Computer Operations Manager

Position Details

Class Code: 1411
Job Family: Information Systems
Classification: Support Professional
Terms of Employment: Pay Grade 62 on the Support Professional Salary Schedule
FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, plans, organizes, and oversees Clark County School District central enterprise computer operations; coordinates with service providers to ensure accurate, timely computer resources; advises management, staff, and customers of any production issues. Supervises and schedules the work of assigned staff, including shift coverage.

Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Assigns, schedules, supervises, and evaluates the work of computer operations staff.
2. Coordinates operations activities with service providers, technical support/development teams, help desk, and customer departments.
3. Confers with appropriate technical personnel to determine operational changes and develop production schedules/operational procedures.
4. Monitors and controls computer systems; determines equipment/program failures.
5. Ensures staff is trained on hardware, operating systems/software, related components, and procedures.

6. Ensures backup/recovery and business continuity procedures are up-to-date and practiced.
7. Maintains operational, supply, program, and equipment failure records.
8. Updates computer operation documentation to reflect current status.
9. Reports major program/equipment failures; collaborates with appropriate service providers or District personnel in remedial actions.
10. Collaborates with technical support personnel in analyzing system/operational failures to establish appropriate restart or recovery procedures.
11. Supervises preparation of back-up files and other data loss prevention measures.
12. Conforms to safety standards, as prescribed.
13. Performs other tasks related to the position, as assigned.

Distinguishing Characteristics

Manages, supervises, and evaluates the performance of a 24-hour computer center and data entry operation.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of enterprise computer operations, and hardware/software concepts, theories, and practices.
2. Knowledge of staff administration, supervision, and training principles/practices.
3. Knowledge of disaster recovery/business continuity planning, testing, and implementation procedures.
4. Knowledge of operations, diagnosis, troubleshooting, and corrective action(s) for data center computer/peripheral equipment and operational job stream malfunctions.
5. Knowledge of and ability to utilize mainframe Multiple Virtual Storage (MVS)/Extended Architecture (XA), Job Entry System (JES), Time Sharing Options/Extensions (TSO/E), Interactive System Productivity Facility (ISPF), Customer Information Control Systems (CICS), Virtual Storage Access Method (VSAM), and JobTrac scheduling system.
6. Knowledge of and ability to utilize operational functions of popular operating systems such as Windows, Linux, and Unix/Solaris.
7. Ability to assess situations and adopt effective course(s) of action.
8. Ability to communicate effectively with technical staff, stakeholders, and customers, verbally and in writing.

9. Ability to coordinate activities of an enterprise computer operations environment.
10. Ability to schedule, supervise, evaluate, mentor, and train assigned staff.
11. Ability to demonstrate initiative and independent judgment in solving or recommending solutions to technical/operational issues.
12. Ability to maintain knowledge of current/emerging information technology, its application(s), and best practices in workplace circumstances.
13. Ability to translate staff needs into clear problem definitions and solutions.
14. Ability to coordinate multiple projects and meet predetermined deadlines.
15. Ability to exercise independent judgement within procedural guidelines.
16. Ability to develop and apply efficient, effective customer service procedures.
17. Ability to work flexible hours/shifts.
18. Ability to be on-call for after-hours support.
19. Ability to recognize/report hazards and apply safe work methods.
20. Possess physical and mental stamina commensurate with the responsibilities of the position.

Position Requirements

Education, Training, and Experience

High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.), and six (6) years' recent, progressively-detailed experience in enterprise computer operations, including operation of medium-to-large scale mainframe computer systems and related equipment, with three (3) years' lead/supervisory experience; or,
Associate degree from an accredited college/university in an Information Technology (IT)-related field, and four (4) years' experience as described above, including two (2) years' lead/supervisory experience; or,
Bachelor's degree from an accredited college/university in an Information Technology (IT)-related field, and two (2) years' experience as described above, including one (1) year of lead/supervisory experience.

Licenses and Certifications

1. A valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada. License must be maintained for duration of assignment.
2. Copy of current driving history (dated within six (6) months from the date printed) issued by the Department of Motor Vehicles (DMV) at time of application or Qualified Selection Pool (QSP) placement and at time of interview prior to final selection.

Preferred Qualifications

Industry certification(s) in enterprise computer center operations.

Document(s) Required at Time of Application

1. High school transcript or other equivalent (i.e., GED, foreign equivalency, etc.)
2. Transcript(s) from an accredited college/university, if applicable.
3. Copy of a valid driver's license that allows the applicant/employee to legally operate a motor vehicle in Nevada.
4. Copy of current driving history (dated within six (6) months from the date printed) issued by the DMV.
5. Specific documented evidence of training and experience to satisfy qualifications.

Examples of Assigned Work Areas

CCSD Central Information Services Department, other District offices, or computer center co-location facilities.

Work Environment

Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office settings with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods.

Hazards

Furniture, office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment.)

Examples of Equipment/Supplies Used to Perform Tasks

District-issued/personal vehicles, computers, printers, modems, telephones, fax machines, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 08/09/23
- Created: 01/14/16