THE CITY UNIVERSITY OF NEW YORK
Classified Civil Service Position Description

Title  Computer Operations Manager
Title Code  04972
FLSA Status  Exempt
Date Issued  September 17, 1999

General Duties and Responsibilities

This is a management class of positions consisting of assignments at different levels of responsibility. Employees in this class of positions are responsible for managing and directing an information technology area in a College or the University; or managing and directing all aspects of the operation and maintenance of computer or telecommunications equipment within an Information System technology area or unit within the University or a College. The following are typical assignments within this class of positions.

General Work Tasks

Under General Direction:
Manages the operation of an information technology unit or area including computer hardware and telecommunications equipment. Plans, organizes and controls all aspects of the operation including supervision and scheduling of professional and technical staff, prioritizing and assigning of the work, and coordinating activities with other College/University units.

Under Administrative Direction:
Plans, organizes and controls the operation of complex information technology units, provides technical support for all hardware and systems software sets standards, establishes procedures, oversees the acquisition of supplies and equipment, schedules installation and de-installation of computer hardware, plans and establishes security systems, recommends hardware acquisitions, the acquisition and maintenance of support equipment, and the contracting and procurement of new equipment and software;

Under Executive Direction:
Plans, organizes and controls the operation of a medium to large size, complex information technology area; or serves as principal assistant to the information systems technology Manager OR Director of a very large, complex, high volume information systems technology area or network and assumes the duties of the Manager/Director in his/her absence.

Under Executive Direction As the Highest Level Computer Systems Manager:
Administers, manages, plans, organizes, and controls a large, complex information systems technology activity; sets policies and procedures; oversees and directs professional and technical staff responsible for information systems technology operations; and has responsibility for major personnel, administrative and information systems technology problems.
Qualification Requirements

1. Six (6) years of progressively responsible full-time experience supervising or administering and information systems area involving hardware and/or telecommunications equipments operations, at least 18 months of which shall have been in a managerial capacity.

2. Education at an accredited College or University may be substituted for the general experience described above (but not for the 18 months of managerial experience) up to a maximum of 4 years of college for 2 years of experience. In addition a Master’s degree in computer science or a closely related field from an accredited college may be substituted for an additional year of the general work experience. However, all candidates must possess the 18 months of administrative or managerial experience described above.

NOTE:

Direct Lines of Promotion

FROM:  Computer Associate (Technical Support) (04771)
Computer Associate (Operations) (04773)

TO:    None