

## Citrus College

## Position Description

Position: Computer Operations Specialist I	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 32

### Summary

Performs technical data processing support duties including operation of host computers, student access microcomputers, and associated peripheral data processing equipment to monitor operations and activity levels, troubleshoot basic hardware and operating system software errors, produce regularly scheduled and ad hoc reports and materials, and perform data input onto relational databases.

### Essential Duties and Responsibilities

- Operates host computers and associated peripheral equipment that are engaged in processing general administrative, financial, and academic information.
- Assists in maintaining operational documentation that supports computer operations.
- Prepares equipment for operations. Enters commands using keyboard, control panels, buttons, and switches, to activate computer and peripheral equipment. Monitors equipment while operating to ensure proper performance.
- Sets up and runs regularly scheduled and ad hoc production jobs and system backups according to schedules and systems operations instructions. May perform system backup.
- Observes equipment and status readings. Enters basic corrective actions in response to errors. Refers complex errors to other positions in the department.
- Processes jobs, prints reports, bursts and decollates when necessary. Distributes reports and documents in the absence of the System Operations Technician II.
- Operates peripheral data processing and other related equipment such as printers, terminals, and sorting equipment according to established procedures or instructions.
- Maintains activity records for production, troubleshooting, and changes. Maintains the tape library for central computers.
- Assists with establishing user accounts, keying in access limitations.
- Performs data transfers via modem.
- Performs other duties as assigned that support the overall objective of the position.

### Qualifications

#### ▪ **Knowledge and Skills**

Requires a technical understanding of computers and of the functions and capabilities of data processing equipment.

Requires the ability to set up and maintain files for an integrated relational database.

Requires well-developed data entry and keyboarding skills.

Requires general clerical and recordkeeping skills.

Requires sufficient human relations skills to orient and serve team members in all departments.

Requires sufficient math skills to compute totals, percentages, quotients, and products.

Requires sufficient human relations skills to receive and relay instructions on common operations matters.

#### ▪ **Abilities**

Requires the ability to perform all aspects of the position.

Requires the ability to perform routine and repetitive tasks on a continuous basis and to prioritize work assignments.

Requires the ability to explain and interpret the functions and capabilities of a computer to individuals not directly engaged in electronic data processing activities.

Must be able to operate computer equipment including central computers and peripheral computer equipment generally associated with data processing operations.

Must be able to diagnose and understand reasons for system failures.

Must be able to identify errors and make appropriate corrections and perform minor maintenance on the equipment.

- **Physical Abilities**

Requires the ability to accomplish work of a sedentary to moderately active nature.

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl and reach to install cables and equipment.

Requires sufficient hand eye coordination and dexterity to make small component connections.

Requires sufficient visual acuity to read technical documents and instructions and align small components.

Requires sufficient auditory ability to carry on routine conversations.

Requires the ability to lift, push, and pull objects of medium weight (less than 50 lbs.) on an occasional basis.

Requires the ability to work in confined areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

Requires a high school diploma, or the equivalent, plus three years of experience with computerized document processing and general computer operations.

- **Preferred Qualifications**

An "A" Certificate is preferred.

- **Licenses and Certificates**

May require a valid driver's license.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.