

Citrus College

Position Description

Position: Computer Operations Specialist II	Position Number:
Department/Site:	FLSA: Non-exempt
Evaluated by:	Salary Range: 35

Summary

Performs technical data processing support duties including operation of host computers, student access microcomputers, and associated peripheral data processing equipment. monitors operations and activity levels, troubleshoots network and personal computer hardware and operating system software errors, produces regularly scheduled and ad hoc reports and materials, and performs data input to relational databases.

Distinguishing Career Features

The Computer Operations Specialist II is a technical position and the second in a two-level career path for operation of automated data processing equipment. This position requires the ability to perform troubleshooting of personal computers. Advancement from this position along the technology career ladder exists and requires a demonstrated ability to comply with the qualifications and independently perform the duties of a Technology Support Specialist or Systems Specialist.

Essential Duties and Responsibilities

- Operates host computers and associated peripheral equipment that are engaged in processing general administrative, financial, and academic information.
- Maintains 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.
- Performs disk management functions such as set up of soft and hard limit disk quotas, creation, manipulation, and deletion of files.
- Creates and maintains system startup files and scripts. Initializes and maintains printer spooler and performs other printer control functions.
- Assists with establishing user accounts, keying in access limitations.
- Performs data transfers via modem.
- Receives and resolves user 'help desk' calls by way of work orders. Documents work performed and or instructions given and forwards work order requests for other services to the appropriate technology staff.

- Troubleshoots and performs various technical computer and peripheral repair duties that include but are not limited to diagnosing failures, repairing or replacing parts, and verifying and testing for correct operations.
- Provides basic troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.
- 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 knowledge and skill to set up and maintain files for report production within an integrated relational database. Requires basic knowledge of at least one of the following or similar programming languages: Query, Crystal Reports or equivalent ODBC type, SQL. Requires a basic level of knowledge on how data moves through database fields. Requires well-developed data entry and keyboarding skills. Requires general clerical and record keeping 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 perform recurring and time-dependent tasks. Requires the ability to use a microcomputer to access and operate host and dedicated minicomputer systems, network servers, general and specialized software packages for word processing, spreadsheet, database, and computer operations. 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 troubleshoot and install networked personal computer workstations. 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

The position requires a high school diploma plus four years of experience with computer operations, computerized document processing, network monitoring, and personal computer workstation support. 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.