

HILLSBOROUGH COMMUNITY COLLEGE

CLASS SPECIFICATION

<i>Class Title:</i> Operations Specialist		<i>BOT Date:</i> March 2, 2005	
<i>Level:</i> H	<i>FLSA Status:</i> Non-Exempt	<i>Class Code:</i> N0812	<i>Adm. Rev:</i>

GENERAL DESCRIPTION

Responsible for performing systems backups, managing backup tape rotation, and facilitating off-site storage of backup tapes. Assists with Datatel security administration and maintenance, administration and maintenance of the COLD imaging archiving system, and providing centralized bulk printing services.

KEY RESPONSIBILITIES

% OF TIME

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1.*	Performs and verifies central backups on the HP9000, managing the backup tape rotation, and facilitating off-site storage of backup tapes with contracted storage vendor.	30%
2.*	Manages administrative computing production workload, including job scheduling, submission, troubleshooting, printing and distribution.	25%
3.*	Provides Datatel security administration and maintenance.	20%
4.*	Provides administration and maintenance of the COLD imaging archiving system.	15%
5.	Manages printing, tape supplies, and other appropriate inventories to insure timely operation and backups.	5%
6.	Maintains documentation on computer operations, policies, security, and emergency procedures.	5%
7.	Performs other similar and related duties as required.	

* Indicates an "essential" job function.

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KEY JOB REQUIREMENTS			
<i>Education:</i>	Associates degree or two-years college equivalent required		
<i>Experience:</i>	Three to five years prior related work experience. Experience can be substituted for education. Work experience within a college academic setting preferable. Prior experience with the Datatel Colleague ERP system highly preferred.		
<i>Planning:</i>	Plans events that are expected to occur within the next one to three months or on a semester basis. The scope of planning may impact the department or equivalent.		
<i>Impact of Budgets:</i>	Provides supportive advice, analysis, or related services which impact the expense or revenues but with no formal authority to actually spend fiscal resources. Recommends specific improvements to departmental procedures and processes.		
<i>Impact of Decisions:</i>	There is moderate responsibility for making recommendations and/or decisions which typically affect the assigned department, but may at times, affect operations, services, individuals, and/or activities of the college.		
<i>Complexity:</i>	Work is moderately complex and varied requiring the interpretation and application of a variety of operational and technical procedures and processes. Frequently, the application of multiple, technical activities is employed; therefore, moderate is needed to gather and interpret data where result/answers can be found after analysis of several facts.		
<i>Decision Making:</i>	Supervision is present to establish general objectives relative to a specific project, to outline the desired end product, and to identify potential resources for assistance. Independent judgment is required to identify, select, and apply the most appropriate of available guidelines and procedures, analyze processes, interpret precedents, and adopt standard methods or practices to meet variations in facts and/or conditions.		
<i>Problem Solving:</i>	Problems are not easy to identify, but are similar to those seen before. Solving them requires judgment such as setting priorities, analyzing processes, and/or troubleshooting technical issues. Solutions can often be found by using methods chosen before in similar situations.		
<i>Communications with Others:</i>	Regular contact with internal departmental personnel involving tact, discretion and reasonable persuasion in obtaining desired actions and/or the handling of difficult personal relationships. Requires the ability to communicate well under tight timelines. Communications levels can be at all levels within the College both within and outside IT.		
<i>Supervision of Others:</i>	With the exception of occasionally assigned part-time personnel, position has little responsibility for directly supervising others.		
<i>Job-Related Knowledge:</i>	Requires significant knowledge of computer systems operations and Datatel Colleague software security structures. Able to integrate information from many diverse areas. Requires general understanding of some administrative operations and key business cycles within higher education setting. Knows policies and procedures, and can recommend a course of action based upon these guidelines, modifying existing methods and/or procedures as necessary.		
<i>Innovation/ Creativity:</i>	Work consistently requires the development of innovative methods, procedures, processes and strategies. Many of the issues require a moderate level of creative thinking and approaches.		
<i>Working Conditions/ Physical Effort:</i>	Work requires only a modest amount of physical exertion and/or physical strain. Has the potential to be stressful during key business cycles or tight timelines. Must be willing to work off-hours to correct serious errors and/or implement new features. Substantial keyboarding may be required at times in developing, testing, documenting, and maintaining software applications.		