

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: 07/2024
Staff Type: Classified
FLSA status: Exempt
Salary Range: 01

DEFINITION

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

EXAMPLE OF DUTIES

1. Direct, schedule, control, and monitor day-to-day activities of the District's central computer center; schedule mainframe and server 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.
Modern office practices, procedures, and equipment.
Operating procedures and corrective action to take in case of malfunction.
Operation, diagnosis, and trouble-shooting of data center computer equipment, peripheral equipment, and other related 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.
Demonstrate interpersonal skills using tact, patience, and courtesy.

- Establish and maintain effective working relationships with others.
- Maintain records and prepare reports.
- Meet schedules and time lines.
- Monitor hardware, application, and computer room conditions.
- Operate a data processing computer and peripheral equipment.
- Operate computers, physical servers, virtual servers and arrays, mainframe computer systems, and various software utilities and applications.
- Operate burster, decollator, and high speed printers.
- Plan and organize work.
- Plan, organize, and oversee the District computer operations.
- Train and supervise personnel.

Training and Experience:

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

WORKING CONDITIONS

Physical Abilities:

Category III. 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.

Environment:

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