

CITY OF CORAL SPRINGS Classification Description

CLASSIFICATION TITLE: Computer Operator
FUNCTIONAL AREA: Information Services Department

WORK OBJECTIVE:

This is technical and clerical work supporting the operation, maintenance and installation of information processing equipment, software, applications and procedures.

Employees in this class may apply varied procedures and frequent use of data processing skills. The work involves tasks associated with medium and large mainframe computer systems including Local Area Networks (LAN)/Wide Area Networks (WAN). An incumbent coordinates and supports varying tasks in computer operations, maintenance, and installation of information systems hardware, software, applications, and procedures in a multi-platform systems environment. Work involves distributing printed reports, participating in Help Desk operations, and managing the Tape Library. Duties also include initial problem definition and clarification through customer service interaction, and follow through to resolve or upward referral.

Assignments are made orally, electronically or in writing and work is reviewed through observation of results obtained, conferences and periodic reports or evaluations.

ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs operational tasks such as system backups and report generation and distribution.
- Develops programs to generate reports, forms, and glossaries; formats, maintains and updates automated records utilizing office information systems.
- Formats data into graphic reports, operates digital plotters to generate reports and graphs, develops methods of cross-referencing documents and systems to provide audit trails and coordinates or conducts activities required to record data for documentation and reporting purposes.
- Coordinates overall maintenance of records using manual and systematized techniques and performs clerical functions such as inventory control, purchasing requests, preparing correspondence and maintaining departmental records and files.
- Acts as user contact point for reporting problems, analyzes and makes preliminary determinations regarding network related problems, applications or software problems and guides users through corrective action steps.
- Operates high-speed computer printers and become familiar with system console commands to control printed output.
- Assist in magnetic tape management and become familiar with tape management console commands.
- Assists in Help Desk operations.
- Operates production applications for batch scheduling system and rerun/restart process.
- Assists with troubleshooting job cancellations, determines if problem is due to hardware, software or teleprocessing network and assists with problem resolution.
- Receives and logs all input documents and distribute printed output data and processed input documents to proper user departments.

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- Maintains necessary files, logs and operational reports and assists in developing, implementing and maintaining procedures and project control records.
- Maintains offsite storage inventories for magnetic tapes; including batch, software, and client/server tape backups.
- Maintains tape reference library, including product reference manuals, files, and publications.

MINIMUM QUALIFICATIONS:

Education / Certifications / Experience –

High school diploma or GED preferred; supplemented by one (1) year of directly related computer equipment and clerical support in an administrative environment supporting multi-platform computer activities; or an equivalent combination of education, training, and experience.

Knowledge, Skills, & Abilities –

- Knowledge of office automation, data processing and word processing equipment, practices and procedures.
- Knowledge of information network or operating systems troubleshooting and maintenance procedures.
- Knowledge of modern office practices, procedures and equipment.
- Skill in data input accurately at a reasonable rate of speed.
- Ability to operate office information equipment and communicate accurately in written and verbal form.
- Ability to utilize application software and utilities to perform analyses, generate reports, sort and categorize data, etc.
- Ability to keep and monitor detailed records, prepare reports, conduct tests, analyze test results and take proper corrective steps.
- Ability to design forms, reports and programs using automated equipment and to train employees in systematized record maintenance techniques.
- Ability to perform moderately difficult technical and mathematical computations and compile and analyze data or statistics.
- Ability to troubleshoot routine software, hardware and network problems.

PHYSICAL REQUIREMENTS:

Tasks involve the intermittent performance of physically demanding work, typically involving some combination of reaching, bending, stooping, kneeling, or crouching, and that may involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

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ENVIRONMENTAL REQUIREMENTS:

Some tasks include working around moving parts, light to moderate weight motor equipment, and materials handling where physical risks are predictable and/or controllable by observance of standard safety precautions.

The City of Coral Springs is an Equal Opportunity Employer. In compliance with Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the City of Coral Springs provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.