CLASS TITLE: **Senior Computer Console Operator**

CHARACTERISTICS OF THE CLASS: Under general supervision, operates and monitors computer and peripheral equipment to run production jobs and to monitor systems performance; performs help desk functions to provide user support; and performs related duties as required.

ESSENTIAL DUTIES: Monitors computer systems and network servers by viewing monitors and responding to messages to ensure systems remain operational and that connectivity is maintained; troubleshoots minor system failures to minimize down time and restore system services; performs system backup and recovery procedures, entering appropriate commands and mounting and changing required tapes; maintains daily logs of backups completed, computer malfunctions, and daily operations; operates equipment to execute programs and run production jobs and to produce printed reports; documents job interruptions and failures; reschedules the execution of production jobs by entering appropriate JCL commands; maintains printers, loading paper and performing required cleaning and maintenance; monitors and adjusts printer queue assignments; checks the quality of printed reports; responds to calls to the help desk, gathering information and preparing work tickets to record requests from users experiencing computer software and hardware problems; assists users in identifying and resolving routine hardware, software and operator problems; forwards work tickets and notifies systems or technical support staff of user computer problems.

RELATED DUTIES: Requests vendor service for hardware or software problems as directed; participates in training entry level staff.

MINIMUM QUALIFICATIONS:

Training and Experience. One year of experience monitoring and operating computers and peripheral equipment, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of the operations of computers and peripheral equipment such as printers, tape and disk drives. Good knowledge of computer hardware and software used in computer operations. Good knowledge of operating procedures used to execute programs and run production jobs.

CLASS TITLE: **Senior Computer Console Operator (Cont'd)**

Ability to identify system or computer operations malfunctions and to take corrective and recovery actions. Ability to load computer with tapes, disks and paper. Ability to follow written and oral

instructions.

Skill in applying computer operation and maintenance procedures. Good oral and written communication skills.

<u>Working Conditions</u>. General office environment.

<u>Equipment</u>. Computer equipment including computer consoles and peripheral devices including printers.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

January, 2001