



Position Title:	Operations Shift Leader	Job Code:	3317-01E
Reports To:	Site Manager	Job Group:	SNE
Department:	IT/Computer Operations	Salary Grade:	12
Prepared By/Date:	Henry Matthews/7-1-2010	FLSA Status:	Non-exempt
Approved By/Date:	Karl Herleman/7-1-2010		
Revised:	Jennifer C. Brito/7-29-2010		

Summary:

The Operations Shift Leader is an advanced technical worker who operates the mainframe computer system and a variety of computer equipment in a medium to large scale computer facility. This person also performs supervisory duties that include instructing, assigning, scheduling, directing and checking the work of subordinates on the shift.

Essential Duties and Responsibilities:

- Ensures that the nightly scheduled batch processing is completed in a timely manner
- Works closely with Applications Development, Database Administrators, and System programming staff to resolve processing issues and system failures
- Ensure the availability of critical interactive online applications for the College community
- Perform Help Desk functions by assisting clients with technical problems
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge Monitoring software and Service Center Problem Management System
- Knowledge of OS/JCL and interactive online applications similar to those currently used at the central computer facility
- Knowledge of Windows, WEB applications and other PC-based applications
- Excellent organizational and communication skills (both oral and written).
- Strong interpersonal skills and the ability to effectively communicate with a wide range of individuals and constituencies in a diverse community.
- Ability to work at both detailed and abstract levels
- Ability to solve problems creatively
- Ability to communicate clearly in writing, by phone, and in person
- Ability to work effectively in a multi-ethnic/multi-cultural environment with students, faculty and staff.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here 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 functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

Non-essential

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates degree in data processing; or any other associate degree or higher with data processing credits and seven (7) years computer programming experience in business or academic applications or systems programming equivalent to an associate degree in data processing, from an accredited college or equivalent combination of education and experience.
- Three (3) years' experience in the operation of a large scale current generation computer systems and Data Communications equipment.
- Experience with operating under OS/MVS/JES
- Experience using interactive programming aids such CICS, TSO, VTAM, ADABAS, RMM, TRMS

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name