

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

JOB CODE: 73161

TITLE: Computer Operator, Senior

IT PAY BAND: B04

FLSA: Non-Exempt

Purpose of Classification:

Consults with management, vendors and technical staff to resolve complex computer operations and procedural questions. Trains and assists computer operators. Modifies and maintains system configurations and production schedules. Operates and monitors mainframe or client server computer systems and peripheral equipment.

Distinguishing Characteristics:

This is the second in a series of two classifications. It is distinguished from the Computer Operator which operates and monitors mainframe or client server computer systems and peripheral equipment.

Examples of Duties:

- Consults with management, vendors, systems, database and programming staff to resolve complex computer operations and procedural questions.
- Trains and assists computer operators concerning procedures, equipment, job requests and computer operations.
- Monitors and controls computer operations workflow. Modifies and maintains system configurations and production schedules to meet changing priorities, system capabilities and performance objectives.
- Operates mainframe or client server computer systems. Monitors job completion and computer room environment and security. Ensures computer operations standards are maintained. Documents procedures and logs tasks performed.
- 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 programming personnel of errors or problems with job runs.
- Assists users in person, by telephone and through e-mail with 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.
- Monitors and performs regular backup of all data. Uses backup systems to restore data in the event of system malfunctions or other problems.
- Performs maintenance on computer hardware following established maintenance schedules and procedures.

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Knowledge, Skills and Abilities:

- Knowledge of the principles, practices and techniques of computer operations.
- Knowledge of job control language appropriate to assignment.
- Skill in responding to client questions and requests.
- Skill in training less experienced computer operators.
- Skill in prioritizing work.
- Skill in performing basic arithmetic computations.
- Skill in analyzing computer operations problems.
- Skill in explaining technical concepts in non-technical language.
- Ability to communicate effectively verbally and in writing.

Minimum Qualifications:

- Three years of computer operations experience in a mainframe or client server environment; OR,
- Associate's degree in Management Information Systems, Computer Information Technology or related field AND two years 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