

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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**CLASS TITLE: COMPUTER OPERATIONS MANAGER**  
**DEPARTMENT: VARIOUS**  
**REPORTS TO: VARIOUS**  
**CIVIL SERVICE: YES**

**CLASS CODE: 0096**  
**FLSA STATUS: E**  
**DATE: 06/06**  
**BARGAINING UNIT: MANAGEMENT**

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**JOB SUMMARY:**

Under general direction, assures information systems, technology, strategic planning and direction, system security and database integrity for an organizational subsection of the County such as a department or in relation to an information systems function such as programming or systems.

**DISTINGUISHING CHARACTERISTICS:**

Positions within this class are distinguished from systems analyst, GIS Coordinator and others at this level by either having responsibility to supervise a staff performing program or systems support and/or by the assignment of high level systems, network or programming duties. The lack of specialization and the inclusion of other duties outside of networking or security distinguish these positions from the Network Services Manager or the Information Security Administrator. Positions are allocated to this class by either distinguishing that a high or expert level of skill is involved in systems programming and support and/or by the supervision of a number of staff performing such work.

**SUPERVISION EXERCISED:**

May exercise supervision over technical support staff.

**EXAMPLE OF DUTIES:** (Duties may include, but are not limited to the following)

- Oversees and participates in the design, development, implementation, and evaluation of end user services and integrated information initiatives for a County department in conjunction with the Information Services Division.
- Coordinates and leads new system development and implementation, and current system enhancements.
- Recommends software /hardware upgrades; evaluates and develops proposals for new hardware/software upgrades.
- Plans and coordinates the analysis, design, programming, implementation, and testing of applications projects.
- Acts as a member of management team in planning, problem resolution, and reviewing department performance.
- Analyzes systems and makes changes; writes and modifies programs to meet user needs. .
- Makes suggestions regarding information services and effective uses of computing to solve user problems.
- Writes specifications for programming and software changes.
- Some positions supervise assigned personnel, which include work allocation, performance evaluations, training, motivating, rewarding and disciplining employees.
- Participates in development, implementation, and maintenance of policies, objectives, short- and long-range planning; develops tracking and evaluation programs to assist in accomplishment of established goals.
- Performs problem resolution and provides on-call support for computer/network systems.
- Performs miscellaneous job-related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computers      Vehicle      General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's degree in Computer Science or a related field or discipline and five years progressively responsible experience performing programming and systems support directly related to the specified duties and responsibilities. Related experience may be substituted for up to two years of education on the basis of two years of experience for one year of education. Experience supervising others or coordinating computing projects is desirable.

**Licenses and Certifications:**

Driver's License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Administrative principles and practices including goal-setting and implementation.
- Principles and methods of supervision.
- Information services needs within an academic/research environment.
- Current developments and technological trends in computer hardware and software.
- Computer flow charts and of programming logic and codes.
- Customer service standards and procedures.
- Programming Languages:
  - C/C++
  - AS400 CL
  - RPG
  - COBOL
  - Basic
  - Java
  - (D)HTML
  - XML
  - SQL
- Systems/OS:
  - p5 (RS/6000)
  - i5 (AS/400)
  - Unix/Linux
  - WinXX
- Database experience including:
  - DB2
  - Access

**Skill in:**

- Examining and re-engineering operations/procedures, formulating policy, developing and implementing strategies and procedures.
- Planning, designing, programming, and testing applications.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Communicating clearly and effectively, both orally and in writing.

**Ability to:**

- Research, analyze, and conceptualize long-term information systems needs on an organizational basis.
- Make administrative/procedural decisions and judgments; interpret and apply laws and regulations.
- Plan, design, coordinate installation, test, and modify complex systems and subsystems.
- Specify and develop computer programs using a range of programming languages.
- Determine the nature of hardware/software problems, and communicate technical guidance and information to users.
- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.

**Physical Requirements:**

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, speak and hear, and is occasionally required to lift and/or move up to 20 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.