

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: 08/2012
Staff Type: Classified
FLSA status: Non-Exempt
Salary Range: 19

DEFINITION

Under the general supervision of the Computer Operations Supervisor supports the District's mainframe computer, minicomputers and network servers and related peripheral equipment including the host computers that run the District's administrative applications, as well as other operational tools, software and computer devices. Lead Computer Operator is the back up for the supervisor when not present and works more independently than Computer Operators. Responsible for production control management and scheduling, computer operations; report distribution and tape library management; direct operational services and assistance for all user departments at the District Office, the three College campuses, and the six major Continuing Education sites.

EXAMPLE OF DUTIES

1. Manages, coordinates with the end user departments and reviews the nightly production control schedules and job priorities.
2. Operate the 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/software problems based on a documented procedures list.
4. Monitor computer production activities and the various peripherals according to operations manual.
5. Identify and analyze computer or processing problems and resolve or escalate according to operations procedures and documentation.
6. Maintain backup files and tape libraries according to daily production schedule and departmental standards and procedures.
7. Monitor CPU, production schedule and peripherals to produce proper output.
8. Monitor usage of system resources such as paper, printer ribbons, ink cartridges and other resources or supplies as needed. Change or adjust resources as necessary.
9. After-handle and distribute computer output as defined by processing schedule and operations manuals
10. Perform preventive maintenance as assigned for continued operations of computer systems and peripherals.
11. Provide assistance to user departments regarding special requests, output problems with respect to reports and special production runs.
12. Perform any other system monitoring activities as assigned.
13. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

Basic knowledge of after handling duties such as paper loading, bursting, and report distribution.
Basic knowledge of e-mail, spreadsheets, and word processing.
Basic knowledge of microcomputer and mainframe computer operations.
Operation of computer systems software and multiple computer peripheral devices.
Tape library and backup file management.

Skills and Abilities:

Analyze and resolve hardware/software problems.
Communicate via telephone and email.
Error handling and recovery.
Lift 45 pounds.
Operate and monitor multiple computer systems and peripheral devices concurrently.
Plan and schedule work priorities to meet schedules, deadlines and emergencies.
Provide own transportation for district travel.
Read and follow the Computer Operations manual and the Job Scheduling software.
Understand computer hardware.

Training and Experience:

High school diploma or equivalent. Associate's degree in computer related discipline or two years of related training. Related experience may substitute for the degree requirement or training on a year-for-year basis. Two years of recent experience as a computer operator or related data center experience is required.

WORKING CONDITIONS**Physical Requirements:**

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