POSITION TITLE: Computer Operator I

JOB CODE : 050405

DATE PREPARED : August 1, 1983   Revised: October 27, 1993

SUMMARY STATEMENT

The incumbent learns the operation of a mainframe computer; batch processing throughout a multisite data center. Under supervision, operates, monitors, and maintains all computer systems and peripherals, performing operator functions.

DIMENSIONS

The incumbent reports to Computer Operator IIs and IIIs. The incumbent has no supervisory responsibility.

NATURE AND SCOPE

1. Operates all mainframe computers in all three centers; must be knowledgeable in rebooting and running/operating equipment;

2. Processes input from data area and users through computer following standard procedures;

3. Prints reports from job output and distributes appropriately;

4. Maintains log of all jobs processed;

5. Maintains peripherals such as tape drives, printers, disk drives; loads paper, changes ribbons, restocks supplies;

6. Prioritizes jobs; solves problems concerning incomplete jobs;

7. Performs general duties such as answering telephones, escorting visitors, etc., as required.

8. Adheres to all Company EEO, affirmative action, environmental, health, safety, quality assurance, and security programs;

9. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

Physical

Constantly = Over 2/3 of time
Frequently = 1/3 - 2/3 of time
Occasionally = Less than 1/3 of time

1. Frequent standing/walking in computer room while monitoring and operating equipment;

2. Frequent sitting while working at computer terminal or completing paperwork;

3. Frequent lift/carry, 1 to 20 pounds of paperwork, tapes, supplies, printouts; occasionally up to 45-pound boxes of computer paper;

4. Occasional push/pull requiring force up to 10 pounds while opening doors/drawers, loading boxes, etc.;

5. Occasional bending/twisting at waist/knees while changing printer paper, picking up printouts;

6. Occasional kneeling/crouching while changing printer paper;

7. Constant use of both hands/arms in reaching/handling/grasping/fingering while operating keyboard, changing tapes, changing paper/ribbons, sorting printouts, answering telephones, completing paperwork, etc.;

8. Constant use of sight/hearing abilities in monitoring and operating computer equipment, maintaining security of alarms systems, and maintaining a safe work environment;

9. Frequent use of speech abilities in communicating with coworkers, receiving instructions, answering user inquiries.

Mental

1. Frequent mental alertness, attention to detail, and high degree of accuracy required in operating, monitoring, and maintaining a wide range of computer equipment and peripherals;

2. Must be able to work independently, follow written and verbal instructions, and advise supervisor if questions or problems arise;

3. Must maintain good attendance record, be willing to work unusual hours, varied shifts, holidays, make up for equipment downtime, etc., to meet user schedules/job priorities;

4. Must be able to deal with pressure to meet deadlines, undesirable work hours;

5. Must be aware of Computer Security and Protection Plans and requirements for escorting uncleared personnel in computer areas;

6. Must be able to read/write/speak English, possess basic mathematical skills, and be able to communicate with coworkers and supervisors.

WORKING CONDITIONS AND EQUIPMENT USED

Work may be performed in computer room where 68-degree temperature is maintained for optimum computer operation.

Tools & Equipment Used: Mainframe computers, personal computers, terminals, monitors, printers, disk drives, tape drives, microfiche, telephone, general office equipment, back support belts.

REQUIRED TRAINING AND WORK EXPERIENCE

High school diploma or equivalent required. Six months of clerical office experience.

OTHER SPECIAL QUALIFICATIONS

Must be able to obtain "Q" clearance. Valid driver's license required.

POSITION TITLE: Computer Operator II

JOB CODE : 050605

DATE PREPARED : August 1, 1983   Revised: October 27, 1993

SUMMARY STATEMENT

The incumbent operates on-line and off-line equipment throughout three data centers to process data and produce reports to satisfy user requirements in an effective and efficient manner.

DIMENSIONS

The incumbent reports to Computer Operator IIIs and Data and Operations Supervisor. The incumbent has no supervisory responsibility, but does assist in training of Computer Operator Is.

NATURE AND SCOPE

1. Processes input from data area and users through computer following complex operating procedures; assists with monitoring and managing several computer production queues;

2. Responsible for all output Automated Data Processing (ADP) media; prints reports from job output;

3. Assists or participates in detailed shift turnovers and checking equipment and work processing; maintains log of all jobs processed;

4. Updates/edits all tables, load decks, and parameter files; schedules all ADP work load with minimum of supervision; prioritizes jobs to maximize computer utilization;

5. Maintains peripherals such as tape drives, printers, disk drives; loads paper and special forms, changes ribbons, restocks supplies;

6. Solves problems concerning incomplete/aborted jobs; follows complex restart procedures;

7. Interfaces with Computer Operators, technical personnel, programmers, and users;

8. Performs general duties such as answering telephones, escorting visitors, etc., as required;

9. Adheres to all Company EEO, affirmative action, environmental, health, safety, quality assurance, and security programs;

10. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

Physical

> Constantly = Over 2/3 of time
> Frequently = 1/3 - 2/3 of time
> Occasionally = Less than 1/3 of time

1. Frequent standing/walking in computer room while monitoring and operating equipment;

2. Frequent sitting while working at computer terminal or completing paperwork;

3. Frequent lift/carry, 1 to 20 pounds of paperwork, tapes, supplies, printouts; occasionally up to 45-pound boxes of computer paper;

4. Occasional push/pull requiring force up to ten pounds while opening doors/drawers, loading boxes, etc.;

5. Occasional bending/twisting at waist/knees while changing printer paper, picking up printouts;

6. Occasional kneeling/crouching while changing printer paper;

7. Constant use of both hands/arms in reaching/handling/grasping/fingering while operating keyboard, changing tapes, changing paper/ribbons, sorting printouts, answering telephones, completing paperwork, etc.

8. Constant use of sight/hearing abilities in monitoring and operating computer equipment, maintaining security of alarms systems, and maintaining a safe work environment;

9. Frequent use of speech abilities in communicating with coworkers, receiving instructions, answering user inquiries.

Mental

1. Frequent mental alertness, attention to detail, and high degree of accuracy required in operating, monitoring, and maintaining a wide range of computer equipment and peripherals;

2. Must be able to work independently, follow written and verbal instructions

3. Must be able to use logic, organizational, and problem-solving skills to prioritize workload for most efficient computer operation and to identify and correct incomplete jobs;

4. Must maintain good attendance record, be willing to work unusual hours, holidays, make up for equipment down time, etc. to meet user schedules/job priorities;

5. Must be able to deal with pressure to meet deadlines, undesirable work hours;

6. Must be aware of Computer Security and Protection Plans and requirements for escorting uncleared personnel in computer areas;

7. Must be able to read/write/speak English, possess basic mathematical skills, and be able to communicate with customers, coworkers and supervisors and assist in training new operators.

WORKING CONDITIONS AND EQUIPMENT USED

Work may be performed in computer room where 68-degree temperature is maintained for optimum computer operation.

Tools & Equipment Used: Mainframe computers, personal computers, terminals, monitors, printers, disk drives, tape drives, microfiche, telephone, general office equipment, back support belts.

REQUIRED TRAINING AND WORK EXPERIENCE

High school diploma or equivalent and one year of experience in computer operations or one year as Computer Operator I required. Course work in data processing desirable.

OTHER SPECIAL QUALIFICATIONS

Must be able to obtain "Q" clearance. Valid driver's license required.

POSITION TITLE: Computer Operator III

JOB CODE   :   050825

DATE PREPARED :   August 1, 1983   Revised: October 27, 1993

SUMMARY STATEMENT

The incumbent is responsible for all computer operations within assigned area/shift necessary to process data and produce reports to satisfy data processing schedules required by the Company and its users.

DIMENSIONS

The incumbent reports to the Data and Operations Supervisor. The incumbent supervises activities of Computer Operator Is and IIs and supervises in the absence of Data and Operations Supervisor.

NATURE AND SCOPE

1. Responsible for detailed shift turnovers, checking equipment, and work processing; maintains logs of all work processed;

2. Plans and coordinates all work efforts necessary to assure an efficient and productive operation of computer center equipment;

3. Documents incoming and completed jobs;

4. Verifies that all jobs have run accurately; looks for error conditions, unusual circumstances, and takes corrective action if necessary;

5. Interacts with users, programmers, technical support personnel, and management regarding computer operations;

6. Trains/schedules/supervises Computer Operator Is and IIs;

7. Determines whether failures are due to machine or program failures; finds alternative method of getting work done;

8. Performs backups, start up/shut down procedures, and preventive maintenance; writes and maintains computer operation procedures;

9. Performs duties of Computer Operator Is and IIs when necessary; orders computer supplies;

10. Adheres to all Company EEO, affirmative action, environmental, health, safety, quality assurance, and security programs;

11. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

Physical

Constantly = Over 2/3 of time
Frequently = 1/3 - 2/3 of time
Occasionally = Less than 1/3 of time

1. Frequent standing/walking in computer room while monitoring and operating equipment;

2. Frequent sitting while working at computer terminal or completing paperwork;

3. Frequent lift/carry, 1 to 20 pounds of paperwork, tapes, supplies, printouts; occasionally up to 45-pound boxes of computer paper;

4. Occasional push/pull requiring force up to ten pounds while opening doors/drawers, loading boxes, etc.;

5. Occasional bending/twisting at waist/knees while changing printer paper, picking up printouts;

6. Occasional kneeling/crouching while changing printer paper;

7. Constant use of both hands/arms in reaching/handling/grasping/fingering while operating keyboard, changing tapes, changing paper/ribbons, sorting printouts, answering telephones, completing paperwork, etc.

8. Constant use of sight/hearing abilities in monitoring and operating computer equipment, maintaining security of alarms systems, and maintaining a safe work environment;

9. Frequent use of speech abilities in communicating with coworkers, receiving instructions, answering user inquiries.

Mental

1. Constant mental alertness, attention to detail, and high degree of accuracy required in operating, monitoring, and maintaining a wide range of computer equipment and peripherals;

2. Must be able to work independently, follow written and verbal instructions

3. Must be able to use logic, organizational and problem-solving skills, and knowledge of processing flow to prioritize work load for most efficient computer operation; develop new procedures; and to identify and correct daily situations;

4. Must be flexible, keep up with changes in equipment and software; willing to work unusual hours, varied shifts, holidays, make up for equipment downtime, etc., to meet user schedules/job priorities; must maintain good attendance record;

5. Must be able to deal with pressure to meet deadlines, undesirable work hours;

6. Must be aware of Computer Security and Protection Plans and requirements for escorting uncleared personnel in computer areas;

7. Must be able to read/write/speak English, possess basic mathematical skills, and be able to communicate with users, coworkers, and supervisors in an effective and professional manner;

8. Must be able to train and supervise assigned personnel.

WORKING CONDITIONS AND EQUIPMENT USED

Work may be performed in computer room where 68-degree temperature is maintained for optimum computer operation.

Tools & Equipment Used: Mainframe computers, personal computers, terminals, monitors, printers, disk drives, tape drives, microfiche, telephone, general office equipment, back support belts.

REQUIRED TRAINING AND WORK EXPERIENCE

High school diploma or equivalent and three years of experience in computer operations required. Course work in data processing preferred.

OTHER SPECIAL QUALIFICATIONS

Must have knowledge of Digital Computer Language. Must be able to obtain "Q" clearance. Valid driver's license required.