



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0125

COMPUTER OPERATIONS MANAGER

GRADE L

SCOPE OF WORK:

Work involves managing the Computer Operations unit, a 24/7 operation, in the Information Technology Department (ITD), Computer Systems Division. Functional responsibilities of the work unit include production, data control, operations, and operations support.

DUTIES PERFORMED:

- Manage daily activities to resolve problems and change management issues.
- Develop and implement standards, procedures, and processes for operations.
- Analyze, research, and evaluate customer service delivery enhancements and new initiatives for computer operations so that resources are maximized and efficiencies are achieved; participate in the assessment, implementation, and evaluation of overall services provided by the Computer Systems Division.
- Establish strategic direction and set goals and objectives; plan for and evaluate services to ensure work unit, Division, and Department goals and objectives are met.
- Manage assigned staff; develop and implement work standards; implement performance management measures; provide for training of staff; assign work.
- Maintain positive customer relations; provide instructions and assistance to customers regarding available services and service delivery by the work unit.
- Participate in the planning and management of new software applications and data center technologies; coordinate software and hardware installs, upgrades, and problem resolution with other work units within ITD and its customers.
- Provide input to the preparation of the work unit budget; monitor the expenditure of budgeted funds within the limits established by a higher level supervisor.
- Review and maintain computer operations procedures.
- Plan for and manage the implementation and support of new technologies; manage special projects as assigned.
- Provide input and recommendations regarding strategy, business continuance issues, and improvements.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree with a major in computer science, computer information systems, or a related field, and three years of work experience that included managing

teams responsible for information technology production, operations support, and/or application development.

Eff. Date: 10/74

Deleted: 4/79

Eff. Date: 1/91 – Reinstated and rewritten; grade changed from 26 to 27

Rev. 8/96 – Rewritten in current format

Rev. 2/06 – Revised scope of work, duties, and class evaluation

Rev: 7/12 – Conversion to Hay System