

ISSUED: 2/97
& 6/93
CLASS

TITLE: Lead Computer Operator

SALARY

SCHEDULE: Staff

CODE: SA540

UNION: Staff Association - Local 2071, U.A.W.

SALARY

GRADE: 9

EEO

CODE: 50

FLSA: Non-Exempt

E-CLASS: SA

POSITION PURPOSE

Plan, coordinate and participate in the set-up and maintenance of University computer mainframes to enable users to access equipment for a variety of purposes. Utilize mastery of computer equipment in order to service users and oversee the work of others.

ESSENTIAL JOB FUNCTIONS

- Operate electronic computer equipment. Ensure hardware is in proper working order; solve problems caused by power outages, equipment malfunctions and production jobs ending incorrectly; power computer equipment up and down as necessary. Prioritize production job schedule and track execution to prevent system overload.
- Set-up computer equipment according to user specifications. Mount appropriate tapes; initiate job runs; shift equipment and production jobs from one system to another as necessary; monitor computer output to ensure completion and quality printing of jobs.
- Provide functional supervision to an average number (3-6) of lower level Computer Operator and part-time support personnel. Assign, monitor and review work activities. Train in appropriate methods and procedures. Supervise output distribution center and provide backup supervision to operations staff. Assist in creation/updating of operating standards.
- Assist internal and external users with network problems and operation. Schedule production jobs; ensure completion of jobs; keep abreast of how to run new hardware and software on system. Ensure users have access to computers through the network and jobs are run using the proper tapes, paper and time allocations.
- Oversee and maintain computer systems equipment. Troubleshoot and solve problems with laser printers. Alert proper personnel and/or vendors of equipment problems; investigate system problems and arrange for preventative maintenance to ensure constant availability of system; operate and maintain printers; check and reset circuit breakers. Report on delays in computer service and potential problems. Monitor mainframes, controllers, communication processors, tape drives and modems.
- Perform related work as assigned.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

ADDITIONAL COMMENTS

This classification level utilizes specialized knowledge and mastery of computer operations and equipment to enable incumbents to oversee and participate in computer operations functions. Position duties necessitate experience in running and maintaining equipment. Incumbents must search for solutions or new applications within an area of learned skills and are allowed to set their own priorities subject to supervisory approval and review. Incumbents must exercise keen attention to detail and the ability to communicate effectively with University personnel, students and the general public. Functional supervision is exercised over an average number (3-6) of lower level Computer Operator and part-time support personnel. Duties are performed in a large room which houses computer equipment. This exposes the incumbent to cold temperatures and high levels of noise. Computer systems are available to internal and external users on a 24-hour a day, 365-day a year basis, which necessitates that incumbents work a variety of shifts, weekends and holidays. This classification is typically found in the Division of Computing and Information Technology and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.

- Ability to work a variety of shifts, weekends and holidays.

- Ability to communicate effectively with others.

- Considerable experience working with large mainframe computers.

- Reasonable data processing experience.

- Considerable operating knowledge of MVS, VM/CMS, CICS, and Unix.

- Prior supervisory experience preferred.

- Considerable knowledge of client server environment.

- Typically, incumbents have held lower level Computer Operator positions.