

# MORGAN STATE UNIVERSITY JOB SPECIFICATION



## **IT COMPUTER OPERATIONS SHIFT SUPV**

Class Code: N1040  
Pay Range: 12

FLSA Code: N/E (Non-Exempt)

### **JOB SUMMARY**

Under general supervision, supervises the work of computer operations personnel for an assigned shift and performs all of the duties of a computer operator.

### **PRIMARY DUTIES**

1. Supervises the day-to-day operations of an assigned shift of computer operations personnel. Determines work priorities, schedules, assigns and reviews work, trains personnel and provides input to performance evaluations.
2. Provides operational support to users, programmers and computer operations personnel.
3. Investigates and resolves complex system errors and processing problems.
4. Minimizes conflict for resources by identifying and maintaining priorities, reviewing job schedules, and monitoring system to maintain optimum response times.
5. Assists in evaluating and recommending resource requirements.
6. Reviews production applications for integration into the operational environment.
7. Performs all of the duties of a Computer Operator Lead.

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**Note:**

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

**MINIMUM QUALIFICATIONS**

**EDUCATION:** High School Diploma or GED.

**EXPERIENCE:** Five years in the operation of multi-user computers and peripheral equipment.

**REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

Thorough knowledge of computer operating systems, application systems, job control software and other related software; skill in the operation of computer consoles, on-line terminals and peripheral equipment; in diagnosing operational problems and selecting corrective action. Ability to train, supervise and evaluate personnel; to coordinate with multiple areas of the organization; to lift and transport computer supplies and equipment; to communicate effectively orally and in writing.

**OTHER:**

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

**CONDITIONS OF EMPLOYMENT**

Candidates selected for employment may be subject to medical inquiries and/or medical examinations to determine ability to perform the job.