Computer Operator
Department: Computer Services

POSITION PURPOSE

The Computer Operator monitors mainframe computer system for device failures, error messages, and other network malfunctions, identifying and resolving problems according to established procedures.

NATURE AND SCOPE

The Computer Operator is responsible for investing system problems and initiating correct recovery procedures, prioritizing requests for service according to the nature of the problem, and monitoring inventory and requesting replacement supplies. Other decisions, such as resolving errors beyond the scope of expertise, and changes in policies and procedures, are referred to a higher authority.

EXAMPLE OF KEY DUTIES AND RESPONSIBILITIES

1. Updates and submits JCL jobs for running and verifies that they run properly.
2. Continually monitors system elements for evidence of incorrect and/or inconsistent performance.
3. Detects nature of nonroutine job errors or equipment failure and makes adjustments where possible. Documents disruption for supervisory and/or programmer review.
4. Creates and provides technical support for student mainframe accounts.
5. Maintains and cleans system resources, including all hardware and tape library.
6. Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge:

Knowledge of District policies and procedures
Operation of IBM 3090 series computers and peripheral equipment using DOS/VSE, VM, NVAS, DOCS and Westi terminal system, and Power/VS; VSE job control language
IBM- and Macintosh-based personal computer equipment and related peripherals

EMPLOYMENT STANDARDS (cont'd.)

Skills and Abilities:

Detail oriented
Problem solving skills
Strong basic mathematical abilities
Excellent written and oral communication
Excellent interpersonal skills
Ability to work independently
Management and organizational skills

Education and Experience:

H.S. diploma; coursework in Computer Science preferred
1-2 years directly related experience

Working Conditions:

Typical office environment
Ability to lift up to 50 lbs.
Occasional walking and standing