8289

COMPUTER OPERATOR 2

Nature of Work
  Under general supervision, an employee in this class performs
full journey and advanced level work in operating a variety of
electronic data processing equipment such as computer consoles,
card readers, printers, tape drives and remote job entry
stations. Worker is expected to be able to identify the full
range of hardware problems and software error codes. Shift work
and an irregular schedule may be required in some positions.
Performs related work as required.

Distinguishing Characteristics
  This level may be distinguished by the diversity of program
operations monitored, size and general complexity of equipment
and system, and on increased role in determining job run
priorities, problem resolution and training or guiding newer or
lower level operators. Significant problems involving
programming and job control errors or equipment malfunction are
referred to a shift or unit supervisor.

Examples of Work
 Operates computer console, card reader, card punch, printers,
  tape and disk drives and remote job entry stations to process a
variety of computer programs and data.
 Loads and mounts cards, paper, tapes and disks onto equipment;
activates job start.
 Monitors job progress on computer console; checks for system
 and equipment errors; takes corrective action in response to
error messages.
 Assists in job scheduling and aligning production commitments
 with programs, hardware and software resources.
 Trains new operators; assists operators in the identification
 and resolution of program and equipment problems.
 Notifies supervisor, programmer/analyst, user or vendor
 representative of program or equipment problems.
 Reviews completed jobs to ensure compliance with user
 specifications; maintains job status logs; advises user on
reason for job failure and assists in correcting job control
language problems.
 Checks operation of machines and printers to assure paper
 alignment and sequence of forms; removes jammed forms and cards.
 Performs routine maintenance and cleaning duties such as
 replacing ribbons and changing ribbon trains; cleans printer,
tape and disk drives and the work area; maintains stock of paper,
cards and other supplies in the work area; assists in controlling
inventory of supplies and documenting supply usage.

COMPUTER OPERATOR 2 (CONT'D)

Knowledge, Skills and Abilities (cont'd)
 Knowledge of the techniques and procedures used in the
 operation of computer equipment, including computer consoles,
card reader, card punch, printers, tape and disk drives and
remote job entry stations.
 Knowledge of job scheduling procedures and operating
 procedures of a production-oriented data processing unit.
 Knowledge of machine codes and error messages used in computer
operations.
 Knowledge of job control language.
 Ability to interpret machine codes and error messages and take
 corrective action.
 Ability to interpret technical operators' manuals.
 Ability to follow detailed oral and written instructions.
 Ability to develop effective working relationships with
 operations personnel, hardware and software support personnel,
user agency and vendor representative.

Minimum Qualifications
 TRAINING Graduation from a standard four-year high school
  or equivalent.
 EXPERIENCE Two years of full-time or equivalent part-time
 paid experience in the operation of a variety of standard
computer equipment including computer consoles, tape drives, and
printers.
 SUBSTITUTION Six hours in computer science from an
  accredited college or university, or business or vocational
training may substitute through an established formula for six
months of the required experience.

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