



EXAMINATION OPEN TO THE PUBLIC

COMPUTER OPERATIONS SUPERVISOR

**ANNUAL \$62,203
SALARY: \$79,230**

**SALARY
GROUP: EU 26**

**APPLICATION CLOSING
DATE: NOVEMBER 29, 2012**

**EXAM
NO: 121930OCDJ**

SPECIAL APPLICATION AND EXAMINATION INSTRUCTIONS APPEAR BELOW.

PURPOSE OF CLASS: In a state agency, this class is accountable for the full-time supervision of a major computer installation.

MINIMUM QUALIFICATIONS REQUIRED

IN ORDER TO BE CONSIDERED FOR ADMITTANCE INTO THIS EXAMINATION, YOU MUST INDICATE ON YOUR APPLICATION THAT YOU HAVE THE FOLLOWING EXPERIENCE AND TRAINING BY NOVEMBER 29, 2012.

GENERAL EXPERIENCE: Six years of experience in data processing operations.

SPECIAL EXPERIENCE: One year of the General Experience must have been performing technical work involving help desk, user support or production control functions for an agency information systems division. [Note: For state employees this is interpreted at the level of Information Technology Analyst 1.]

SUBSTITUTIONS ALLOWED: College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen semester hours equaling six months of experience to a maximum of four years.

KNOWLEDGE, SKILLS AND ABILITIES: Considerable knowledge of principles, problems and techniques of operating electronic data processing computer equipment in various data processing environments; considerable knowledge of computer input/output media and data control methods; considerable knowledge of multi-programming computer operations and methods of preparing work for processing; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to schedule, run and monitor jobs and to diagnose errors and conflicts with the execution of programs; considerable ability to diagnose system malfunctions and to take corrective action; ability to prepare, analyze and maintain records; supervisory ability.

THE EXAMINATION WILL BE COMPOSED OF:

<u>PART</u>	<u>WEIGHT</u>
EXPERIENCE AND TRAINING	100%

APPLICATION/EXAMINATION PROCEDURE

- APPLICANTS MUST SUBMIT:**
- (1) **Completed Application Form (CT-HR-12)**
 - (2) **Examination Materials (see instructions below)**

In order to be considered for admittance into this examination, you must complete all parts of the examination application (CT-HR-12) detailing how you meet the minimum experience and training requirements stated above AND complete the required examination materials as detailed below. Applicants who do not submit the required application and examination materials by the closing date will not be admitted into the examination and will not have the right to appeal this decision. Resumes and/or vitas will not substitute for the required application form or for the required examination materials.

EXAMINATION INSTRUCTIONS: Section 1. For each job (maximum of three) which you feel has best prepared you for the job of Computer Operations Supervisor, include a 1-2 page (typed or printed) description detailing your duties and responsibilities. (Applicants serving provisionally or temporarily in the title of Computer Operations Supervisor cannot include this as one of the three jobs.) Each job description should begin on a separate page and begin with your job title, company name and location, dates of employment, and number of hours worked per week. This should be followed by a description of your duties and responsibilities organized and formatted around the numbered items that follow. **(1) Computer Operations Support Experience.** Detail your experience in computer operations, including your role in executing scheduled jobs, operating computers and related equipment and printers, using software to monitor the performance of computer systems, performing backup and recovery procedures, responding to console messages/alarms, resolving operations and/or equipment problems, etc. Describe your role in maintaining computer room infrastructure/facilities (cooling systems, power systems, raised floors, etc.) and describe your experience with computer room life safety equipment. Describe your role, if any, in the installation or upgrading of hardware/peripherals and/or applications/software. Describe the nature of the computer installation/environment in which this work was performed. **(2) Help Desk Support Or User Support Experience.** Detail your experience in providing assistance to users on office software and/or network issues, in performing network administrative tasks (password resets, account set-ups, permissions, etc.), and/or in troubleshooting and resolving PC/workstation hardware and software problems. Describe your experience in different support areas (help desk support, network administrative support, technical support, etc.) and explain your specific role; describe the types of support issues or tasks you were responsible for and explain how you handled these. **(3) Production Control And/Or Data Control Experience.** Detail your experience in production control (job scheduling and production monitoring), including your experience planning/scheduling jobs, setting up production job streams, creating job control language (JCL) procedures, and analyzing and resolving problems; describe your role and the tools used. Detail your experience in data control, including your duties related to preparing operational documentation for computer jobs, checking computer jobs for complete documentation and correct JCL, and maintaining production libraries and input/output media. Describe the nature of the computer installation/environment in which this work was performed. **(4) Lead/Supervisory Experience.** Detail your lead or supervisory experience in a data processing installation (e.g., as a computer operations supervisor, as a lead operator on a shift, or as a team leader on a project related to computer operations). Be specific as to your role in the supervision of staff, including your involvement in scheduling and assigning work, directing/overseeing work, reviewing and evaluating work, conducting staff training, conducting performance reviews, etc. Describe the numbers and job titles of the employees directly reporting to you. Describe your experience, if any, with problem management and incident management, and explain the process used. **Section 2.** On a separate page, include a list of degrees, certifications, licenses and courses that you have completed which have prepared you for the job. **Important Notes:** **(1)** Make certain both your application form, and your examination materials are complete and separate documents not referencing the other, as your application form and supplemental examination materials may be separated during the scoring process. **(2)** Examination materials should be clearly marked as such and each page should contain the examination title, exam number and your social security number (do not include your name). **(3)** Do not include materials other than those requested above. **(4) Your examination will only be scored if you meet the minimum experience and training requirements outlined above and your CT-HR-12 and supplemental examination materials are date stamped by DAS/Human Resources or postmarked by November 29, 2012.** **(5) Mail applications/examination materials to DAS/Human Resources, Room 404, State Office Building, 165 Capitol Avenue, Hartford, Connecticut 06106-1658 (Secure Fax #860-622-2875).** If faxing materials make certain that your application form is complete and transmitted correctly and without error. Keep a copy of your completed application/examination package and the fax transmittal receipt for your records. Incomplete faxes or faxes received blank because pages were faxed upside down will not be accepted. **(6)** Due to the large number of applications received, we cannot confirm receipt of applications. **(7) Examination scores will be mailed by January 14, 2013.** **(8) A separate application/examination package must be submitted for each exam you are applying for.**

FORMS: Application forms (CT-HR-12) and exam announcements are available from the Department of Administrative Services (<http://das.ct.gov/employment>) and at the Offices of the Connecticut State Job Centers.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, persons with disabilities and military veterans.