SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: COMPUTER OPERATOR - SENIOR

BASIC FUNCTION:

Under the direction of an assigned manager, monitor and operate current networked computer servers and systems in a full production multi-vendor client server computing environment including tape and disk drives, printers, communications controllers, modems, and processor controllers; perform a variety of computer operations involved in generating and printing reports for schools and administrative services; maintain physical safety and integrating of assigned databases; prepare backup data files; maintain related logs and records; train and provide work direction to others; determine workflow and scheduling of operations.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Operate current networked computer servers and systems in a full production multi-vendor client server computing environment including peripheral equipment such as tape and disk drives, printers, network routers, controllers, modems, and processor controllers; monitor the various systems to assure availability of the system software and applications on the system.

Utilize computers and peripheral equipment to access mainframe to run programs to generate links or queries to data, reports and updates; assure compliance with established time lines and system operations instructions; maintain logs and records related to assigned activities.

Train and provide work direction to others; determine workflow and scheduling of operations; assign and review work; resolve issues and concerns.

Test and document new programs and procedures; train staff on current and new procedures after testing.

Prepare backup data files in accordance with established procedures; monitor available system disk space; move files as necessary; maintain and update in-house and off-site tape library; prepare magnetic tape for interagency data exchange.

Process mandated quarterly and annual reports, statements and media including W2s, DE-6 and others according to established timelines; program and modify XEROX printing system payroll and accounts payable source files; verify, print and process a variety of materials including reports, payroll, accounts payable warrants, purchasing, general ledger and other materials as requested in a timely manner; utilize a variety of printers.

Operate bursting and decollating equipment; burst and decollate reports; set up machines and equipment; run reports through completion; perform routine maintenance procedures used to maintain proper performance of the computer servers and peripheral equipment.

Separate and organize reports by department and number of copies; verify number of reports against the run sheet; place reports in appropriate boxes for mailing.

Communicate with other departments, staff and outside agencies to exchange information, coordinate activities and arrange for maintenance of equipment; assist in determining effective balancing of partitions to obtain full utilization of equipment.

Manage the Superintendent's e-mail listserv.

Review and update operations documentation to assure clarity and ease of systems operation for assigned projects; assure necessary materials are available as a resource for problem determination and training of personnel.

Perform routine maintenance to assigned equipment as necessary; record and arrange for major repairs as needed; troubleshoot system problems; document problems relating to hardware and software; set up prescribed formats; resolve issues independently or refer to appropriate staff or outside vendors as needed.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, methods, procedures applied in the operation of networked servers and systems, and associated peripheral equipment.
Elements of computer programming and designated computer code languages.
Principles and practices of training and providing direction to others.
Routine maintenance methods and procedures used to maintain proper performance of the computer servers and peripheral equipment
Record retrieval and storage systems.
Computer hardware systems and software applications utilized.
Scheduling requirements for special projects and production runs.
Record-keeping and report preparation techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Basic math.

ABILITY TO:
Perform a variety of mainframe, network server and computer operations involved in generating and printing reports for schools and administrative services.
Process and print a variety of computer production runs according to established procedures.
Train and provide work direction to others.
Schedule, assign and review work.
Read and correctly interpret console messages including recognizing current error status codes and taking appropriate action, and recognizing potential or future problems, offering viable solutions
Prepare backup data files in accordance with established procedure.

Assemble, organize and prepare data for records and reports.
Detect errors and inaccuracies in data output reports.
Operate computers and peripheral equipment properly and efficiently.
Type or input data at an acceptable rate of speed.
Troubleshoot and repair basic system malfunctions and maintain system operation.
Communicate data processing procedures and requirements to users.
Operate bursting and decollating equipment.
Maintain records and prepare reports.
Understand and follow oral and written instructions.
Determine workflow, and prioritize and schedule work.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others

EDUCATION AND EXPERIENCE:

Any combination equivalent to: college-level coursework in computer science or information systems from an accredited college, university, or trade school including completed training in UNIX, NT, and/or Novell systems and operations and four years of operations experience in a multi-vendor client server information system center environment with networked servers.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Sitting or standing for extended periods of time.
Seeing to view a computer monitor.
Bending at the waist, kneeling or crouching.
Lifting, carrying, pushing or pulling heavy equipment.

Personnel Commission Approval: January 8, 2014
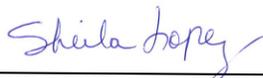
Sheila Lopez
_____   ____January 8, 2014_____
Sheila Lopez   Date
Director-Classified Personnel Services