

COMPUTER OPERATIONS SHIFT SUPERVISOR

DEFINITION

Supervises, monitors, and participates in the computer and network systems operations of an assigned shift in the District's central computer operations center.

TYPICAL DUTIES

Supervises, monitors, and operates system consoles controlling computer and network operations.
Uses systems management software to monitor computer and network operations at multiple locations and determines the course of action to be taken in case of malfunction.
Establishes the sequence of job runs and selects the method of processing in an effective and efficient manner.
Assigns tasks to subordinate operations staff, provides functional supervision, and evaluates performance against agreed-upon standards and goals.
Attends training courses on computer and network operations and provides on-the-job training to subordinate operations staff.
Maintains records of computer and network usage and malfunctions.
May oversee or provide help desk services to local and remote system users.
May represent higher-level computer and network operations staff in their absence.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A **Computer Operations Shift Supervisor** is responsible for supervising, monitoring, and participating in the computer and network systems operations of an assigned shift in the District's central computer operations center.

An **Assistant Computer and Network Operations Manager** oversees the day-to-day activities of the District's central computer operations center as well as the local area network (LAN) and telephone operations of the District Office. An incumbent in this class also assists the Computer and Network Operations Manager in planning and organizing those computer and network operations.

A **Senior Computer Operator** operates and monitors computer system consoles, related peripheral equipment, and network equipment in the District's central computer operations center. Incumbents may also exercise lead responsibilities over assigned computer operations staff.

SUPERVISION

General supervision is received from the Assistant Computer and Network Operations Manager and/or the Computer and Network Operations Manager. Immediate supervision is exercised over assigned operations staff.

CLASS QUALIFICATIONS

Knowledge of:

- Capabilities of servers, networks, and personal computers
- New trends and developments in computer and network technology
- Principles of supervision and training
- Information technology principles
- Methods and instruments used to troubleshoot equipment and basic network malfunctions
- Principles of business English, punctuation, spelling, and grammatical usage
- Principles of recordkeeping
- Capabilities of computer systems, software, and hardware

Ability to:

- Supervise and monitor a shift operation of the District's central computer center
- Work in a computing environment which requires concurrent processing of multiple tasks
- Analyze problems and take corrective action
- Meet critical deadlines
- Think and act quickly
- Develop complex operating procedures and flowcharts
- Work effectively and cooperatively with all levels of District staff
- Prepare clear and concise reports
- Maintain accurate records
- Give clear and concise instructions
- Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology

MINIMUM QUALIFICATIONS

Education and Experience:

A. Graduation from high school or its equivalent **AND** twelve units of college-level course work or its equivalent in computer science, computer information technology, or a related field **AND** one year of recent, full-time paid experience as a Senior Computer Operator with the Los Angeles Community College District.

OR

B. Graduation from high school or its equivalent **AND** twelve units of college-level course work or its equivalent in computer science, computer information technology, or a related field **AND** three years of recent, full-time paid experience in computer and/or network operations. Experience in a computer center serving multiple sites is desirable.

Physical Requirements:

Ability to lift and move items weighing up to 50 pounds