

JOB TITLE
LEAD COMPUTER OPERATOR/
HELP DESK

DIVISION
ADMINISTRATION

REPORTS TO
MANAGER
TECHNICAL SUPPORT

SALARY SCHEDULE & GRADE
IA, GRADE 9

LENGTH OF WORK YEAR
260 DAYS

DATE
DECEMBER 8, 2008

SCOPE OF RESPONSIBILITIES

Determines priorities in accordance with workload and 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 and determines priority for job completion.
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. Provides training to computer operators in the operation and responsibilities related to mainframe computers, database applications, and peripheral equipment.
7. Prepares and delivers reports, recommendations, or alternatives that address exiting and potential trouble areas in mainframe systems and monitors inventory.
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 records, tracks, and documents the help desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final 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
4. Experience working in a team-oriented, collaborative environment

DESIRABLE QUALIFICATIONS

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