

COMPUTER OPERATOR

Code No.: 4-01-010
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position responsible for the routine operation, monitoring, and control of a mainframe or computer systems and can be located in a server room or data center or work remotely in order to operate systems across multiple sites. Duties include ensuring operation of equipment by completing preventive maintenance requirements and tests, following manufacturer's instructions, troubleshooting malfunctions, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques and are performed in conformance with programmed operating procedures and schedules. Employees of smaller installations perform more complex jobs. When assigned to larger installations, work is restricted to the operation of the computer and program problems are deferred to the programming staff. Duties are performed in a temperature-controlled setting exposed to constant equipment noise, and may work shifts and be required to lift cases of computer forms weighing up to sixty (60) pounds. The employee reports directly to, and works under the general supervision of an information technology director or other higher-level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Prepares equipment for operations by accessing software in computer, loading paper into printers and plotters and preparing for output;

Studies program operating instruction manuals and production schedules to determine sequence of operations and the requirement of each job to be processed;

Starts operations by entering commands;

Maintains operations by monitoring error and stoppage messages, observing peripheral equipment, entering commands to correct errors and stoppages, reloading paper, making adjustments in process and notifying supervisor for additional resources;

Documents problems and actions by completing production logs; resolves user problems by answering questions and requests;

Analyzes machine stops and takes appropriate action;

Adjusts job stream to resolve problems;

Performs prescribed routine daily maintenance;

Contacts programmers and other staff in case of program malfunctions and contacts repair service when equipment malfunctions;

Keeps production and machine efficiency records;

Operates peripheral equipment as needed;

Maintains supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders, and verifying receipt of supplies;

Loads and unloads magnetic tape cartridges;

Monitors runs of new programs;

Assists supervisor in training new computer operators;

Performs housekeeping tasks.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the operation of data processing equipment; working knowledge of peripheral equipment necessary for processing various projects; ability to understand and interpret written material; ability to maintain records and document problems; ability to document and anticipate needs; ability to maintain inventory; ability to instruct others in proper operational procedures; ability to communicate orally and in writing; ability to work well with others and maintain confidentiality; ability to complete work accurately; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) One (1) year paid full-time or its part-time equivalent work experience in the operation of a computer; OR,
- (B) Graduation from a regionally accredited or New York State recognized college or university with an Associate's degree in Data Processing Technology, Computer Science, Computer Information Systems, or other computer science or information technology field; OR,
- (C) Successful completion of a recognized course in computer operations such as training courses offered by the military, computer hardware vendors or consultants or any other training course providing "hands on" computer operation experience*; OR,
- (D) An equivalent combination of education and experience defined by the limits of (A), (B), and (C) above.

Computer operation shall not include experience in the operation of a personal computer, microcomputer or any other self-contained unit.

***NOTE:** Applicants qualifying under option (C) must submit a certificate, diploma or letter of confirmation in support of satisfactory program completion.

SPECIAL REQUIREMENTS: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission

REVISED: May 2, 1980

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