

UNIVERSITY OF ARIZONA
DEPARTMENT OF HUMAN RESOURCES
CLASSIFIED STAFF EMPLOYEE JOB DESCRIPTIONS

JOB CODE: 73160

TITLE: Computer Operator

IT PAY BAND: B02

FLSA: Non-Exempt

Purpose of Classification:

Operates and monitors mainframe or client server computer systems and peripheral equipment.

Distinguishing Characteristics:

This is the first in a series of two classifications. It is distinguished from the Computer Operator, Senior which also consults with management, technical staff and vendors to resolve complex procedural and system questions, trains and assists computer operators and adapts system configurations and production schedules.

Examples of Duties:

- Operates mainframe or client server computer systems. Monitors and controls computer operations workflow. Maintains production deadlines and standards.
- Monitors computer room environment and security.
- Monitors and analyzes console instructions, queries, error messages, machine malfunctions, stops, schedules, programs and job control language information to determine proper operating procedures.
- Informs shift supervisor, production control and/or programmers of errors or problems with job runs.
- Assists users in person, by telephone and through e-mail with basic computer operations problems or questions.
- Operates and monitors peripheral equipment such as printers and tape drives in accordance with established quality standards; organizes operations output for distribution, including tapes and large print jobs.
- Assists with backup of data.
- Documents procedures and logs tasks performed.
- Performs routine maintenance on computer hardware following established maintenance schedules and procedures.

Knowledge, Skills and Abilities:

- Knowledge of the principles, practices and techniques of computer operations.
- Knowledge of job control language appropriate to the assignment.
- Skill in responding to client questions and requests.
- Skill in analyzing routine computer operations problems.

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- Skill in performing basic arithmetic computations.
- Skill in prioritizing work.
- Skill in explaining technical concepts in non-technical language.
- Ability to communicate effectively verbally and in writing.

Minimum Qualifications:

- One year of computer operations experience in a mainframe or client server environment; OR,
- Any equivalent combination of experience, training and/or education.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

Prepared: 05/01/09