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.
- Basic 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 IT experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.