COMPUTER SYSTEMS OPERATIONS SPECIALIST

DEFINITION

Under the general supervision of the Manager, Technology Applications, or his/ her designee, initializes, operates, controls, troubleshoots and performs minor maintenance on the mainframe computer and peripheral equipment; provides support to users of local area networks and personal computers; and performs related work as assigned.

CLASS CHARACTERISTICS

This class is the specialist support position for the mainframe computer and peripherals. Under general supervision, independently performs a full range of mainframe operations, troubleshooting and user assistance and training on the mainframe system. Responsibilities go beyond. Operation of the mainframe computer in both batch and on-line modes, and include significant user interface installation and instruction as well as personal computer hardware and software installation and requires a broad understanding of personal computer applications in both the academic and administrative setting.

EXAMPLES OF DUTIES (Illustrative Only)

Operates and controls the mainframe computer for batch or on-line processing; monitors and maintains system status; loads tape files, prepares equipment with forms in accordance with operating instructions; operates and monitors master system console; reviews operator logs to determine system and equipment status, maintenance and repair services due, etc.; reviews job schedule; diagnoses, troubleshoots, reports and resolves interruptions or problems in processing, software or hardware if possible; solves minor problems with job control language; contacts supervisor or calls for service as appropriate; replaces ribbons on printers, cleans tape drives and performs related minor maintenance, maintains the tape library; logs tapes into the library, prepares tape labels and maintains records of tape usage, sets up and operates telecommunications and/or networking equipment; installs, tests and troubleshoots personal computer, local area network and related hardware and software; processes orders for hardware and software for predetermined vendors; maintains inventory and related records of personal computer hardware, software, licensing agreements, etc.; works with business and academic users regarding personal and on-line applications; verifies that input and output documents are complete before releasing from the computer area; monitors the computer room equipment and environment and follows procedures for required or corrective action; monitors on-line systems and responds to inquiries from on-line computer users; provides technical assistance and instruction to users in assigned areas; operates decollating, bursting, printing and related support equipment; maintains stocks of papers and forms and distributes output as required; maintains logs and records related to the work performed; documents all procedures and software load procedures; and performs related duties as required or assigned.
QUALIFICATIONS

Knowledge of:

- Techniques and terminology used in the operation of a mainframe system compatible with College operating hardware
- Applicable operating environments, commands and structures (MPE/iX, DOS, Windows, Macintosh)
- Initialization, operating, backup and restore procedures for the mainframe and initialize and operate network systems
- Personal computer and local area network hardware and software, its operations and principles
- Commonly used microcomputer applications
- Business mathematics

Skill in and ability to:

- Initialize and operate the mainframe computer system and peripheral equipment setting up, adjusting and performing minor maintenance to printers, tape drives and related peripheral equipment
- Monitor and respond to equipment and system status messages
- Confer with users and programmers to troubleshoot and resolve processing problems
- Provide instruction to users in hardware and software capabilities, application and operations
- Organize and prioritize work and meet critical deadlines
- Maintain accurate records and write reports
- Establish and maintain effective working relationships with those contracted in the course of the work
- Develop written documentation of procedures use in a clear, concise and readable format
- Read, analyze, process and interpret technical manuals, procedures and instructions
- Define problem areas, collect and evaluate data, and make appropriate recommendations
- Make arithmetic calculations accurately and rapidly
- Communicate effectively, both orally and in writing
- Attend to and analyze detailed information
- Exercise discretion and safeguard the confidentiality of information
- Understand and follow oral and written directions
- Effectively interact with other staff, operating departments, and representatives from vendors
- Trace, identify, and resolve hardware and software malfunctions
- Appropriately responds to system generated messages
Other requirements:

- Must be able to safely lift and move boxes and equipment weighing up to 40 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work days, evenings, and weekends at on and off-campus locations
- May be required to possess (at time of hire) and maintain a valid California driver's license and a safe driving record in order to drive a vehicle, including college carts

Education and experience:

A typical way of gaining the knowledge, skills and abilities outlined above is:

Equivalent to graduation from high school AND two years of experience in data entry, data control and regular use of personal computers or operating mainframe computer equipment. Some college level coursework in computer technology is desirable.