

Computer Operations Lead

Position Details

Class Code: 1501

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 57 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general direction, plans, organizes, and leads in Clark County School District central enterprise computer operations; coordinates with service providers; advises management, staff, and customers of any production issues. Supervises assigned staff, serving as lead in facilitating and performing required functions.

Essential Duties and Responsibilities

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

1. Assists Computer Operations Manager in determining computer operations production schedules and work tasks/shifts of computer operations staff.
2. Facilitates operations functions with service providers, technical support/development teams, help desk, etc.
3. Conducts problem analyses of applications, hardware, and related components; troubleshoots operating systems, general networking diagnostics, communication peripherals, and system interfaces.
4. Confers with appropriate technical personnel to determine operational changes and develop production schedules/operation procedures.
5. Monitors/operates computing systems (on-premises, co-located, cloud), software, and equipment to provide reliable service; troubleshoots in areas of responsibility to determine and correct problems.

6. Receives and analyzes service requests; recommends appropriate solutions and workflow modifications to fulfill customer needs.
 7. Trains personnel on hardware, operating systems/software, related components, and procedures.
 8. Ensures backup/recovery and business continuity procedures are up-to-date and followed.
 9. Maintains operational, supply, program, and equipment records, including flowcharts, system diagrams, documentation, procedures, runbooks, etc., to illustrate system/application landscapes and operational workflows.
 10. Ensures that computer operation documentation is kept current.
 11. Reports major program/equipment failures; facilitates remedial action(s) with appropriate service providers or District personnel.
 12. Collaborates with technical support personnel in analyzing system/operational failures to establish appropriate restart or recovery procedures.
 13. Conforms to safety standards, as prescribed.
 14. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves all aspects of multi-platform 24-hour enterprise-class datacenter computer system operations, including independent research, analysis, problem resolution, and supervising staff/operational activities. Responsible as the lead for computer operations tools (i.e., backup/recovery, job/script scheduling, managed file transfer) to ensure processes' accuracy and integrity.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of enterprise computer operations, and hardware/software concepts, theory, and practices.
2. Knowledge of organizational, management, and supervisory principles/procedures.
3. Knowledge of disaster recovery/business continuity planning, testing, and implementation procedures.
4. Knowledge of operations, diagnostics, troubleshooting, and corrective action(s) for computer process, datacenter/peripheral equipment, and operational job stream malfunctions.

5. Knowledge and ability in operational and delegated software administrative functions of popular vendor operating systems such as Windows, Linux, and Unix/Solaris.
 6. Ability to assess situations and adopt effective course(s) of action.
 7. Ability to communicate effectively with technical staff, stakeholders, and customers, verbally and in writing.
 8. Ability to facilitate enterprise computer operations activities.
 9. Ability to supervise, evaluate, mentor, and train assigned staff.
 10. Ability to demonstrate initiative and independent judgment in solving or recommending solutions to technical/operational issues.
 11. Ability to maintain knowledge of current/emerging information technology, its application(s), and best practices for workplace applications.
 12. Ability to coordinate multiple projects and meet predetermined deadlines.
 13. Ability to exercise independent judgement within procedural guidelines.
 14. Ability to work flexible hours/shifts.
 15. Ability to be on-call for after-hours support.
 16. Ability to recognize/report hazards and apply safe work methods.
 17. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent (i.e., General Education Development (GED), foreign equivalency, etc.)
2. Five (5) years' recent, progressively-detailed experience in enterprise computer operations, including operation of medium-to-large scale multi-platform computer systems and related equipment; or,
Associate degree from an accredited college/university in an Information Technology (IT)-related field, and three (3) years' experience as described above; or,
Bachelor's degree from an accredited college/university in an Information Technology (IT)-related field, and one (1) year of experience as described above.
3. Two (2) years' recent, progressively-responsible experience, such as program or project lead, administering enterprise computing platforms or tools (i.e., backup/recovery, job scheduling, managed file transfer.)

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 or vendor certification(s) in enterprise computer center operations, platforms, or tools.

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 date printed) issued by the DMV.
 5. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

CCSD Central Information Services Department, other District offices, and 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: 08/08/23
- Created: 06/03/21