

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Computer Operator, Lead

Unit: Office Technical

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Job Code: J1403
Original Date: 07/2009
Last Revision: 04/2018
Staff Type: Classified
FLSA status: Non-Exempt
Salary Range: 19

DEFINITION

Under the general supervision of the Computer Operations Supervisor or assigned supervisor or manager, support the District's mainframe, central servers, and related peripheral equipment, including equipment that runs the District's administrative applications, as well as other operational tools, software, printers, and computer devices. The Lead Computer Operator is the back up for the supervisor when the latter is not present and works more independently than Computer Operators. Responsible for production control and batch scheduling, computer operations, report distribution and tape library management, and direct operational services and assistance for all user departments at the District Office, College campuses, and Continuing Education sites.

EXAMPLE OF DUTIES

1. Coordinate with end-user departments and review nightly production control schedules and job priorities.
2. Operate computer systems to schedule and run daily production jobs, backups, and report output distribution in accordance with application development priorities and systems operations schedules.
3. Analyze and resolve hardware and software problems based on a documented procedures list.
4. Monitor computer production activities and various peripherals according to operations manual.
5. Identify and analyze computer or processing problems and resolve or escalate according to operations procedures and documentation. Arrange for repairs/maintenance with current vendors as needed.
6. Maintain backup files and tape libraries according to daily production schedule and departmental standards and procedures. Prepare disaster recovery backups for off-site storage daily.
7. Monitor CPU, production schedule, and peripherals to produce proper output.
8. Monitor use of system resources and inventory, such as paper, toner cartridges, and other resources or supplies as needed. Change or adjust resources as necessary.
9. Handle and distribute computer output as defined by processing schedule and operations manual.
10. Create, update, or troubleshoot user profiles in PeopleSoft Security (Identity Management).
11. Provide assistance to user departments regarding special requests and output problems with respect to reports and special production runs.
12. Perform any other system monitoring activities as assigned.
13. Create Zeke Calendars (mainframe).
14. Review and schedule incoming processing calendars.
15. Create daily processing schedules.
16. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

- Computer applications, including email and other office applications.
- Computer, server, and mainframe computer operations.
- Handling duties, such as paper loading, bursting, and report distribution.
- Operation of computer systems software and multiple computer peripheral devices.
- Oral and written communication skills.
- Record-keeping techniques.
- Tape library and backup file management.
- Technical aspects of field of specialty.

Skills and Abilities:

- Analyze and resolve hardware and software problems.
- Communicate effectively both orally and in writing.
- Create, read, follow, and maintain the Computer Room Guides and job scheduling software.
- Error handling and recovery.
- Establish and maintain effective working relationships with others.
- Lift 45 pounds.
- Operate and monitor multiple computer systems and peripheral devices concurrently.
- Operate computers and business-related software.
- Plan and schedule work priorities to meet schedules, deadlines, and emergencies.
- Understand and follow oral and written directions.

Training and Experience:

Any combination of training and experience equivalent to: an Associate's degree in a computer-related discipline and two years of recent experience as a computer operator or related data center experience.

License:

Valid California Driver's License and availability of a private vehicle.

WORKING CONDITIONS**Physical Requirements:**

Category III. Sitting or standing for extended periods. Finger and hand dexterity for typing on a computer keyboard or changing maintenance kits or toner cartridges. Some medium-heavy lifting (30-45 pounds) of boxed computer forms and paper.

Environment:

Computer room environment, cooler than normal, excessive noise from computer equipment and air conditioners. May require extended periods working in front of computer display. May be required to work various shifts including evenings, weekends, and holidays. Travel between District sites.