

Job Title: Senior Computer Operator III
Department: Administrative Computing Services
Supervisor: Administrative Computing Services Manager
Date: April 2007
Updated: April 2008

A. PURPOSE OF THE JOB:

To supervise computer operations' staff and students, distributing user accounts, and password information. Works day-to-day with security sensitive information and provides administrative and technical support to the University as well as off campus.

B. DUTIES:

Supervises and coordinates staff work assignments to facilitate and ensure production continuity for the administrative side of Administrative Computing Services. This position also provides University employees with account information to the various networking applications.

1. Major Duties:

- a. Generates new account information for new and existing users and provides user assistance with computer-related issues,
- b. Supervises, manages, performs, and follows up on routine operation tasks,
- c. Assures weekly backup tapes are rotated as required,
- d. Maintains and grants office access to department personnel using the LockLink Express Software,
- e. Processes HEAT assignments from users requesting password resets and Banner Student Information System (Banner) problems such as printing and accessing this application, and

- f. Processes new account requests for new University employees.
2. Occasional and subordinate duties: The incumbent is required to perform various operational duties such as:
 - a. Providing assistance to users as requested,
 - b. Ordering computer supplies for the department through vendors,
 - c. Training and supervising student assistants,
 - d. Coordinating student work schedules,
 - e. Supervising full time day operator and assigning daily job tasks as required,
 - f. Monitoring weekend backup processing from home,
 - g. Switching backup tapes on holidays when the University is closed, and
 - h. Selling Microsoft software for home use to faculty and staff.

C. KNOWLEDGE AND SKILLS:

1. Education required: High School diploma or GED with additional specialized technical training, or some college coursework in computers or computer operations.
2. Skills required:
 - a. Knowledge of the principles, practices, procedures, and techniques of data processing along with some knowledge, but not required, of computer operating systems,
 - b. Ability to thrive without close supervision and exercise independent judgment, and confidentiality in completing tasks,
 - c. Ability to recognize, analyze, and resolve problems,
 - d. Ability to train staff in advanced operating techniques and problem solving,

- e. Ability to work effectively and supervise student employees,
- f. Ability to communicate effectively and interact with faculty, staff, and
- g. Knowledge of computer applications and network software and hardware such as: MS-DOS, Windows 95/XP 2000, Networks, Exchange E-mail, and Falcon (Unix).

D. FISCAL RESPONSIBILITY:

N/A.

E. APPLICATION OF KNOWLEDGE AND SKILLS:

The aspect of this job require continuous customer service and support to academic and administrative departments, as well as off campus customers and ensures continuous computer access to Banner for the University. General issues such as system failures are dealt with as they arise while measures are taken to fix the problem and to get the users back up with minimal downtime. Other issues are dealt with on a day- to- day basis.

F. SUPERVISION:

This position is supervised by the Administrative Computing Manager. The incumbent is governed by all rules, regulations, and laws relating to the operation of a state funded agency. Additional policies governing the University and Computer Services are enforced by the incumbent.

G. EXTENT OF PUBLIC CONTACT:

The incumbent is required to interact as required with members of the University and community.

1. Daily contact: with student, faculty, staff, and community as required.
2. Contact within the University: as required.
3. Contact with other University offices: as required.