

Classification Title: Computer Operator

FLSA Status: Non-Exempt

BRIEF DESCRIPTION: Manages all console operations and batch processing jobs. Provides administrative support for computer systems.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Schedules all batch processing as required and responds to all problems or fault events. Manages batch and print queues, tape drives, modems and peripheral equipment. Monitors on-line activity, responds to console events, troubleshoots equipment problems, and maintains all backup systems.
2	L	Provides help desk support and maintains special databases such as service request systems and order entry. Responds to user complaints and identifies problems for staff.
3	S	Installs, configures and repairs personal computer hardware and software and related peripherals. Troubleshoots hardware and software problems. May monitor and tune hardware, software or databases for specific applications
4	S	Provides network and server support, ensuring that servers are running in the appropriate state. Contacts appropriate repair teams for service and provides telephone assistance for other users.
5	S	Maintains and monitors the proper functionality of the automatic tape library.

CLASSIFICATION REQUIREMENTS:

CLASSIFICATION REQUIREMENTS	
Education	High school diploma.
Experience	One year of experience in computer operations.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None

CLASSIFICATION REQUIREMENTS	
Reading	Intermediate
Math	Basic
Writing	Intermediate
Managerial	Receives General Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Tool kits, phones, fax machines, computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

PROTECTIVE EQUIPMENT REQUIRED:

Latex gloves