

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Computer Operator

Unit: Office Technical

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Job Code: J1401

Original Date: 07/2009

Last Revision: 08/2011

Staff Type: Classified

FLSA status: Non-Exempt

Salary Range: 16

DEFINITION

Under the general supervision of the Computer Operations Supervisor; support the district's mainframe computer, minicomputers and network servers and related peripheral equipment including the host computers that runs the district's administrative applications, as well as other operational tools, software and computer devices. Responsible for computer operations, report distribution and tape library management. Provide 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. Operate the computer systems to schedule and run daily production jobs, back ups and report output distribution in accordance with application development priorities and systems operations schedules.
2. Analyze and resolve hardware/software problems based on a documented procedures list.
3. Monitor computer production activities and the various peripherals according to operations manual.
4. Identify and analyze computer or processing problems and resolve or escalate according to operations procedures and documentation.
5. Maintain back up files and tape libraries according to daily production schedule and departmental standards and procedures.
6. Monitor CPU, production schedule and peripherals to produce proper output.
7. 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.
8. After-handle and distribute computer output as defined by processing schedule and operations manual.
9. Perform preventive maintenance as assigned for continued operations of computer systems and peripherals.
10. Provide assistance to user departments regarding special requests, output problems with respect to reports and special production runs.
11. Perform any other system monitoring activities as assigned.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

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

Skills and Abilities:

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

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 CONDITIONSPhysical 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.