

Class Concept

Work involves monitoring and control of a computer by operating the central console or on-line terminal in accordance with established routines. Work involves interpreting messages from system software and performing required actions; observing continuously the operations of the equipment, reporting any deviations from standard to higher level operations personnel; performing regular backups; troubleshoot hardware and software problems; and restoring files as needed.

Recruitment Standards

Knowledge, Skills, and Abilities

- Ability to operate and monitor variety of computer and peripheral equipment including mainframe systems and server farms.
- Understanding of a wide variety of commands to control operation of computer and peripherals.
- Understanding of routine functions of mainframe computer, server systems and associated hardware.
- Ability to monitor IMS transactions and use routine commands to maintain computer operations.
- Knowledge of appropriate security procedures used in the performance of all tasks.
- Ability to follow written directions to implement solution.
- Ability to make decisions on appropriate course of action for unique problems.
- Ability to organize and follow moderately complex and/or detailed technical procedures.
- Ability to understand the impact of one function on another.
- Ability to perform diagnostics on assigned software and hardware according to standard operating procedures.
- Ability to resolve routine and some non-routine technical problems independently through standard troubleshooting procedures.
- Ability to make decisions based on options and consequences.
- Ability to consult with clients on routine technical problems.

Minimum Education and Experience

High School or General Educational Development (GED) diploma and one year of operations experience. Equivalent coursework in computer operations or information technology from a technical school or community college may be substituted for the required experience; or an equivalent combination of education and experience.