



OPERATIONS MANAGER II

Characteristics of Work

Positions in the Information Technology Management family are responsible for the overall management and supervision of a staff of technical and support personnel who provide IT services. These roles may be found within a large agency or in a unit of Information Technology Services. They are differentiated from the various (Lead) roles in the Information Technology Career Model in that their focus is on broader management issues including planning, organizing, and integrating the functions that report to them.

The Operations Manager II position is responsible for managing the Operations and Support functions for a large data center. While the primary focus is to ensure that systems and applications at the data center run efficiently and produce the appropriate outputs. These positions will typically be found in environments that have large and complex mainframe applications and/or complex client server applications that require significant staff to support statewide operations.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Manages the hardware and personnel resources of the enterprise data center functions.

Coordinates the resolution of complex operating problems and ensures the efficient operation of the State's mainframe applications.

Makes ongoing recommendations to ensure the operating requirements of State agencies' mainframe applications are being met.

Plans and budgets for future operating upgrades and enhancements.

Makes recommendations concerning the future direction of the Data Center.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Manages the day-to-day personnel and operations resources of the agency to ensure maximum efficiency.
2. Ensures the resolution of operations related problems for mainframe applications in a timely manner.
3. Coordinates the ongoing maintenance and upgrades for the Data Center.
4. Ensures, through planning for the Data Center infrastructure component, the current operating environment is poised for future growth to accommodate the processing of State agencies.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at more than 20 inches but less than 20 feet.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands or arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to stoop, kneel, crouch, or bend; and climb or balance.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in computer science, data processing, or a related field;

AND

Experience:

Eight (8) years of directly related experience in mainframe or client/server environments.

OR

Education:

An Associate's Degree from an accredited two-year college in computer science, data processing, or a related field;

AND

Experience:

Ten (10) years of directly related experience in mainframe or client/server environments.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Twelve (12) years of directly related experience in mainframe or client/server environments.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis. Possession of an Institute for Certification of Computer Professionals certificate based on successful completion of an exam may be substituted for one (1) year of the required experience (certificate must be attached).

Interview Requirements:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.