

Computer Operations

Job Code	Job Title	Pay Grade
1608P2	Computer Operator II	22
1609P2	Computer Operators Supervisor	28
1605P2	Computer Operators Facility Technician	25
1606P2	Computer Operations Manager	31

CONCEPT

Monitors and controls electronic computer and peripheral electronic data processing equipment to process data according to operating instructions. May enter commands at a computer terminal and set controls on computer and peripheral devices. Monitors and responds to operating and error messages.

TASKS

- Read job set-up instructions to determine equipment to be used, order of use, material such as disks and paper to be loaded, and control settings.
- Establish priorities for running jobs.
- Clear equipment at end of operating run and review schedule to determine next assignment.
- Enter commands, using computer terminal, and activate controls on computer and peripheral equipment to integrate and operate equipment.
- Notify supervisor or computer maintenance technicians of equipment malfunctions.
- Load peripheral equipment with selected materials for operating runs, or oversee loading of peripheral equipment by peripheral equipment operators.
- Monitor the system for equipment failure or errors in performance.
- Record information such as computer operating time, problems that occurred, and actions taken.
- Respond to program error messages by interpreting, finding and correcting problems or terminating the program.
- Ensures that standards for data quality control are met for computer inputs/outputs.
- Retrieve, separate and sort program output as needed, and send data to specified users.
- Type command on keyboard to transfer encoded data from memory unit to magnetic tape and assist in labeling, classifying, cataloging and maintaining tapes.
- Cross platform integration/scheduling
- Automated job scheduling, software and services administration.
- Integrates problem solving with programmers.

LEVELS OF WORK

Computer Operator II: This is technical work in the operation of computer and auxiliary peripheral equipment. Work involves operating the central console or multiple on-line terminals to monitor and control multiple machines or multiple operating systems. Manipulates control settings to rearrange sequence of job steps to continue operations when individual units of the system malfunction. Maintains operating records, prepares, edits, and reviews data input, output, and control documents. Receives and reviews input and output data (grid sheets, scanner documents, magnetic tapes, etc.). Maintains and revises lists, control records and coding schemes necessary to process source data,

code data, and calculation batch totals; inputs data, audits output and distributes output reports. Codes source data and lists investigate and correct problems causing incorrect input/output. Work is of a standardized nature that may involve a variety of duties and performed under general supervision with the freedom to develop own work sequence within established procedures, methods and policies. Consequences of actions or decisions at this level are limited in scope and effect as the work is reviewed occasionally. Work involves functional leadership responsibility, performing essentially the same or similar work as those overseen.

Minimum Qualifications: High School Diploma or equivalent.

Computer Operations Supervisor: This is technical and supervisory work on a single shift in a computer operations facility. Work involves planning, organizing, and directing the daily operation of a computer center and supervising the activities of computer operations personnel. Receives policy level direction regarding standards and budgetary constraints. Work is diverse in nature and usually involves multiple unrelated steps. Analytical thought is necessary for dealing with complex data and/or situations. Performs as a first-line supervisor responsible for the performance of subordinate staff.

Minimum Qualifications: High School Diploma or equivalent and three years experience operating computers and/or auxiliary equipment. Education may be substituted for experience as determined relevant by the agency.

Computer Operations Facility Technician: This is administrative work responsible for all aspects of the physical facility and environment of a computer center. Areas of responsibility include environmental control equipment, power requirements, cable management, fire detection and suppressant equipment, planning for physical facilities and disaster recovery. Plans and implements change in the facilities with building architects, design, and maintenance personnel. Analytical thought is necessary for dealing with complex data and/or situations. Errors at this level may cause moderate inefficiency. Costs due to errors may be significant. Work involves functional leadership responsibility, performing essentially the same or similar work as those overseen.

Minimum Qualifications: High School Diploma or equivalent and two years experience in the administration of the physical facility and environment of a computer center. Education may be substituted for experience as determined relevant by the agency.

Computer Operations Manager: This is administrative and supervisory work in the management of multi-shift operations and peripheral data processing equipment in a computer facility or facilities. Work includes establishing detailed schedules for the utilization of all equipment in the computer operations section to obtain maximum usage, assigning subordinates to various operations, supervising and directing their activities, reviewing and evaluating their work and preparing performance reports. Confers with and advises subordinates on administrative policies and procedures, technical problems, priorities and methods. Consults with personnel in other data processing sections to coordinate activities, and prepares activity and progress reports regarding the computer operations section. Reviews operating budget costs and provides input in purchasing, evaluation, selection and installation of equipment. Work is of a diverse nature and requires analytical thought for dealing with complex data and/or situations. Incumbents at this level exercise a considerable amount of independent judgment. Work involves scheduling, supervising and evaluating work of first line supervisors.

Minimum Qualifications: High School Diploma or equivalent and two years experience supervising in a computer facility. Education may be substituted for experience as determined relevant by the agency.

NECESSARY SPECIAL REQUIREMENTS

Some positions in this class series may require a security clearance at the time of appointment.

NC: 06/05

REV: 06/07

REV: 06/08

REV: 06/09

REV: 06/10