

MAJOR FUNCTION

This is responsible supervisory work in planning, directing, and coordinating the activities of employees engaged in city-wide systems software and network support, maintenance and security of computer systems and backups/operations. Work is performed under the general supervision of the Technology Infrastructure Administrator and is reviewed through conferences and written reports for achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Plans, organizes and supervises technical staff employees engaged in city-wide on-going systems software and network support, maintenance and security of computer systems and backups/operations. Supervises computer room operations. Makes and reviews employee assignments in the microcomputer area. Monitors systems performance, analyzes server capacity and makes recommendations to improve efficiency. Updates servers with patches and service packs. Troubleshoots network problems and insures support for microcomputer specialists. Maintains Computer Associates Secure Content Manager and UniCenter server monitor tool. Establishes and maintains documentation and technical information library. Adds and deletes user security access accounts and E-mail accounts. Communicates with operating system users when necessary for maintaining efficient and accurate operations. Reviews and develops efficient processing and work flow methods. Schedules assignments for around the clock computer operators, and remains personally available for critical servers. Schedules computer operators for on-call status each weekend on data communications and special work. Analyzes and maintains appropriate records/data for all users and departments. Establishes procedures to maintain historical data; produces the daily schedule for operations; and insures that supplies are adequate for production. Communicates with other data services supervisors for efficient scheduling of operating personnel for production and tests. Schedules and coordinates maintenance of computers. Recommends hiring, transfer, promotion, grievance resolution or discharge of subordinate personnel. Conducts performance evaluations and recommends approval or denial of merit increases. Performs related work as required.

Other Important Duties

Serves on ad hoc committees and project teams as assigned. Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of system analysis, programming, and data communications techniques, principles and practices. Thorough knowledge of modern data processing applications, equipment, and the functions of multi-processing computer operations. Thorough knowledge of large main-frame computer operations. Considerable knowledge of general office practices and procedures. Skill and ability in the operation of various types of data processing equipment. Ability to plan, schedule, coordinate, and supervise the activities of assigned personnel. Ability to establish operating procedures necessary to obtain desired results. Ability to understand and carry out complex oral and written instructions. Ability to analyze a wide variety of highly technical materials related to computer operations and develop appropriate recommendations. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to work under pressure to meet deadlines.

Minimum Training and Experience

Graduation from a four-year college or university with a degree in computer science, management information systems, data processing, business or public administration or a related field, and three

years of technical or professional experience that includes computer operations, systems analysis or technical support; or an equivalent combination of training and experience.

Established: 10-30-04