

OPERATIONS MANAGER

Code No: 3-01-052

COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a managerial data processing position involving directing and coordinating all data entry, data control and computer operations activities of a multi-shift data processing department. The employee works under general supervision of a department head or the assistant. Direct supervision is exercised over senior staff in each of the various operations sections. In a small installation, employees of this class may coordinate operational needs with systems and programming activities. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other related activities may be performed although not listed):

Plans and schedules production activities in the operations area including data entry, data control and computer operations;

Estimates resource requirements and costs for maintaining production services;

Develops, implements and enforces procedural and security standards for operations and control activities;

Reviews and approves production procedures;

Plans and directs acquisition, training and development of operations personnel;

Reviews new or revised systems and approves for acceptance into production status;

Ensures adequate and economic inventory of supplies and materials required for production;

Evaluates performance of production resources and reports results to management;

Prepares or reviews records and reports of production, operation, or down time;

Assists in programs to educate management of users in data processing capabilities and requirements.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the principles and practices of data entry, data control and operation of computer hardware and peripheral equipment; good knowledge of operations and maintenance of computer hardware; good knowledge of hardware used in the department; good knowledge of operations and software standards; ability to plan and schedule operation and resource production; ability to make cost estimates to maintain services; ability to develop and implement procedural and security standards; ability to plan and direct training of personnel; ability to ensure adequate inventory of supplies and materials; supervisory ability; ability communicate well both orally and in writing; ability to establish and maintain effective professional relationships; thoroughness; good judgment; physical condition

commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma plus EITHER:

- (A) Seven (7) years paid full-time or its part-time or volunteer equivalent experience in computer operations, two (2) of which shall have been in a supervisory capacity; OR,
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in a computer science field, plus five (5) years paid full-time or its part-time or volunteer equivalent experience in computer operations, two (2) of which shall have been in a supervisory capacity; OR,
- (C) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in a computer science field, plus three (3) years paid full-time or its part-time or volunteer equivalent experience in computer operations, two (2) of which shall have been in a supervisory capacity; OR,
- (D) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree plus five (5) years paid full-time or its part-time or volunteer equivalent experience in computer operations, two (2) of which shall have been in a supervisory capacity; OR,
- (E) Any equivalent combination training and experience as defined by the limits of (A), (B), (C) and (D) above sufficient to indicate ability to do the work.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

REVISED: December 20, 1984