District's central computer center; schedule nightly production jobs; assure accuracy and completion of scheduled tasks; coordinate nightly production schedule with development staff, technical user liaisons and end-user departments.
2. Plan, organize and direct the work of assigned staff; appraise performance; review work for accuracy and timely completion of assigned duties. Train staff in new and existing procedures; develop work schedules.
3. Communicate all production problems to management, programming staff, technical user liaisons and end-user departments according to Information Technology Department procedures.
4. Oversee the inventory of all data center supplies, paper and forms used in production output and coordinate the ordering of replacement inventories.
5. Ensure timely distribution of reports and output to departments.
6. Prepare and maintain records, reports and files as necessary. Prepare and monitor the after-handling supplies, repairs, and budget.
7. Perform related duties as assigned.

### DESIRABLE QUALIFICATIONS

#### Knowledge:

Computer hardware and software concepts and theory.  
District organization, operations, policies and objectives.  
Interpersonal skills using tact, patience and courtesy.  
Modern office practices, procedures and equipment.  
Operating procedures and corrective action to take in case of malfunction.  
Operation, diagnosis, trouble-shooting of data center computer equipment, peripheral equipment, and computer equipment.  
Principles and practices of administration, supervision and training.  
Record-keeping techniques.  
Technical aspects of field of specialty.

#### Skills and Abilities:

Analyze situations accurately and adopt an effective course of action.  
Communicate effectively both orally and in writing.  
Demonstrate initiative and independent judgment in solving or reporting production problems.

Establish and maintain effective working relationships with others.  
Maintain records and prepare reports.  
Meet schedules and time lines.  
Monitor hardware and computer room conditions.  
Operate a data processing computer and peripheral equipment.  
Operate personal computers, minicomputers and mainframe computer systems and various software; operate burster, decollator and high speed printers.  
Plan and organize work.  
Plan, organize and oversee the District computer operations functions.  
Train and supervise personnel.

Training and Experience:

Any combination equivalent to: Associate's degree in computer related discipline or two years of college-level course work in computer science and two years of experience in computer operations, including one year in a lead or supervisory capacity

**WORKING CONDITIONS**

Environment:

Computer room environment, excessive noise from computer operation and constant interruptions.

Physical Abilities:

Sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and peripheral equipment; lifting, pushing and pulling moderately heavy objects; hearing and speaking to exchange information on the telephone or in person; and viewing a computer monitor.