

## SENIOR COMPUTER OPERATOR

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves operating a computer and related peripheral equipment and for monitoring the system performance of data center operations, utilizing a console and on-line terminals. This position differs from that of Computer Operator by virtue of either the complexity of the job performed, the need for less direct supervision, or the responsibility for acting as lead worker; it does not involve programming or systems analysis. Work is performed under general supervision with considerable leeway allowed for the exercise of independent judgment. Guidance and instruction may be exercised over the work of Computer Operators. Shift work and on-call work may be required in this position. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Operates a computer and peripheral equipment, or supervises the operation on certain shifts, to facilitate input of data and the removal of outputs as required by application systems;

Maintains a flow of work through the equipment according to schedule;

Monitors system performance by means of console and on-line terminals; recognizes problems, and initiates corrective action, and ensures proper maintenance of the equipment;

Creates, monitors, and maintains operations documentation, material and supply inventories and tape libraries;

Enforces standards and procedures for equipment operation, data security, and troubleshooting;

Analyzes production problems of moderate difficulty, notifies appropriate staff, and adjusts processing schedule to utilize available time until problems are corrected and reruns can be initiated;

Reads program operating instructions to ascertain both the proper operational procedure and requirements of each project to be processed;

Assists in developing operational standards and procedures, reviewing production flow charts and establishing recovery procedures;

Receives messages from console and reacts in accordance with directions from systems software or applications program;

Confers with technical staff when errors require a change in instructions or sequence of operations;

Provides technical assistance to computer system users concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems;

Supports and assists end users with technical problems using an online work order and tracking system;

Answers questions or resolves computer problems in person, via telephone or from remote location;

Reads technical manuals, confers with users, or conducts computer diagnostics to investigate and resolve problems or to provide technical assistance and support;

May assist in scheduling operations and assigning personnel to

various computer functions;  
May be responsible for assuring that all work assigned to or for  
a shift is satisfactorily completed;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL  
CHARACTERISTICS:**

Good knowledge of the operation of an electronic data processing  
system;  
Good knowledge of hardware operations, scheduling, job control  
language, use of system commands and job execution;  
Good knowledge of the use and general maintenance of computer  
hardware and peripheral equipment;  
Good knowledge of computer operations, its utilization and  
potential;  
Ability to analyze information and evaluate results to choose the  
best solution and solve problems;  
Ability to read and interpret instructions relating to data  
coding and the execution of computer programs;  
Ability to understand and interpret complex written material;  
Ability to react to error conditions and to follow documentation  
standards;  
Ability to establish and maintain cooperative working  
relationships;  
Ability to establish priorities and maintain an effective work  
flow;  
Ability to communicate effectively, both orally and in writing.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State  
registered College or University with an Associate's Degree  
in computer science, information technology, or closely  
related field and two years of experience installing  
software and troubleshooting both hardware and software; OR
- B) Graduation from high school or possession of a high school  
equivalency diploma and four years of experience in  
installing software and troubleshooting both hardware and  
software; OR
- C) An equivalent combination of training and experience as  
defined by the limits of A) and B).

**SPECIAL NOTE: Because of the radical evolution of technology in  
this field, qualifying experience must have been  
gained within the last five years.**

Special Requirement: Possession of a valid New York State  
Driver's License appropriate for the vehicle operated.