

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Operations Supervisor**

**Class Code: 20381**

**Pay Grade: GH**

---

### **A. Purpose:**

Oversees computer center personnel, monitors the computer system, and directs Production Control activities to ensure efficient computer center and Production Control operations.

### **B. Distinguishing Feature:**

The Operations Supervisor directs the activities of a computer room shift or the production control area.

The Senior Computer Operator carries out computer room duties, trains personnel, leads disaster recovery teams, and serves in the supervisor's absence.

The Senior Production Control Operator carries out production control activities, trains personnel, and serves in the supervisor's absence.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Supervises a computer room shift or production control area to ensure the functions of that area are effectively carried out.
  - a. Schedules personnel and assigns duty stations.
  - b. Provides training and work direction.
  - c. Approves leave.
  - d. Addresses staff problems and recommends disciplinary actions.
  - e. Conducts performance appraisals.
  - f. Interviews and hires personnel.
  
2. Manages and monitors the operations of a computer center and peripheral equipment to ensure daily operations run smoothly and efficiently.
  - a. Recommends and implements methods to improve computer room and production control procedures.
  - b. Contacts service representatives to order parts or request services.
  - c. Monitors computer room environment, contacting appropriate personnel as needed.
  - d. Ensure operators maintain a daily log of system down times and problems encountered.
  - e. Compiles monthly statistics.
  - f. Conducts meetings with operators to cover new or changed procedures, upcoming system events, issues, and problems.
  - g. Ensures operators maintain an inventory of forms, parts, and equipment used and stored in the computer center.
  - h. Serves as a liaison between the computer center and programming staff.
  - i. Ensures operators follow security protocols.
  - j. Ensures operators fulfill clients' job processing requirements.
  - k. Responds to help desk calls outside operators' expertise.
  - l. Leads and directs IPL (Initial Program Load) and disaster recovery activities.
  
3. Directs Production Control activities to ensure job scheduling and related functions are effectively implemented.

- a. Serves as a formal liaison between Production Control and the rest of BIT and state government.
  - b. Oversees creation and maintenance of procedures and processes used across all shifts.
  - c. Performs problem analysis and correction for production control related issues across all shifts.
  - d. Supervise performance of IPL's and IPL certification process.
  - e. Oversees problem determination and resolution for operations procedures and processes when failures occur in the production environment.
  - f. Serves as the state Amber Alert coordinator.
    - i. Coordinates quarterly tests of all Amber Alert and Endangered Persons Advisory communication paths.
    - ii. Maintains documentation for procedures.
    - iii. Reviews results of weekly tests
    - iv. Oversees Amber Alert and Endangered Persons Advisory hardware and software.
    - v. Maintains training and certification program.
    - vi. Coordinates and facilitates state-wide post Amber Alert and Endangered Persons Advisory action meetings.
4. Provides operational analysis to ensure continued and efficient operations of the computer room and production control.
    - a. Detects errors and directs recovery efforts.
    - b. Works on project teams that research and implement methods to improve computer room and production control procedures.
    - c. Researches problems using computer logs, written records, and one-on-one discussions with staff.
    - d. Approves change management documents.
    - e. Attends meetings with entities outside the computer room to resolve issues or coordinate activities.
    - f. Collects all information needed for monthly IPL, including staff, duty assignments, and procedural changes.
    - g. Attends management meetings.
  5. Monitors, trains, and relieves operators who are involved with console, printer, and tape operations and Production Control activities.
  6. Performs other work as assigned.

#### **D. Reporting Relationships:**

Reports to an Operations Supervisor. Directs the work of Computer Operators and Senior Computer Operators or Production Control Operators and Senior Production Control Operators.

#### **E. Challenges and Problems:**

Challenged to maintain a broad base of technical and procedural knowledge to ensure equipment and staff are functioning properly so that production schedules are run and output is processed within assigned time frames. This involves ensuring computer room operations are functioning properly with sufficient staff, keeping current on operating procedure changes in a rapidly changing environment, and an understanding of the technical aspects of a computer system and the needs of the client environment. Further challenged to continually assess operators' expertise and retrain as needed, which is difficult due to the number and complexity of processes and systems as well as constant change in procedures and processes that occurs due to upgrades, technology enhancements and new implementation. Challenges within Production

Control also include coordinating the Amber Alert and Endangered Persons Advisory system with state and other government or private agencies, and certifying staff for Amber Alerts and IPL's.

Problems resolved include correcting errors and rescheduling jobs, recovering jobs or data when the system goes down, scheduling conflicts, staffing issues, and client requests that don't fit documented standards.

#### **F. Decision-making Authority:**

Decisions include scheduling equipment maintenance and staff; scheduling and prioritizing printing times, deleting jobs from the system, determining the most efficient way to submit jobs, ordering forms and parts, resolving client conflicts, altering procedures and approving staff training. The position also recognizes and provides first level input to deferred decisions.

Decisions referred include new equipment purchases, system programming problems, computer center policies, major decisions that affect system down time, final decisions on disciplinary actions, and permanently altering procedures.

#### **G. Contact with Others:**

Frequent contact with programming staff and clients to discuss job scheduling, abends, or other issues; other shifts or production control to relay information or coordinate activities; contact as needed with repair people, and with other agencies outside state government to coordinate computer center activities; and contact with other management.

#### **H. Working Conditions:**

Incumbent works in a large computer center that involves exposure to noise and chemicals; lifting heavy boxes of paper and forms; and prolonged periods of standing and viewing data over a CRT for extended periods of time. May be required to work off hours during day or night, weekends or holidays; be on call as required or work double-shifts.

#### **I. Knowledge, Skills, and Abilities:**

Knowledge of:

- command languages for multiple processing platform system softwares,
- printers and tape drive functions,
- production control scheduling software, and
- staff management techniques.

Ability to:

- communicate effectively;
- interpret technical manuals and complex procedures to complete daily responsibilities;
- accurately interpret computer issued error messages and take appropriate actions;
- gather and document requirements for new or revised technical procedures,
- remain calm and use good judgment when working under tight deadlines or in high stress situations,
- track multiple processes and tasks simultaneously, and
- supervise and direct the work of staff.