COMPUTER OPERATOR

Employees in this class perform computer operations duties in a mini computer or in a mainframe environment.

Under close supervision, employees monitor and control a computer by operating the central console or on-line terminal in accordance with established routines. Employees in a minicomputer environment are less closely supervised. Employees interpret messages from system software and perform required actions; observe continuously the operations of the equipment, reporting any deviations from standard to higher level operations personnel; perform regular backups; troubleshoot hardware and software problems; and restore files as needed. Employees operate off-line equipment such as bursters, decollators, sorters, folders, check signers and mail inserters and peripheral equipment such as printers. Employees maintain operating records and supply inventories and perform routine equipment maintenance as required. Employees are competent in most phases of computer operations; however, may need some instruction and guidance. Work may include monitoring communications equipment and providing support to end-users in the solution of problems. Employees typically report to a higher level operator, a shift supervisor, operations manager or, in a mini computer environment, report to an information system professional in an area other than computer operations. Employees perform related duties as required.

I. DIFFICULTY OF WORK:

Complexity - Employees monitor and control a computer by operating the central console or on-line terminal in accordance with established routines. Employees interpret messages from system software and perform required actions; observe continuously the operations-of the equipment, reporting any deviations from standard to higher level operations personnel; perform regular backups; troubleshoot hardware and software problems; and restore files as needed. Employees operate off-line equipment such as bursters, decollators, sorters, folders, check signers and mail inserters and peripheral equipment such as printers. Employees maintain operating records and perform routine equipment maintenance as required. Employees process output for distribution.

Guidelines - Guidelines available include operator's manuals, and policy and procedure manuals to include instructions on processing and distributing jobs, instructions on performing systems back-ups, production schedules, and equipment maintenance schedules.

II. RESPONSIBILITY:

Accountability - Employees are responsible for processing jobs according to established procedures and ensuring quality output within established production schedules. Employees are responsible for alerting higher-level operations personnel as problems are encountered.

Consequence of Action - Errors could result in production reruns which requires additional equipment time, forms and man-hours. Errors may result in missing critical production schedules.

Review - Routine work is performed independently. Problems are resolved in conjunction with other operations personnel. Work is reviewed while in process and upon completion to ensure that critical production schedules are met.

III. <u>INTERPERSONAL COMMUNICATIONS</u>:

<u>Subject Matter</u> - Employees communicate with equipment vendors and service engineers concerning equipment repairs; with users concerning production schedules and user problems; and with programmers, higher level operations personnel, and production control personnel concerning errors detected and quality of output. Contact with individuals outside of the operations area is limited.

<u>Purpose</u> - Employees communicate with equipment vendors and service engineers to explain equipment malfunction; with users to alter established production schedules, to inform them where their work is in the process, or to troubleshoot their problems; and with programmers, operations personnel, and production control personnel to receive guidance on the correction of errors, to explain where the errors are and to inform them when output is of poor quality and needs resolution.

IV. <u>WORK ENVIRONMENT</u>:

<u>Nature of Working Conditions</u> - Employees work in a computer room where temperatures are cooler than in a normal office setting. Employees are also exposed to the noise of operating equipment.

<u>Nature and Potential of Personal Hazards</u> - Employees are not typically exposed to hazards; however, there is some hazard associated with the operation of equipment with moving parts.

V. <u>RECRUITMENT STANDARDS</u>:

<u>Knowledges, Skills, and Abilities</u> - Considerable knowledge of the operation of a computer and peripheral equipment. Ability to detect systems and programming failures during production runs. Ability to setup and operate a variety of computer equipment and to make minor adjustments as necessary. Ability to follow instructions.

<u>Minimum Training and Experience Requirements</u> - Graduation from high school and one year of computer operations experience; or an equivalent combination of training and experience.

Degrees must be received from appropriately accredited universities.

<u>Special Note:</u> This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.