



Office of Human Resources

IT Computer Operator

General Statement of Duties

Performs full performance technical work operating electronic computers, peripherals, and auxiliary equipment in a production setting using a mainframe computer at a central computer facility, and provides help desk services for users.

Distinguishing Characteristics

The Computer Operator is distinguished from the Computer Operations Supervisor, which performs supervision over computer operators assigned to a central mainframe computer which provides data processing and help desk services to a variety of agencies.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

None

Essential Duties

Sets up and monitors computer for operation by inputting commands and responding to status of input and output devices from the central console.

Refers to instructions (run book) to load programs and process jobs to successful completion; performs technical support for users with processing errors by troubleshooting, resolving, or referring problems to the appropriate information technology resource.

Assigns computer codes to production materials for retrieval from the data library for later use.

Loads peripheral equipment with production materials, such as magnetic taper, paper or forms for processing with individual jobs.

Observes central console for error messages and codes (e.g. print out verification, machine stoppage and faulty output); documents problems encountered during production run and any resolutions taken to complete production.

Acts as a liaison between user group and the Information Technology unit to communicate problems, possible solutions, and general information on how the system works.

Assists a higher classified employee in performing technical support in a formal or informal help desk setting to users with common hardware and software problems, which includes: logging, troubleshooting, resolving, or referring problems to the appropriate Information Technology resource.

Maintains computerized inventory of voice and data equipment and specialized services for users.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Technology Application – Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Knowledge & Skills

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Three (3) years of clerical experience, including one year of experience performing information processing functions, which must have involved troubleshooting, resolving production problems, and hardware maintenance.

Education & Experience Equivalency

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

By position, may require a Colorado Class "R" Driver's License by the completion of probation.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Handles absentee replacement on short notice.
Occasional pressure due to multiple calls and inquiries.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.
Balancing: maintaining body equilibrium to prevent falling over.
Carrying: transporting an object; usually by hand, arm, or shoulder.
Color vision: ability to distinguish and identify different colors.
Crawling: moving about on hands and knees or hands and feet.
Crouching: bending body downward and forward by bending legs.
Depth Perception: ability to judge distances and space relationships.
Eye/Hand/Foot Coordination: performing work through the use of two or more.
Feeling: perceiving attributes of objects by means of skin receptors.
Feeling: perceiving attributes of objects by means of spoken word.
Field of Vision: ability to adjust vision to bring objects into focus.
Field of Vision: ability to see peripherally.
Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.
Fingering: picking, pinching, or otherwise working with fingers.
Handling: seizing, holding, grasping, or otherwise working the hand(s).
Handling: seizing, holding, grasping, or otherwise working with fingers.
Hearing/Talking: Hear and determine direction of sound.
Hearing: perceiving the nature of sound by the ear.
Kneeling: bending legs to come to rest on one or both knees.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
Mathematical reasoning
Memorization

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Neck Flexion: Moving neck upward/downward.

Oral Comprehension

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Vision: To observe animal behavior, read signs, and reading colors.

Walking: moving about on foot on uneven surfaces.

Walking: moving about on foot.

Written Comprehension.

Background Check Requirement

Criminal Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: N

Management Level: 10

Established Date: 8/1/2018

Established By: Lori Schumann

Revised Date:

Revised By:

Class History: