

# CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

## COMPUTER OPERATIONS SUPERVISOR (CONFIDENTIAL/SUPERVISORY)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, supervise, assign, review, and participate in the work of staff responsible for the District's central computer operations; provide effective, timely, and accurate central computer operational processes and output for the District; coordinate the production systems installed on the District's central computers and supervise the physical operation of those computers and related peripheral equipment and support systems; ensure work quality and adherence to established policies and procedures; and perform the more technical and complex tasks relative to assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional duties not listed, but within classification.*

1. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for accurate and timely computer output.
2. Establish schedules and methods for providing central computer operations; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Participate in the selection of computer operations staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Participate in the preparation and administration of the operations equipment budget; submit budget recommendations; monitor expenditures.
6. Perform the most technical and complex tasks of the work unit.
7. Establish and maintain operations schedules for the week, term, and year; review academic year deadline calendar to ensure compatibility with existing schedules and procedures.
8. Develop operations schedules, prepare instructions, and conduct meetings to establish work flow and priorities, and to implement new procedures or policies.
9. Research products and prepare input requisitions.
10. Design and write operating system instructions to sequence and control production processes.
11. Provide methods for ensuring the integrity and availability of system backups, reports, and all data processed.
12. Ensure that all printed computer output is delivered and receipted.
13. Establish deadlines based on user needs.
14. Determine causes of operational delays and reruns.
15. Plan, implement, and monitor systems to control the physical environment of the Computer Center to safeguard the mainframe.

**Chabot-Las Positas Community College District  
Computer Operations Supervisor (Continued)**

16. Make internal evaluation of malfunctions of the central computer system, communications equipment, terminals, PC terminal emulation systems, peripherals, and other support systems and take appropriate corrective action.
17. Coordinate maintenance contracts for the central computer system, communications equipment, terminals, peripherals, and other support systems.
18. Maintain records concerning operations and programs; prepare reports on operations and activities.
19. Attend and participate in professional group meetings; maintain awareness of new trends and developments to remain current in the field.
20. Perform related duties as required.

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operations, services, and activities of a computer operations center.
- Principles and practices of modern computer systems and related peripheral equipment.
- Methods and techniques of data communications.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of budget preparation and administration.
- Principles and procedures of record keeping.
- Principles of business letter writing and basic report preparation.
- Computer operating systems including UNIX command shells and scripts.
- File transfer technologies.
- Operation and troubleshooting of data communications and other peripheral equipment such as terminals, emulators, and terminal servers.
- Computer room environmental control systems, including intrusion alarms, air conditioning systems, temperature alarms, fire alarms and fire control systems, uninterruptable power supplies.
- District administrative functions and principles of modern business practices.
- Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

- Coordinate and direct systems, procedures, and schedules.
- Supervise, organize, and review the work of assigned staff involved in central computer operations.
- Select, train, and evaluate staff.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- Use operating system utilities and commands to control computer processes and monitor system performance and status.
- Troubleshoot problems with operational processes and computer equipment.
- Develop detailed operational process instructions.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

**Chabot-Las Positas Community College District  
Computer Operations Supervisor (Continued)**

Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, District staff, or other agencies on sensitive issues in area of responsibility.  
Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Minimum Education & Experience** - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in computer science or a related field.

**Experience:**

Four years of responsible computer operations experience including one year of supervisory experience.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

5/17/94

Adopted by Board of Trustees on June 21, 2016

Effective: June 22, 2016

Job Family: Supervisory