

## **INFORMATION SYSTEMS OPERATIONS MANAGER 1411 TASK LIST**

### **PROJECT MANAGEMENT**

1. Talks with and receives direction from supervisor about which user requests for work should be prioritized in order to best carry out goals of the computer department.
2. Plans the work of a group by means such as deciding what resources, time, and staff will be required for particular projects, when implementation of projects will occur, and what prioritization to give to projects.
3. Plans the installation, up-grade, and removal of information systems equipment such as mainframe computers and their peripherals by means such as determining the changes to air conditioning, electrical outlets and capacity, and office structure needed to accommodate the equipment and determining when different parties involved in equipment moving and up-grade such as vendors and other departments or divisions need to do their work.
4. Reads documents and correspondences relating to departmental administrative procedures, work rules and departmental standards in order to apply and enforce them.
5. Reads work orders, technical procedures and computer manuals (such as the operating procedures for new applications, programs, or systems) in order to understand assignments and the functioning of products and services that impact the work environment.
6. Reads and corrects reports written by subordinates, such as Incident Reports or logs regarding problems with hardware, software, or environmental disturbances, in order to stay aware of work conditions.
7. Attends meetings with computer department management to discuss operational status of work, anticipated work, and problems with the work in order to make management aware of work status and to receive direction as to future work, solutions to work problems, and general administrative information.
8. Attends meetings with representatives of other sections within computer department or users groups from outside the computer department, listens and takes notes, and speaks on behalf of his or her unit on topics such as problems or changes in procedures or equipment that may impact other sections or user groups in order to better coordinate work between work groups and to accomplish assigned tasks.
9. Conducts meetings with staff by writing agenda and leading discussion in order to inform staff of technical changes such as new procedures and equipment and personnel and administrative matters such as affirmative action policies and training opportunities.

10. Decides whether recommendations from subordinates, usually submitted orally, for improvements in areas such as equipment, procedures, and staffing should be implemented, rejected, or investigated further, and implements on own if appropriate or sends to higher level for further review.
11. Develops interdepartmental technical policies on topics such as how computer tapes must be maintained, writes or issues technical bulletins regarding policies, and informs relevant personnel of the policies.
12. Develops and communicates technical procedures and standards to subordinates on topics such as what equipment to use and what sequence of action to follow in order to have staff effectively accomplish section work.
13. Decides if special requests from users, such as for changes in the scheduling of on-line services or batch job processing, should be accommodated and informs the requester by phone, memo or in person as to whether the request can be fulfilled, reasons why, and whether changes to request would make it able to be accommodated.
14. Talks with ISOMs from other shifts during "shift turn-over" regarding topics such as changes in schedules or machine configuration, planned or unplanned outages, and hours of operation of applications in order to plan day's activities, work assignments, and check job priority.
15. Communicates, by phone, writing, or in person, with other work groups or users outside of the computer department to ask about and discuss such topics as the quality of service from ISOM's work group and any planned outages of service that are forthcoming in order to create and maintain good service and public relations with users and other work groups.

### **INFORMATION TECHNOLOGY PROBLEM INVESTIGATION AND RESOLUTION**

16. Solves technical problems brought to attention by subordinates or others such as why a job was not successfully processed by such methods as reading the Job Control Language listing of steps the computer took in processing a job, referring to manuals and computer code books to determine the cause of the problem and the solution, and consulting with appropriate specialists and supervisors about the problem or solution.
17. Determines the extent of technical problems such as a job not being successfully processed in terms of what delays in work will be created by the problem and what other work will be affected by the problem in order to inform supervisors, subordinates, and users of anticipated delays in the accomplishment of expected work.
18. Directs subordinates to read technical computer manuals and documentation in order to solve technical problems such as a job not being processed successfully.
19. Conducts meetings with other sections or user groups by notifying participants, writing agenda, and leading discussion and resolution of problem at hand in order to solve problems or inform other work groups of situations that affect them.

20. Informs users, usually by telephone or in person, of problems affecting their work in the computer department, presents options to users in terms of what can be done in the face of the problem, and discusses possible problem solutions with the users.
21. Writes reports to give to next shift's ISOM or to ISM on topics such as the status of the work, disruptions that have occurred or may occur, descriptions of the disruptions and their causes, steps taken to solve the problem or recommended action.
22. Writes memos, sometimes signed by computer department management, to computer department users informing them of the existence or the resolution of problems, whether requests for service can be accommodated and if not why, and whether changes to request would make it able to be fulfilled.

### **SOFTWARE/HARDWARE PRODUCT AND PROCEDURE IMPLEMENTATION**

23. Writes memos and reports recommending improvements in operations such as the purchase of new equipment and changes in the job flow and mix and to provide opinion on proposed procedures.
24. Directs subordinates to test new equipment or operating procedures and to report back on results in order to decide if new procedures or equipment operate as expected.
25. Speaks with or writes memo to appropriate computer department personnel such as Programmer Analysts with information that vendor has provided on new software or hardware.
26. Decides if there are potential problems with proposed procedures such as those for start-up, shut-down, and problem determination for new and existing products to be supported on systems within the computer center such as software, applications, and equipment up-grades by reading the proposed procedures, reviewing the results of tests of the procedures, or by consulting with the designer of the procedures in order to approve or disapprove of the procedures.
27. Makes oral presentations to groups such as staff and management meetings for the purpose of explaining a new product or procedure.

### **SUPERVISION**

28. Reads crew sheets or time cards, approves them if accurate based on knowledge or observation of where employees are, and sends sheets or cards to next appropriate location in order to properly credit employee work time.
29. Decides if shift needs extra staffing by considering work load, staff on hand, and overtime budget.

30. Telephones off-duty employees or talks with on-duty employees to request their working on overtime in order to meet staffing needs.
31. Decides whether to recommend approval or denial of subordinates' requests for time off, training, or rotation, and sends requests and recommendations to supervisor for further review or action.
32. Talks with subordinates regarding personnel problems such as poor productivity, absenteeism, substance abuse, and altercations with others, develops with them plans for improving situation, monitors progress with plan, and takes further action, if needed, such as writing official warnings to employee.
33. Directs subordinate supervisors to counsel their employees on personnel problems such as poor productivity and absenteeism, discusses results of counseling with those supervisors, and determines if further action is needed.
34. Evaluates the performance of immediate subordinates by using standard written evaluation form, has evaluation reviewed by supervisor, and presents and discusses evaluation with employee in order to inform employee of the quality of his/her work and to discuss any corrective action.
35. Evaluates the performance of subordinate work groups such as tape area or input-output area by monitoring the quality and timeliness of the work output, getting feedback from users, and reviewing evaluations with work group leaders in order to determine if there are problems with equipment or procedures or if there is a need for staff training.
36. Reads the evaluations made by subordinate supervisors, considers appropriateness of evaluations, talks with subordinate supervisors about employees evaluated by them, and provides direction on any plan for improvement that the supervisor has developed for subordinate.
37. Interviews candidates for subordinate positions in both City Civil Service and certification interviews and for outside agencies.
38. Makes recommendations, in written or oral form, regarding the employment of persons interviewed or the promotion of subordinates.
39. Develops and communicates administrative policies for section such as those relating to work schedules, taking breaks, and when and to where job rotations will take place.
40. Directs subordinates as to which projects should be prioritized, when tasks must be finished, and who should work on which projects and at what stations in order to best carry out assignments.
41. Decides if subordinates need to be trained in such areas as procedures or equipment by considering the complexity of the procedures or equipment and employees' knowledge levels.

42. Decides who should train staff through means such as considering potential trainers among staff, consulting with supervisor, and consulting with party that developed new procedures or equipment.
43. Conducts training for staff on technical, administrative, and personnel matters by doing things such as developing a subject plan and gathering and reviewing training material.

### **FISCAL MANAGEMENT/BUDGET**

44. Decides when supplies should be ordered for section or department such as personal computer supplies and printer tapes, main frame tapes, paper or office supplies, by ensuring that inventories and requests for supplies are monitored, and requests new supplies through appropriate administrative personnel.
45. Writes regular reporting period status reports for section that cover the significant accomplishments of the period and the status of the work during the period, and submits to supervisor for review.
46. Calculates statistical information such as percentage increases from period to period of work performed in order to support section's budget requests and annual report.
47. Determines what staffing and resources will be required in next fiscal year to carry out projected section workload and informs supervisor in order to assist the budget planning process.

### **VENDOR COMMUNICATIONS**

48. Communicates, by phone, writing or in person, with vendors to discuss possible purchases or equipment or services and to get information on equipment and services already used.
49. Writes letters to vendors who supply equipment and services such as data entry screens, keyboards, and tapes, requests that vendors fix or provide new equipment and services, and collects information from vendor or new software and hardware.