



City of Phoenix

SENIOR COMPUTER OPERATOR

JOB CODE 09520

Effective Date: Rev. 06/05A

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to operate all centralized data center computer systems and auxiliary equipment. The incumbents assist the Lead Computer Operator in setting up and running jobs, operate and monitor the system console and related equipment, recognize typical problem conditions and take corrective action, advise and assist in training new operators regarding computer techniques and procedures, and assist terminal users in solving hardware problems. An incumbent in this classification performs the full range of computer and peripheral equipment operations, including systems hardware reconfiguration. Some positions require overseeing the work of lower level computer personnel. Senior Computer Operator is distinguished from the Computer Operator classification by the greater scope and complexity of computer systems supported, and the level of independence with which work must be performed. Duties are performed under the general supervision of a Lead Computer Operator or other supervisor with some latitude for the use of independent judgment and initiative. Performance is evaluated by the quality and quantity of work accomplished.

ESSENTIAL FUNCTIONS:

- Prepares equipment for operation;
- Operates all computer and auxiliary equipment, including large and small scale electronic data processing systems, based on prescribed procedures;
- Observes and monitors operator or machine problems and takes/recommends corrective action;
- Troubleshoots problems arising from data entry or system errors;
- Organizes and schedules production work;
- Reconfigures computer hardware resources upon failure of a computer's main module;
- Maintains current knowledge of operating procedures and standards;
- Safeguards security of equipment and data files;
- Trains personnel in computer operation and procedures, including the handling of forms;
- Diagnoses and corrects equipment malfunctions;
- Plans, assigns, and oversees the work of lower level computer personnel;
- Keeps records of hardware down time;
- Maintains magnetic tape library/libraries;



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- Creates and modifies JCL programs to provide users with optional reporting parameters;
- Acts as an interdepartmental liaison for resolving information distribution problems and report requests and for resolving conflicts among various users to ensure the most productive data work flow;
- Maintains all supply levels for computer expendables;
- Establishes priorities for computer service needs;
- Performs after hours and weekend help desk functions;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- The operations of large and small scale electronic data processing systems.
- Distributed processing systems and procedures.
- Terminal operations.
- The safeguards and security procedures for equipment and data files.
- Command languages for multiple processing platform system software and related peripheral equipment.
- Job control language.
- Computer production control procedures.

Ability to:

- Exercise sound judgment in completing assignments.
- Make decisions regarding the operation of large and small scale computers and related equipment based on prescribed procedures.
- Work cooperatively with other City employees.
- Communicate orally with customers, clients, or the public in face-to-face one-on-one settings, or using a telephone.
- Observe or monitor data to determine compliance with prescribed operating standards.
- Install, replace, or adjust filters, ribbons, belts, or similar objects to maintain equipment.
- Prepare boxes or bundles of forms, tapes, or other material for distribution to City offices.
- Comprehend and make inferences from material written in the English language.
- Move heavy objects, such as computer paper weighing 50 pounds or more, long distances (more than 20 feet).



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- Learn job-related material primarily through oral instruction and observation to effectively perform job duties. This learning takes place mainly in an on-the-job training setting.
- Enter data or information into a terminal, PC, or other keyboard device.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Establish and maintain effective working relationships.
- Accurately interpret computer-issued error messages and take appropriate action.
- Operate computer center equipment.
- Prepare and maintain logs and records.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of experience as a computer operator on a large scale system, including computer related training courses. Other combinations of experience and education that meet the minimum requirements may be substituted.