

PERALTA COMMUNITY COLLEGE DISTRICT - June 22, 2004

CLASSIFIED JOB DESCRIPTION

**COMPUTER OPERATIONS TECHNICIAN
(SEIU Local 1021 Salary Range 71)
Job Code: 933**

CLASS PURPOSE

Under the direction of the Associate Vice Chancellor for Information Technology or designee, perform basic and advanced level work in the operation of a mainframe computer system and peripheral equipment in the District's IT Department. Work relatively independently in monitoring and resolving problems in addition to controlling and altering runs to meet pre-established priorities. Perform related work as required.

(Incumbents in this class typically work the night shift and may be required to work grave, swing, and day shifts as well as weekends and holidays as necessary. This position differs from other computer operator positions by the high degree of independent judgment required and by the limited amount of supervision.)

WORK SCHEDULE

This is normally a full-time position with a work schedule of five days and 40 hours/week. Duties are performed 12 months a year. May be required to work some evenings and Saturdays during peak periods, such as registration, audits, fiscal year end, graduation, etc.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Operates mainframe computer system, server systems and peripheral equipment, including a console, magnetic tape library, decollators, laser and line printers and other related equipment
- Runs various computer reports, checks, class rosters
- Monitors system consoles
- Provides technical assistance to users
- Analyze and troubleshoots terminal malfunctions and take appropriate action
- Contact vendors and schedule repairs for equipment when necessary; monitor and replace supplies
- Maintains backup system files and disks according to established timelines and procedures
- Prepares and maintains records and reports related to assigned activities
- Produces a variety of reports and documents

Job Description: Computer Operations Technician

- Acts to ensure that timeliness of output is maintained
- Maintains confidentiality of all data, reports, and documents
- Performs special system dumps
- Backups production and systems files
- Maintains of inventory of equipment, computer stock and forms
- Updates and maintains archival magnetic tape management system
- Notifies supervisor or programmers regarding system error or failures; identifies and resolves production problems and operational issues; refers issues to appropriate staff as needed
- Trains and supervises operators and student assistants
- Cleans computer peripheral equipment and computer room
- Monitors systems to control the physical environment of the Computer Center, including locks, intrusion alarms, air conditioning systems, temperature alarms, fire alarms, and fire control systems, uninterruptible power supplies, emergency lighting, and other systems as required
- Determines causes of operational delays and reruns
- Utilizes basic elements of computer programming and program documentation
- Learn and use new technologies required to remain current in the field
- Assumes responsibility for performing on-call weekend and holiday duty
- Performs other related duties as assigned

MINIMUM QUALIFICATIONS

1. Completion of college-level course work in computer systems or computer operations and four years of experience operating a mainframe, LAN server, personal computer systems and peripheral equipment; or an equivalent combination of education and experience that could likely provide the desired knowledge and abilities to perform the duties of the position.
2. Knowledge of
 - Principles, capacities, and basic operations of mainframe, LAN server, personal computer systems and related equipment
 - Data processing and operating systems concepts
 - Hardware and software operation
 - Computer room environmental control systems, including intrusion alarms, air conditioning systems, temperature alarms, fire alarms and fire control systems, uninterruptible power supplies
 - ZEKE Plan Scheduler, JCL software
3. Ability to
 - Operate mainframe, LAN server, personal computer systems and related equipment

Job Description: Computer Operations Technician

- Analyze machine operation and take the necessary steps to see that equipment is properly maintained and functional
 - Maintain up-to-date knowledge of new systems technology
 - Maintain familiarity with new developments in the field
 - Communicate effectively both orally and in writing
 - Follow oral and written instructions
 - Establish and maintain cooperative and effective working relationships with others
 - Establish job priorities and schedule computer jobs in a multi-processing environment
 - Operate a wide variety of computer equipment such as the District's mainframe, microcomputers, printers, burster and decollators
 - Establish and maintain effectively and cooperative working relationships with others
 - Meet schedules and timelines
 - Work independently with minimum supervision
4. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges' students, faculty, staff and community.

DESIRABLE QUALIFICATIONS

- Knowledge of Basic electronic computer programming documentation techniques; basic elements of programming

ENVIRONMENTAL DEMANDS

- Occasional work performed alone
- Constant work around and with people

PHYSICAL REQUIREMENTS

- Occasional standing, walking, stooping, kneeling, squatting, and climbing stairs
- Occasional lifting and carrying up to 15 lbs.
- Occasional pushing and pulling up to 20 lbs.
- Occasional twisting of body
- Occasional use of manual dexterity
- Occasional use of tactile acuity
- Occasional use of visual acuity from a distance, with depth, and for color
- Frequent work at a rapid pace
- Frequent reaching, high, low, and level

Job Description: Computer Operations Technician

- Frequent audio acuity at all ranges, including speech
- Frequent visual acuity for reading
- Constant sitting
- Constant use of clear oral communication

TOOLS AND EQUIPMENT USED

- personal computer
- mainframe computer and related equipment
- bursting and check signing machine
- grade scanning machine

Revised: N/A