Manager, Computer Operations

SUMMARY:

Performs complex/supervisory (journey-level) data processing work. Plans, coordinates, and schedules computer operations and developing new procedures and programs. Supervises the work of others. Works under general supervision with moderate latitude for the use of initiative and independent judgment.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.
- Oversees staff in planning and scheduling work and coordinating production.
- Ensures compliance with safety and operating procedures.
- Coordinates site planning and preparation regarding changes to the computer or data communications configurations, and ensures that requirements are met.
- Ensures the protection of the data maintained in the operations section.
- Contacts vendors concerning equipment and maintenance matters.
- Develops and establishes control and backup procedures for operations, and monitors for compliance.
- Advises and consults on proposed computer applications, including data transmission and the use of data communications equipment.
- Reviews reports of problems and evaluates the timelines with which they are resolved, taking corrective action where appropriate.
- Conducts Company business in accordance with all applicable laws, regulations and contractual obligations. Behaves ethically and with integrity and always follows the principles of the Compliance Program when making business decisions. Compliance with this program is a condition of employment for every American-Amicable employee.

EDUCATION, WORK EXPERIENCE and TRAINING REQUIREMENTS:
- High school diploma or general education degree (GED).
- Bachelor's degree in business administration or related field, or equivalent in education and experience, preferred.
- At least 5 years experience managing a computer operations area, preferably within the life insurance industry.

REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the

knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- A friendly, positive, learning-oriented attitude.
- Knowledge of computer programs and procedures, of the use of operation of data processing computer systems, of principles of electronics and electronic data processing, of electrical and electronic safety procedures, and of data communication networks.
- Skill in the use and operation of data processing computer systems and in the effective technical communications.
- Ability to devise work methods and procedures, to analyze and solve work problems, and to supervise the work of others.

WORKING CONDITIONS, PHYSICAL and MENTAL REQUIREMENTS: The working conditions, physical and mental requirements described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is sedentary in nature and is performed in a traditional office environment with cubicles. Typically, the incumbent will sit comfortably while performing the work, with some walking, standing, bending and carrying of light items, such as papers, books, and files. Other physical demands in performing the essential functions of this position include: digital dexterity, hearing, seeing, and talking. Mental requirements include, but are not limited to, the ability to concentrate, take initiative, cope with stress, adapt, and stay alert in a business environment.

Note: This job description reflects a summary of the job and does not prescribe or restrict the responsibilities that may be assigned. This job description is subject to change at any time.