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.
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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