

ISSUED: 2/97
& 6/93
CLASS

TITLE: Senior Computer Operator

SALARY

SCHEDULE: Staff

CODE: SA541

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

SALARY

GRADE: 8

EEO

CODE: 50

FLSA: Non-Exempt

E-CLASS: SA

POSITION PURPOSE

Set-up, maintain and advise on University computer operations to allow personnel, students and the general public to access mainframe equipment for a variety of purposes. Perform computer operations necessitating the ability to follow general office routines according to established policies and procedures.

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 equipment up and down as necessary.
- 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. Track mainframe production to prevent system overloads.
- 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 proper tapes, paper and time allocations. Prioritize production job schedule.
- Participate in training lower level Computer Operators. Distribute work; assist in the creation and updating of operation standards; perform production control functions. Functional work direction may be provided to lower level employees on an as needed basis.
- Oversee and maintain computer system equipment. Alert proper personnel and/or vendors of equipment problems; troubleshoot system 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.

ADDITIONAL COMMENTS

This classification level provides responsible and independent computer operations support for mainframe systems so that users have access at all times. This level performs tasks which are procedural in nature. Incumbents must handle new situations based on information learned through prior experience or exposure. Functional work direction may be provided to lower level employees on an as-needed basis. Incumbents must exercise keen attention to detail and the ability to communicate effectively with University personnel, students and the general public. Duties are performed in a large room which houses computer equipment. This exposes the incumbent to cold temperatures and high levels of noise. Computers 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 shift weekends and holidays.
- Ability to communicate effectively with others.
- Reasonable experience working with large mainframe computers.
- Some data processing experience.
- Reasonable operating knowledge of MVS, VM/CMS, CICS, MTS and Unix.
- Reasonable knowledge of client server environment.
- Typically, incumbents have held lower level Computer Operator positions.