SENIOR COMPUTER OPERATOR
(CLASS CODE 1428)

Task List - 2021

Technical

1. Monitors applications and software platforms on various mainframe and distributed processing platforms, reviews system logs, displays jobs to be executed, releases jobs for processing, displays hold queues, monitors system activity, and interacts with users in order to resolve software or hardware changes reported by users, such as password resets, and supervise the operation of peripheral computer equipment and general help desk functions.

2. Performs the process of IPL (initial program load) in order to perform maintenance updates.

3. Monitors Master Console and uses special monitoring tools, such as Omegamon, in order to maintain maximum system operating flow and verify that on-line applications are active and accessible.

4. Enters information into an electronic log, using software, such as Syslog Management and Retrieval (SMR), in order to establish documentation of system problems, including any discovered causes or resolutions, and to document all system application activity for future reference.

5. Operates new equipment and software and expands knowledge by taking self-study courses, reading manuals, and attending special training classes in order to instruct staff in the proper use of new software.

Communication

6. Discusses specific computer outages or major system problems, such as failing systems, hardware failures, and software errors, with management in order to arrange corrective/preventative action and allow the manager to respond to questions from other departments.

7. Communicates to department users, usually by telephone, in order to receive information, provide information, or resolve problems regarding on-line systems/applications.

8. Communicates with appropriate vendors, either by email or telephone, in order to obtain immediate attention to computer operation problems.

9. Communicates incident/hardware malfunctions on major system problems, in person, through email, or by telephone, in order to provide documentation to shift supervisors and managers of what had occurred.

Safety Focus

10. Inspects all work areas for safety concerns and proper functioning of equipment and assigns tasks to subordinates, such as printer maintenance, in order to maintain a safe and clean work area.

Supervision

11. Supervises a group of employees, reviews turn-over log, and confers with supervisors from other shifts to coordinate the shift activities, assignments, and priorities; considers assignments in terms of content, difficulty, safety, and timeframe as well as employee workload, capabilities, and developmental needs; and assigns responsibility and explains assignments, while providing technical expertise in difficult phases of assignments, in order to ensure workload is appropriately distributed among staff and that they are prepared to complete it as directed.

12. Observes employee performance, reviews work of employees, and monitors job progress in order to ensure that the work is completed safely, timely and up to standards; and makes necessary adjustments to work in progress.

13. Documents incidents of noteworthy good or poor job performance; evaluates employees in areas relevant to the job; documents employee evaluations and discusses evaluations with the employee, including quantity and quality, timeliness, and problems encountered; and provides verbal and/or written praise and/or constructive criticism in order to provide recognition of good/poor performance and to coach them for effective performance for future assignments.

14. Conveys information to employees orally or in writing, including information from management, such as policy changes or department objectives, safety requirements, updated safety and new product information, and training and promotional opportunities; listens to employee suggestions and concerns and follows-up as appropriate; discusses and coordinates activities of unit with other supervisors and/or other staff; and documents and informs management of completed work activities, deviations from planned work, concerns, ideas, and suggestions in order to ensure everyone is provided relevant information.

15. Schedules employee time at work; approves/disapproves employee requests for time off; and verifies that timesheets properly account for employee work time in order to ensure necessary levels of staffing, timely completion of work, and appropriate documentation.

16. Applies the principles of Equal Employment Opportunity; listens to employee grievances and disputes to identify a fair solution based on facts; counsels employees regarding problems such as rule infractions, inappropriate conduct, or safety violations; and/or disciplines employees following departmental progressive disciplinary procedures in order to perform personnel policy functions.

17. Trains employees by explaining and demonstrating work procedures and then observing employee performance; assists employees in preparation for promotional opportunities; facilitates employees' work by ensuring necessary resources (e.g., tools, equipment, manuals, and software) are available in order to ensure employees are properly trained and provide relevant equipment and information.