Blue Hill - Computer Operator Shift Supervisor
JOB DESCRIPTION

TITLE: Computer Operations Supervisor
DEPARTMENT: Computer Operations
REPORTS TO: Computer Operations Director

SUMMARY DESCRIPTION:

The Mainframe Computer Operations Supervisor is responsible for overseeing daily mainframe computer operations in a multi-client, service-oriented environment. This position ensures that scheduled production workloads, batch processing, system monitoring, job scheduling, operational procedures, and incident management activities are executed accurately, securely, and within established service-level agreements (SLAs).

The supervisor leads computer operations personnel, coordinates operational activities across multiple client environments, monitors service performance, and serves as an escalation point for production incidents, processing delays, and operational issues. The role requires strong technical knowledge of mainframe operations, effective team leadership, disciplined adherence to operational controls, and the ability to balance competing client priorities while maintaining service quality and operational stability.

DUTIES AND RESPONSIBILITIES:

Supervise, schedule, and review the work of Mainframe and Open Systems Computer Operators. Maintain a shift task list to ensure all operations tasks are completed in a timely manner. Communicate and turnover any outstanding issues to the subsequent shift.

- Delegation of Client assignments to Computer Operators on your shift.
- Refer to turnover logs, and operations check lists on daily basis; update notes in turnover log for succeeding shift. make sure all Computer Operators' turnovers are completed.
- Manage Oper Mailbox, categorize, flag important emails; and inform your team of upcoming actions.

- Monitor ticketing system for open tickets assigned to Operations.
  - Periodically check Ticketing System for newly opened tickets assigned to operations.
  - Make sure tickets are opened for all new occurring issues; Update tickets correctly: documenting: who was called, what was said or done, and what the resolution was. Only then close or resolved tickets.
  - Training & Evaluation: Trains new personnel, establishes operational procedures, and provide input for performance reviews.
  - Train Junior Operators in all computer operation processes and disciplines.
  - Audit – to ensure all turnovers are complete and up to date for auditing purposes
- Monitor and analyze the effectiveness of current processes, reporting back to upper management: suggestions for operations improvements
  - Review work process for automation or follow up with Production Control Team to automate or resolve reoccurring abend or related issues.
  - Maintain hardware documentation. Review tape drive allocations for all customers.
  - On-going review and maintenance of client and internal documentation including daily task, holidays and special requests. Create new Operations Procedures or Documentation as needed
- Ensure compliance of company and client policies, standards and procedures.

- Oversee all operators are up to date with mandatory Cyber Security training.
- Maintain employee attendance records and provide feedback to upper management to ensure proper coverage.
- Refer to Ops Calendar, to manage operator's PTO requests.

REQUIREMENTS:

Education: Minimum H.S. Diploma
Education: Relevant IBM certifications are a plus.
Experience: Minimum 7-10 years IS Computer Operations or Supervisory Role in a multi-system/client environment

Technical Knowledge: Strong familiarity with Mainframe Systems. **OS:** VM, VSE & ZOS
IBM Utilities and Applications: TSO/ISPF, JES2, JCL, VTAM, SDSF

Scheduling Packages: CA-7, TWS, Zeke, Control-M, ESP

Tape Management System: CA1, RMM, Zara, TLMS