

### **COMPUTER OPERATIONS SUPERVISOR**

**DEFINITION:** Under general supervision, performs technical and administrative oversight and supervision of the digital computer operations and peripherals; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

#### **TASKS:**

Supervises and coordinates activities of workers operating computers and peripheral equipment; assigns operators and other assigned staff and schedules work to facilitate production; directs training or trains new workers to operate computer and peripheral equipment; confers with programmers and operates computer to test new and modified programs; directs operation of computer to execute program, and observes operation to detect error or failure in progress of program; reads monitor and enters commands to help computer operators identify and correct errors; revises input data and program to continue operation of program, using computer terminal.

Notifies programming and maintenance personnel if unable to locate and correct cause of processing error or failure; revises operation schedule to adjust for delays, or notifies scheduling workers of need to adjust schedule; prepares or reviews production, operating, and down time records and reports; consults with upper level management about problems, such as equipment performance, output quality, and maintenance schedule; coordinates flow of work between shifts to ensure continuity; works with appropriate vendors and engineers for equipment maintenance; maintains inventory of computer and peripheral equipment supplies by restocking inventory when necessary.

Assigns and reviews work upon completion; assigns and approves overtime; completes employee evaluations; approves sick and annual leave time; recalls employees in cases of emergency; disciplines, suspends, and terminates employees according to established tribal personnel policies and procedures; prepares and approves employee work schedules and timesheets; trains employees in the safe and proper use of equipment; provides and enforces safety regulations and procedures.

#### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:**

Knowledge of Tribal laws, rules and regulation related to digital computer operational systems.

Knowledge of computer hardware, software and peripherals within the Tribal systems.

Knowledge of the troubleshooting and maintenance of computer operational systems.

Knowledge of supervision methods, practices and procedures.

Knowledge of instructional methods, techniques and practices.

Knowledge of general office practices.

Skill in providing specific instructions and procedures related to computer data processing operations.

Skill in overseeing and performing basic programming to meet individual users or department needs.

Skill in establishing and maintaining a secured database informational systems.

Skill in utilizing written and verbal communication on the development and presentation of reports, and computer instruction.

Skill in accurately performing data entry operations or programming.

Skill in prioritizing, scheduling, assigning, reviewing, and evaluating work.

Skill in establishing and maintaining effective working relationships.

THE NAVAJO NATION

Class Code: 1890  
Information Technology Series  
Operations Group  
Overtime Code: Exempt  
Pay Grade: 64

### **COMPUTER OPERATIONS SUPERVISOR**

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work requires continuous use of computers and peripherals, lifting and carrying computer supplies weighing up to 40 pounds.

**MINIMUM QUALIFICATIONS:** A Bachelor's degree in Computer Science, Computer Information Systems, or closely related field; and two (2) years of progressively responsible computer operations experience; or an equivalent combination of education, training, and experience which provides the capabilities to perform the described duties.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.