

**Summary of Duties:** Plans, organizes and directs the work of employees engaged in performing the activities and functions of a data processing center which may include computer shift operations, production control and scheduling, automated production control systems, automated computer operations, data conversion, terminal management, applications documentation and tape library activities; applies sound supervisory principles and techniques in building and maintaining an effective work force; and fulfills affirmative action responsibilities.

**Distinguishing Features:** An Information Systems Operations Manager is responsible for the supervision of one or more important data processing functions. The work entails considerable liaison with employees in other sections and user departments, handling complex transactions and large projects, and meeting critical processing schedules. Assignments are received in terms of desired objectives, and the work is reviewed by the results obtained. An Information Systems Operations Manager does not ordinarily receive technical supervision.

As a bona fide supervisor, an Information Systems Operations Manager is responsible for the performance of the full range of supervisory activities, including: application of discipline, processing and resolution of grievances, evaluation of performance, and approval of time-of requests.

**Examples of Duties:** An Information Systems Operations Manager:

- I. Plans, organizes, and directs the activities of a unit responsible for a variety of data processing operations and activities.
- II. Determines policies and develops procedures to expedite work and ensure accuracy.
- III. Coordinates data processing activities with other departments.
- IV. Coordinates work of the unit with other operations units.
- V. Prepares or supervises the preparation of status and special reports.
- VI. Assists in budget planning and in other tasks of division administration.
- VII. Solves the more difficult processing problems.
- VIII. Directs, plans, and coordinates the operation of data processing hardware and software.
- IX. Directs production scheduling, maintenance of the magnetic tape library, control of the data flow to and from computers.
- X. Directs data pre-processing, including key entry and directs post-processing operations.
- XI. Plans, directs, and coordinates the review, correction, and distribution of input data and the resulting computer produced reports.
- XII. Communicates equal employment/affirmative action information to employees.
- XIII. Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating and disciplining subordinates.
- XIV. Assists employees in preparing for promotion as described in the City's Affirmative Action Program. May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

**Qualifications:** Incumbents must have the following knowledges and abilities:

**A good knowledge of:**

- XV. Data processing concepts, principles, and terminology.
- XVI. Principles and practices of supervision, training and management-employee relations.
- XVII. Operating capabilities and uses of computers and peripheral equipment.
- XVIII. Data processing control principles and procedures.
- XIX. Safety principles and practices.
- XX. Supervisory principles and practices, including planning, delegating, and controlling the work of subordinates.
- XXI. Techniques of training, instructing, and evaluating subordinate work performance.

- XXII. Techniques for counseling, disciplining, and motivating subordinate personnel.
- XXIII. Procedures for grievance handling.
- XXIV. Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City's Affirmative Action Program.

**A working knowledge of:**

- XXV. Rules and regulations related to equal employment opportunity and affirmative action.
- XXVI. Types of reports prepared by the central computer agencies and the methods used in verifying their accuracy.
- XXVII. Methods used in scheduling computers and support equipment for maximum utilization.
- XXVIII. Memoranda of understanding as they apply to subordinate personnel.

**A general knowledge of:**

- XXIX. Methods used in testing and implementing new computer applications for the processing of business or scientific data.
- XXX. City personnel rules, policies, and procedures.

**The ability to:**

- XXXI. Plan, organize, coordinate, and direct the work program of a data processing operations unit.
- XXXII. Use initiative in organizing and ensuring the timely completion of work.
- XXXIII. Develop work procedures.
- XXXIV. Operate computer and peripheral equipment.
- XXXV. Direct subordinates to take appropriate action in maintaining system availability, correcting data input errors, and remedying computer stoppages.
- XXXVI. Train subordinate personnel in new and complex procedures.
- XXXVII. Effectively carry out complex written and oral instructions.
- XXXVIII. Deal tactfully and effectively with vendors and other City employees.

XXXIX. Establish and maintain a work environment to enhance both employee morale and productivity.

**Minimum Requirements:**

Two years of full-time paid experience as a Senior Computer Operator or Senior Data Processing Technician or in a class at least at that level with supervisory responsibility for a group of employees involved in data processing operations, data production control, documentation, production systems support, computer operations automation support or terminal management activities in a centralized computer agency is required for Information Systems Operations Manager.

**Physical requirements:** Strength to perform average lifting of less than five pounds and occasionally over fifteen pounds; good hearing and speaking ability; and good eyesight.

Those with medical limitations may be able to perform the duties of this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

**As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.**