

Computer Center Supervisor - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

Fully understands the data processing mainframe system, including all protocols, setting of parameters, supporting users, running reports, generating management information
By reason of formal computer training, or equivalence, is conversant with the operating architecture of the system, its capabilities, limitations, and special features that might be effectively utilized
Understands the input and output requirements of the organization and ensures that processing schedules are maintained in accordance with requirements

QUALITY OF WORK:

Operates system in conformity with the operating system's design and function
Strives for 100% up-time through a process of preventative maintenance and regular inspection
Ensures that all input and output is accurately processed, produced in a timely manner, and in the format specified by management
Maintains a log of computer activity to ensure problem prevention and satisfactory operation at all times

QUANTITY OF WORK:

Performs all tasks on schedule, making adequate allowance for size and frequency of tasks (i.e., production of quarterly statements, month end reports, etc.)
Loads enhancements, new software, new protocols on schedule; tests and gets operational as required by management
Arranges scheduled operations (up time/down time) to align with requirements of computer operation to ensure all scheduled runs occur as required

LEADERSHIP:

Builds a "team concept" in the Department to ensure all employees are committed to the department's challenges, goals, and standards
Effectively deals with user problems, thereby developing trust and confidence in the data processing staff as the experts
Sets high, but realistic expectations of all staff, that should be carried out regardless of the degree of freedom provided, or the closeness of supervisory oversight