



COMPUTER OPERATOR

SCOPE OF WORK:

Work involves monitoring and basic troubleshooting of computer equipment and systems involving multiple computing platforms including mid-range, mainframes, and/or servers, ensuring a stable operating environment, and attaining maximum utilization of system capacity.

DUTIES PERFORMED AT ALL LEVELS:

- Operate and monitor console systems.
- Analyze and maintain current job schedulers, future open system schedulers, and input/output queues; respond to abends; modify job control language code to resolve issues.
- Set up tape drives, printing devices, and related equipment.
- Review, analyze, and release production runs ensuring proper completion of jobs.
- Perform system backup process and disaster recovery tests.
- Assist programmers/analysts in running jobs used for testing and debugging new programs.
- Load tapes; label and file tapes; notify users of setup card errors or missing or unreadable user tapes.
- Assist with help desk activities by taking customer calls, gathering information, assisting in troubleshooting, resolving basic issues, and escalating unresolved issues.
- Reboot servers as required to provide support to technical teams; perform basic troubleshooting services on servers to restore service to an application.
- Perform routine equipment maintenance; contact vendors for emergency repairs.
- Monitor server room environment for alarms, appropriate temperature, etc.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

COMPUTER OPERATOR I
GRADE F*

0114

LEVEL DEFINITION:

Work at this level involves duties with routine, repetitive, and related steps.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- None.

MINIMUM QUALIFICATIONS:

Associates degree in computer science, information systems, or a closely related field. Work experience performing duties similar in nature and complexity to those duties to be performed may substitute for the education requirement on a year-for-year basis.

COMPUTER OPERATOR II
GRADE G*

0115

LEVEL DEFINITION:

Work at this level is of higher complexity and accountability than the previous level due to a greater level of server support responsibilities and problem assessment requiring unrelated steps.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Assist with the setup and maintenance of server applications and operating systems.
- Install/assemble servers into racking.
- Reboot and install patches on servers.
- Install, update, move, and transfer database information.
- Determine and resolve first level problems with server applications; notify appropriate section when system problems arise.
- Provide assistance to others in the resolution of problems.
- Provide training and mentoring; develop training procedure documents.
- Assist computer system administrators with installing, testing, and configuring server operating systems and in coordinating server downtime.
- Assume backup server support role for peers.

MINIMUM QUALIFICATIONS:

Associates degree in computer science, information systems, or a closely related field, and two years of work experience monitoring multiple computing platforms including mid-range, mainframe, and/or servers. Additional work experience as described may substitute for the education requirement on a year-for-year basis.

Eff. Date: 4/90

ND Class Description
Computer Operator

CLASS CODES: 0114
0115

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Rev. 5/05 – Revised format, updated content, reviewed grades; delete 0101-4
Computer Equipment Operator

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