

Job Title: Computer Operator
Department: Administrative Computing Services
Supervisor: Senior Computer Operator III
Date: April 2006
Updated: April 2008

A. PURPOSE OF THE JOB:

The Computer Operator administers new user accounts and terminations, establishes and finalizes work orders, and provides administrative and technical support to University's departments.

B. DUTIES:

Work involves processing new user account request by updating new user database, establishing work orders to various administrators within the department as well as tracking and finalizing work orders. Properly tracks, finalizes, and fills new user accounts and terminations. Manages security badges and "I button programming" for security areas. Operator works under moderate supervision with additional direction from lead operator and ADP manager and has extensive latitude for the use of initiative and independent judgment.

1. Major Duties:

- a. Responsible for the security of sensitive information, management of user accounts, server backups, and customer service,
- b. Operates various database management applications to execute daily operations,
- c. Consults with supervisor about problems, such as equipment performance, and output quality,
- d. Confers with programmers and operates computer to test new and modified programs,
- e. Generates, assigns, maintains, monitors, and resets accounts and passwords, and

- f. Assists in classifying, cataloging, and maintaining tapes.
- 2. Occasional and subordinate duties: the incumbent is required to perform various operational duties such as:
 - a. Notifying programming and maintenance personnel, if unable to locate and correct cause of processing error or failure,
 - b. Identifying requirements and enhancements for the security and maintenance of passwords,
 - c. Photographing and digitally editing departmental worker identification badges,
 - d. Maintaining database for program electronic locks for University utilizing LockLink program, and
 - e. Performing related duties as required.

C. KNOWLEDGE AND SKILLS:

- 1. Education required: High School diploma supplemented by courses in computer equipment operation and any equivalent combination of training and experience.
- 2. Skills required:
 - a. Training that includes knowledge of the principles, practices, procedures, and techniques of data processing and computer operating systems and applications,
 - b. Ability to thrive without close supervision and exercise independent judgment and confidentiality in completing tasks,
 - c. Ability to effectively communicate technical data processing concepts to students, faculty, staff, and vendors,
 - d. Ability to process business, scientific, engineering, or other data logically according to operating instructions,
 - e. Ability to recognize, analyze, and resolve problems,

- f. Ability to plan and coordinate work assignments,
- g. Working knowledge of the University's current system applications, and
- h. Knowledge of PC computer hardware, peripherals, and operating systems including Windows and UNIX.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

The administration and technology applications have four strands: foundations, information acquisition, work in solving problems, and communication. Knowledge of administrative and technology applications foundations including technology-related terms, concepts, and data input strategies. Operator makes informed decisions about technologies and their applications as well as the efficient acquisition of information including; the identification of task requirements, the plan for using search strategies, the use of technology to access, analyze, and evaluate the acquired information. By using technology as a tool that supports the work of individuals and groups in solving problems, operator will select the technology appropriate for the task, synthesize knowledge, create a solution, and evaluate the results. Operator communicates information in different formats and to diverse audiences.

F. SUPERVISION:

The incumbent has administrative authority over three student workers who work within the department.

G. EXTENT OF PUBLIC CONTACT:

- 1. Within the University: daily contact.
- 2. Weekly and biweekly contact throughout the University: as required.
- 3. Outside the University: as required.