JOB DESCRIPTION

TITLE: COMPUTER OPERATOR II  SECTION: Information Systems

DEPARTMENT: ADMINISTRATION

REPORTING RELATIONSHIP:

Reports to: Information Systems Director

Supervises the following positions: Not applicable

DEFINITION: Under general supervision by the Information Systems Director, to operate the computer and monitor system performance by means of a console and online terminals. To do related work as required. This job classification is an extended version of the Computer Operator Level I job class which encompasses all aspects of that position as well as requiring a substantially increased level of experience and general competence in a number of areas.

ESSENTIAL FUNCTIONS:

1. In a multiprogramming online environment ensures that input data files are entered as required in order to maintain production schedules.

2. Monitors console messages and reacts according to directions from systems software or applications programs.

3. Observes system operation and determines whether programs appear to be operating correctly.

4. Analyzes potential problems and takes corrective action where called for.

5. Balances operations resources and optimizes workflow.

6. Resolves conflicts in schedules or resource requirements, with minimum impact on commitments to users.

7. Makes decisions regarding short term expediting of jobs in various stages of data processing.

8. Maintains records required to supplement console log, including documenting problems and actions taken, computer utilization logs, file identifications and similar data.

9. Performs procedures required for system backup, including copying system files, libraries, message logs, etc.

10. Assists and trains users in proper program operation procedures.

11. Administers data center maintenance agreements with service suppliers, including: maintaining service agreement records, placing and following up service calls to maintenance vendors, verifying the correctness and completeness of equipment repairs.
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12. Maintains data center consumables inventory for printer supplies, forms, paper, etc., including: setting and maintaining appropriate inventory levels of all consumable items, contacting and negotiating with suppliers for the procurement of consumable supplies.

MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Knowledge:
- Operation of computer systems and related equipment.
- Principles, capacities, and operations of multiprogramming online computer systems;
- Use of job procedure manuals and the preparation of data for computer operations;
- Basic computer programming and operation documentation techniques;
- Standard Microsoft Office applications for use in preparing memos, record keeping, etc.
- Microsoft Windows NT/2000 Professional.

Abilities:
- Conduct all facets of computer operations with minimal supervision;
- Interact with employee/customers in a friendly, helpful and professional manner;
- Skillfully operate a multiprogramming online computer system and related peripheral equipment;
- Schedule work for a data processing unit and ensure the smooth flow of work through operations processes;
- Assist with the development of job procedure manuals and new processing methods;
- Interpret console messages from system software or application programs and perform required actions.

Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and abilities would be to have attained five to seven years of increasingly responsible experience in the operation of multiprogramming online electronic computers.

PHYSICAL REQUIREMENTS:

1. Sits for long periods of time.

2. May drive a District vehicle or service truck to a job site. Driving: Light.

3. Lifts and transports boxes of paper for billing operations weighing up to 40 pounds for short distances.

See Human Resources for physical assessment form.