COMPUTER OPERATOR II

NATURE OF WORK

This is technical work in the operation of computer systems and peripheral equipment in the Department of Computing Services.

Work involves responsibility for the operation of computer systems and peripheral equipment on a shift basis. Work includes receiving and processing requests for input, filing and distributing output to users, maintaining a variety of usage and maintenance records and generating user accounts. Work is performed with technical independence under the general supervision of a shift supervisor. Work is reviewed through discussion, observation of results obtained and absence or presence of complaints.

ILLUSTRATIVE EXAMPLES OF WORK

Operates master consoles to perform start up and power down procedures for computer systems.

Monitors system console for tape requests; responds to tape requests in appropriate and efficient manner; and resolves related problems.

Allocates various system resources; ensures that jobs are completed as per user requests; manipulates job queues to achieve maximum throughput; resolves problems regarding job requests; advises users of system or job related problems.

Monitors printer queues; resolves irregularities; refers problems to superior.

Performs back-up procedures, including off-site storage in accordance with established instructions and procedures; maintains records of system utilization, down time and related areas.

Assists prospective account holders in the completion of appropriate forms; provides information on general topics such as systems available; forwards completed forms to Systems Manager for approval; distributes passwords to new users upon the presentation of appropriate identification.

Identifies hardware malfunctions; takes appropriate action; refers problems to superior, as necessary.

Ensures materials used by peripheral devices are readily available.

Performs related work as required.

REQUIREMENTS OF WORK

Experience in the operation of computer systems and peripheral equipment; graduation from high school supplemented by completion of a data processing program from an institution of technology or trades school; or any equivalent combination of experience and training which provides the following knowledges, abilities and skills:

Knowledge of the methods and practices involved in the operation of computer systems and peripheral equipment.

Knowledge of computer support equipment, including power management systems, water and smoke detection systems, fire suppression system and related emergency procedures.

Ability to maintain clerical records.

Ability to understand and carry out complex oral and written instructions.

Ability to establish and maintain effective working relationships.

Skill in the use of computer systems and peripheral equipment.

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Under Review