

CITY OF RICHMOND
CLASS DESCRIPTION
2005

CLASS TITLE: COMPUTER OPERATOR

Under direct supervision, performs shift work involving the operation of I/O and peripheral devices; performs control functions over computer input and output data for various job application areas; performs related work as required.

Qualifications:

- Completion of high school or GED; one year technical school or vendors training program in computer operations.
- One year of experience in the operation of a large size computer (MVS comparable operating system) or equivalent.

Core Job Functions:

Zone I

- Adheres and performs Operations activities to departmental standards and guidelines;
- Monitors, controls and operates multiple platform computer systems, data communication networks and distributed processing systems according to programmed instructions
- Reads and interprets computer input and output.
- Loads paper and special forms
- Produces and assembles reports for distribution;
- Maintains office records, computer operations documentation, prepares forms, and generates reports.
- Maintains job documentation and production logs
- Provides written reports on all significant production occurrences.
- Operates monitor to evaluate function of equipment reports errors and abnormalities to appropriate persons
- Provides interdepartmental interface between users and Information Technology
- Follows work procedures used in operational functions.
- Uses online data entry, data control methods, scanners, and related data processing equipment.

Zone II

- All job functions of Zone I
- Assists in training new operators
- Enforces, adheres and performs Operations activities to departmental standards and guidelines
- Determines the priority of incoming data in accordance with client needs and production schedules
- Edits input documents for completeness
- Sets appropriate controls for production runs
- Balances and reconciles discrepancies for both input and output
- Reconciles and balances all reports to manual control
- Prepares technical support documentation and manuals
- Conducts presentations and training

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Zone III

- All job functions of Zone I & II
- Plans and maintains volume and amount control for various application areas
- Maintains all JCL pertinent to applications and makes necessary changes
- Operates monitor to evaluate function of equipment and adjusts equipment controls to obtain desired performance
- Instructs and supervises the work of others;
- Monitors equipment performance to detect errors, evaluates causes and adjusts equipment to resume proper operations
- Uses programming in the operations of computer systems and telecommunications equipment
- Designs, organizes and plans special studies, projects and programs

Competencies:

Zone I

- Contributes to departmental goal achievement.
- Applies and demonstrates knowledge of office practices and procedures.
- Applies and demonstrates knowledge of business English and general mathematics.
- Applies and demonstrates knowledge of City agency policies and procedures.
- Contributes to and enhances customer satisfaction.
- Communicates and works effectively with co-workers and other department personnel.
- Applies and demonstrates knowledge of a variety of application computers and peripheral equipment.
- Makes use of resources and plans and organizes time effectively.
- Applies and demonstrates verbal and written communication skills.
- Applies and demonstrates basic understanding of the technical aspects of networks, mainframe operations, PC's, and telecommunications systems and equipment.
- Acquires and continuously develops professional/technical skills and knowledge

Zone II

- All competencies of Zone I
- Demonstrates knowledge of JCL and executes restore/restart functions.
- Carries responsibility for group goals, supports group decisions, works with group to achieve goals, and handles conflict constructively.

Zone III

- All competencies of Zones I & II
- Applies and demonstrates knowledge of disaster recovery preparation and acts accordingly in a disaster.

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- Seeks methods and opportunities for cost savings and revenue generation.
- Applies and demonstrates knowledge of laws, ordinances and regulations.

Skills:

Zone I

- Microsoft Office XP: Word, Excel, PowerPoint
- Microsoft Outlook 2003
- DIT Project Time Accounting
- Mindleaders Online Education
- Network Associates - Magic Total Service Desk
- Roscoe
- TSO
- IBM JCL

Zone II

- All skills in Zone I
- Customer Information System (Banner)
- HP OpenView – Storage Data Protector
- Autosys 3.5 or 4.5
- Xerox DocuPrint 100MX
- Data General MV20000
- IBM 3490, 3494 or 3584 Tape Library
- IBM 6262 Printer
- TAB Document Burster
- IBM Virtual Tape Server

Zone III

- All skills of Zones I & II
- Tandem Himalaya K200
- HMC1 – Hardware Management Console
- HP UX, IBM AIX
- Linux