



## HANOVER COUNTY GOVERNMENT POSITION DESCRIPTION

### Computer Operations Manager (22196)

Department of Human Resources  
PO Box 470  
Hanover, VA 23069  
Telephone (804) 365-6075  
Facsimile (804) 365-6334

*Department of Information Technology  
(31)*

**Revision Date:** July 2008

**General Description:** This is a management level professional position. The incumbent performs difficult and complex tasks in order to ensure the effective operations and security of the Data Center and County-wide licensing compliance for the Information Technology Department.

**Organization:** The Computer Operations Manager reports to the Deputy Director of the Information Technology Department and supervises the Computer Operations staff.

#### **Essential Functions:**

- Supervises employees, performing related human resources functions and completing necessary paperwork.
- Plans, organizes and directs the operations of the Data Center.
- Communicates with ITD staff and user departments to coordinate processing requirements and ensure required computer resources, supplies, and documentation are available to meet deadline requirements.
- Supervises production control activities including scheduling and initiating production jobs, verifying output, and ensuring all operations procedures are followed.
- Trains and supervises activities of operators to ensure adequate coverage and serves as backup when necessary.
- Monitors, controls, and operates multiple computer systems, including the AS/400 and related peripheral equipment.
- Oversees maintenance of the tape library and all backup media for use in a disaster or any event requiring backup files.
- Oversees security of the Data Center, ensuring compliance with established procedures.
- Prepares, distributes and maintains documentation on operations procedures, systems, and problem resolution.
- Maintains inventory of production related materials, reordering or having materials bid as needed.
- Directs the compilation of data for production and system utilization reporting.
- Provides support to end users and logs support-line calls.
- Identifies problems, troubleshoots and provides advice to assist end users.
- Works with vendors and other ITD staff to resolve a variety of problems.
- Manages ITD's safety program.
- Performs audits of user accounts and licensing compliance (especially Microsoft licensing compliance).
- Functions as a backup to the ITD Security Officer
- Performs related work as assigned.

#### **Working Conditions:**

- A. Hazards
  - None Known
- B. Environment
  - Office
- C. Physical Effort
  - Moderate - Must be able to lift computer equipment and boxes of paper up to thirty (30) pounds
- D. Exempt

**Knowledge, Skills and Abilities:** Extensive knowledge of the practices and procedures for managing and operating a facility containing multi-processing computers (servers, IBM AS/400, & PCs), peripherals, and Wide Area Network, required. Working knowledge of mid-range computers, microcomputer configuration and/or programming, desired. Problem solving and trouble shooting skills, required. Must have excellent oral and written communications skills. Must be able to use independent judgment, plan and schedule work, and effectively supervise staff. Requires the ability to establish and maintain professional and effective working relationships with County staff and vendors.

**Education, Experience and Training:** Four years' college education in information systems or computer science required; computer operations experience with at least two (2) years of supervisory experience preferred – **OR** – Any equivalent combination of education, experience and/or training totaling at least eight (8) years sufficient to demonstrate the knowledge, skills and abilities is acceptable.

#### **Special Conditions:**

- Criminal Records Check, including fingerprinting
- Twelve-month probationary period
- Work beyond normal work schedule; including nights, weekends, & holidays