

MT. SAN ANTONIO COMMUNITY COLLEGE DISTRICT

**SALARY SCHEDULE: A
SALARY RANGE: 96**

CLASS TITLE: LEAD COMPUTER OPERATOR

BASIC FUNCTION:

Under the direction of an assigned manager, lead and participate in monitoring mainframe computer systems, networks and applications to identify and assist with resolving malfunctions, device failures, error messages and other problems; receive and respond to requests for computer maintenance and repairs; train and provide work direction and guidance to assigned personnel.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Lead and participate in monitoring mainframe computer systems, networks and applications to identify and assist with resolving malfunctions, device failures, error messages and other problems; assure proper and timely referral of maintenance and repair needs to appropriate personnel.

Receive, prioritize and respond to requests for computer hardware, software and network maintenance and repairs; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.

Train and provide work direction and guidance to assigned personnel; assign employee duties and review work to assure accuracy, completeness and compliance with established standards and procedures; provide technical assistance to computer operators as needed.

Observe elements of assigned systems for evidence of incorrect performance; make minor system adjustments to enhance operations; initiate recovery processes and procedures; perform routine maintenance and repairs on computer system hardware, software and applications.

Update and submit JCL jobs for running; review JCL jobs to assure smooth, efficient and proper operation; respond to job errors and make adjustments as appropriate.

Monitor inventory levels of computer supplies; assist with ordering, receiving and maintaining inventory of computer hardware and software as directed; maintain equipment and supplies in a neat, clean and orderly condition.

Perform network administration activities such as establishing and maintaining mainframe accounts for student users.

Communicate with personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, servers, peripherals and specialized software.

Maintain routine records and prepare documentation related to systems malfunctions and assigned activities.

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OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer hardware systems and software applications utilized by the College.

Applications and system capabilities of assigned computer systems.

Principles, methods and procedures of operating computers and peripheral equipment.

Basic diagnostic techniques and procedures used in computer repair.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Principles of training and providing work direction.

Record retrieval and storage systems.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Basic record-keeping techniques.

ABILITY TO:

Lead and participate in monitoring mainframe computer systems, networks and applications to identify and assist with resolving malfunctions, device failures, error messages and other problems. Provide general troubleshooting, determine type of request, diagnose and provide solutions or route problems to appropriate personnel as needed.

Train and provide work direction and guidance to assigned personnel.

Perform routine maintenance and repairs on computer system hardware, software and applications.

Understand and follow oral and written instructions.

Meet schedules and time lines.

Work independently with little direction

Complete work with many interruptions.

Maintain routine records related to work performed.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and two years increasingly responsible experience working with computer systems, hardware and software.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.