



Career Service Authority

Computer Operator

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance technical work operating electronic computers, peripherals, and auxiliary equipment in a production setting using a mainframe computer at a central computer facility, and provides help desk services for users.

DISTINGUISHING CHARACTERISTICS

The Computer Operator is distinguished from the *Computer Operations Supervisor*, which performs supervision over computer operators assigned to a central mainframe computer which provides data processing and help desk services to a variety of agencies.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Sets up and monitors computer for operation by inputting commands and responding to status of input and output devices from the central console.

Refers to instructions (run book) to load programs and process jobs to successful completion; performs technical support for users with processing errors by troubleshooting, resolving, or referring problems to the appropriate information technology resource.

Assigns computer codes to production materials for retrieval from the data library for later use.

Loads peripheral equipment with production materials, such as magnetic taper, paper or forms for processing with individual jobs.

Observes central console for error messages and codes (e.g. print out verification, machine stoppage and faulty output); documents problems encountered during production run and any resolutions taken to complete production.

Acts as a liaison between user group and the Information Technology unit to communicate problems, possible solutions, and general information on how the system works.

Assists a higher classified employee in performing technical support in a formal or informal help desk setting to users with common hardware and software problems, which includes: logging, troubleshooting, resolving, or referring problems to the appropriate Information Technology resource.

Maintains computerized inventory of voice and data equipment and specialized services for users.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Integrity/Honesty – Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Customer Service – Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

Flexibility – Adapts quickly to changes.

Memory – Recalls information that has been presented previously.

Self-Esteem – Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Self Management – Set well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Reading – Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Repetitive motions: making frequent movements with a part of the body.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Graduation from high school or possession of a GED certificate.

Experience Requirement:

Three years of clerical experience, including one year of experience performing information processing functions, which must have involved troubleshooting, resolving production problems, and hardware maintenance.

Education/Experience Equivalency:

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

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Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Don Braden

REVISED DATE: 03/15/2009

REVISED BY: Melissa Fisher

CLASS HISTORY: 3/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.