

MAJOR FUNCTION

This is technical work in the operation of electronic data processing computer equipment. Work is performed under the general supervision of a higher-level employee who reviews work through observations, conferences, logs, and reports for desired results.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Operates all components of the computer system and peripheral equipment for the execution of production and test programs. Monitors production and issues assignments to complete work on schedule. Analyzes data storage, selection, and computation problems. Maintains operating records such as production, performance, data communication, and maintenance reports. May assist in the planning of production procedures for a computer system to ensure a smooth workflow and conformity with standards. Performs cleaning and minor maintenance and adjustments of equipment. Documents software and hardware problems and reports to appropriate personnel. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Performs related work as required.

Technology and Innovation Temporary Employees: This is an entry-level technical position in the Support Desk that is within the Technology and Innovations Department. A Computer Operator II would be the second level of support for the Technology & Innovations Department. Work is to include, but not limited to, installation of software, assistance with creating documentation and guides for the Support Desk and taking calls from users to create a ticket in department's ticket management system detailing the problem. Ability to give verbal instructions on how to resolve issues. Perform related work as required and complete special projects as needed.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the operation, adjustment, and care of data processing equipment. Considerable knowledge of the application of computers and complex accounting and statistical problems. Considerable knowledge of principles, practices, and procedures of modern data processing. Ability to perform minor operating adjustments. Ability to communicate effectively, both orally and in writing. Ability to understand and follow moderately complex oral and written instructions. Ability to learn new methods, procedures, and operations. Ability to work night shift may be required.

Technology and Innovation Temporary Employees: Knowledge of principles, practices and procedures for performing information technology related tasks. Ability to communicate effectively, both orally and in writing. Ability to troubleshoot and resolve issues. Proficient in Microsoft Office Suite. Ability to install software. Ability to follow simple to complex instructions to complete a task. Ability to work alone or on a team to complete given tasks.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate, and the successful completion of a two-year program of study in electronic data processing at a vocational or technical school or community college, and one year of experience that includes data processing; or an equivalent combination of training and experience.

Revised: 10-01-81
08-09-83
01-20-89
01-18-90
04-13-04*
02-03-10
11-18-16