STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Computer Operator

Class Code: 20364
Pay Grade: GF

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A. Purpose:

Maintains computer system operations by monitoring the master consoles, releasing production jobs, responding to master console messages, loading and unloading tapes, printing output on high speed printers, supporting problem calls, and determining and responding to equipment problems to ensure efficient computer room operations.

B. Distinguishing Feature:

The Computer Operator carries out assigned computer room operations duties.
The Senior Computer Operator carries out computer room duties, trains personnel, leads disaster recovery teams, and serves in the supervisor's absence.

C. Functions:
(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Monitors console workstation operations to effectively manage data coming in through numerous computer and video monitors.
    a. Monitors all job streams coming into the state computer system.
    b. Uses scheduling software to prioritize jobs to minimize conflicts and make the most efficient use of limited computer resources.
    c. Notifies appropriate contacts of jobstream failures or file conflicts and carries out remedial actions as requested.
    d. Monitors environmental, fire, and security systems of state buildings and property.
    e. Handles Help Desk calls and submits work orders during Help Desk off hours.
    f. Monitors the following platforms to ensure satisfactory production client service; mainframe, AS/400, Client/Server software, RS6000, state websites, interactive voice response (IVR) phone lines, and HIPAA mandated web-based systems to ensure the systems are functioning and makes appropriate contacts to report malfunctions.
    g. Maintains electronic logs.
    h. Serves as a system operator for IPL's (Initial Program Load) to shut down the mainframe and bring it back up.
    i. Performs various backups.
    j. Certified and ready to carry out 24 x 7 AMBER Alert functions.

2. Operates various printers and related equipment to generate output.
    a. Assigns correct print job class to printers and sets up printer to receive appropriate output class and form.
    b. Loads forms onto printer to ensure precise alignment, clears jams, and adjusts printers as needed.
    c. Packages, routes, and accounts for print jobs.
    d. Runs multipart forms through burster or decollator as needed.
    e. Prioritizes print jobs to make efficient use of printers.
    f. Maintains chain of custody on all output as well as signature sheet.
    g. Orders forms, chemicals, and other supplies.
    h. Replaces toner, fuser oil, developer, and ribbons as needed.

      i. Cleans and performs preventive maintenance on printers and related equipment.

3. Carries out tape management functions to ensure effective tape library operations.
   a. Watches job flow on monitors and has prerequisite tape ready.
   b. Pulls and loads appropriate tapes.
   c. Returns tapes to library or transports to records management.
   d. Identifies damaged tapes and routes to Production Control.
   e. Identifies and takes the appropriate action to ensure tape drives are available and functioning in a manner that ensures accurate data recording.

4. Operates the microfiche printer unit to ensure fiche is properly created.
   a. Runs fiche, stickers, and revenue print jobs.
   b. Maintains levels of chemicals in the fiche printer and changes as needed.
   c. Changes film in the fiche and duplicator as needed.
   d. Labels, routes, and make copies of fiche.
   e. Replaces broken or worn parts on equipment.

5. Carries out disaster recovery functions as needed.
   a. Prepares and accounts for tapes shipment and return to the State's offsite vault.
   b. Participates in the yearly hot-site disaster recovery test.

6. Performs other work as assigned.

D. Reporting Relationships:

Reports to an Operations Supervisor. Does not supervise, but may assist in training new employees.

E. Challenges and Problems:

Challenged to know the requirements of thousands of jobs that will run on multiple platforms during a shift and staying current on all the procedures. This is difficult due to constant changes in procedures and equipment. Some activities, such as IPL's, AMBER Alerts, and disaster recovery do not occur frequently but have detailed steps and procedures that must be followed in exact order, requiring the incumbent to stay continually trained and familiar with the procedures. Further challenged to constantly monitor and be alert to system activities throughout a shift, and quickly adapt to numerous changes that may be required for that day.

Typical problems resolved include system abends or abnormalities, re-running jobs outside the normal stream without causing conflict with other jobs; dealing with paper jams and other printer and output issues; and misfiled or damaged tapes.

F. Decision-making Authority:

Decisions made include the order to run jobs to best use system resources and balance large and small jobs; which software tool sets to use and what information is critical for diagnostic purposes; if a contact needs to be made as well as the proper person to contact for abends, alarms, etc.; prioritizing print jobs, determining which forms to load, which documents to shred, and if a print job needs to be re-run; which tapes to load and in what order; and the proper procedures to follow for IPLs, amber alerts, and disaster recovery activities.

Decisions referred include problems or issues that fall outside normal operating procedures, and corrective actions to apply to abends or other system issues.

G. Contact with Others:

Contact with Developers to discuss abends or other system issues, staff in other areas of BIT to discuss issues relevant to computer operations; and Data Center clients concerning output or system issues specific to their agency.

H. Working Conditions:

The computer room operates 24 hours a day, 365 days a year. Incumbents work various shifts and workstations. On holidays and weekends, the incumbent may operate all workstations alone with no supervisor. Subject to eye strain, and working with high voltage equipment and chemicals. May be involved in high stress activities during AMBER Alert and Endangered Persons Advisory situations.

I. Knowledge, Skills, and Abilities:

Knowledge of:
* general computer concepts and operations.

Ability to:
* establish and maintain effective working relationships;
* remain in a stationary position and/or move for extended periods of time;
* review and respond to messages scrolling across a computer screen;
* routinely lift, carry, and arrange 50 pound boxes of paper;
* prepare and maintain a sequential record of activity performed on a shift;
* accurately interpret computer-issued error messages and take appropriate action;
* operate all computer center equipment;
* communicate effectively;
* follow safety rules when handling chemicals and mechanical equipment.
* work effectively with deadlines during periods of high work load.