

Computer Operations

Job Code	Job Title	Pay Grade
1609P2	Computer Operators Supervisor	28
1605P2	Computer Operators Facility Technician	25

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

- 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 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.

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

REV: 7/17

REV: 6/18