

JOB TITLE  
COMPUTER OPERATOR/  
HELP DESK

DIVISION  
ADMINISTRATION

REPORTS TO  
MANAGER  
TECHNICAL SUPPORT

SALARY SCHEDULE & GRADE  
IA, GRADE 8

LENGTH OF WORK YEAR  
260 DAYS

DATE  
DECEMBER 8, 2008

SCOPE OF RESPONSIBILITIES

Observes and controls the district's mainframe computer systems and peripheral equipment for the purpose of uninterrupted data processing, operating runs, and batch program jobs. Monitors system consoles for error lights and error messages, failures, and network malfunctions. Diagnoses problems based on findings and applies proven analytical and problem-solving skills to help identify and resolve malfunctions in effort of system or network recovery.

PERFORMANCE RESPONSIBILITIES

1. Operates, observes, and monitors mainframe computers, database applications, and peripheral equipment for faulty output and errors to ensure overall correct operation procedures.
2. Adjusts, manipulates, and responds to console requests, commands, workflow procedures, and job runs.
3. Analyzes and determines source of system errors, malfunctions, job stoppages, and program information to ensure that operation standards are met and upheld.
4. Operates and maintains peripheral equipment as required, including mounting tape drives, hard disk drives, printers, and consoles.
5. Reviews and evaluates production printouts, reports, and files to ensure the optimal performance and quality standards of mainframe computers.
6. Performs day-to-day maintenance of systems hardware, tape drives, and related equipment.
7. Prepares and delivers reports, recommendations, or alternatives that address exiting and potential trouble areas in mainframe systems.
8. Fields incoming help requests from end users via both telephone and email in a courteous manner.
9. Applies diagnostic utilities to aid in troubleshooting, and accesses knowledge bases and frequently asked questions resources on the Internet to aid in problem resolution.
10. Performs other duties as assigned by the Manager Technical Support.

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

MINIMUM QUALIFICATIONS

1. High School Diploma or G.E.D
2. Three (3) years proven experience in the operation of mainframe hardware, software, and standards, as well as data analysis and processing methodologies, and database applications
3. Extensive practical knowledge of data input and output procedures, job control processes, and system backup protocols

DESIRABLE QUALIFICATIONS

1. Excellent analytical and problem-solving skills
2. Ability to effectively prioritize and execute tasks in a high-pressure environment