COMPUTER OPERATOR (MID-RANGE SYSTEM)

DISTINGUISHING FEATURES OF THE CLASS: This is skilled work of a complex nature involving the operation of a medium sized computer system or server, system printers and various related devices. Duties include minor maintenance of system printers and other printers as well as clerical duties. While this work is performed according to certain complex written procedures under the general supervision of a supervisor, the operator is expected to exercise considerable judgment and independent action to complete work assignments. Does related work as required.

TYPICAL WORK ACTIVITIES:
General:
Operates a computer and peripheral equipment to complete assigned tasks such as entering
  information, making corrections to data, running reports, printing checks or labels, etc.;
Performs data entry of a sensitive nature to records maintained by various departments or offices;
Monitors and controls print and job queues on the system or server;
Checks all bills for equipment servicing for accuracy;
Runs reports and labels as requested by department heads and/or administrators;
Maintains inventory of supplies such as printer paper, check stock, ribbons, toner, etc. and places
  orders for more as needed;
Opens, sorts and distributes mail;
Answers telephones for the unit;
Runs back-up tape for all work done, deletes old work, makes sure back-up was completed and
  ensures there is enough tape for back-up;
May maintain record of equipment warrantees, arrange for service contracts and track same;
May maintain stock of printer parts and send for new ones as required;
May troubleshoot equipment problems when contacted by users and perform minor repair and
  maintenance;
May perform minor servicing on printers such as cleaning, changing ribbons and failed parts, etc.

When working for a Town:
Maintains inventory of all computer-related equipment over a certain value by keeping a
  computerized record of same, researching the cost when needed, assigning tag numbers,
  conducting a physical inventory, etc.;
Prints monthly bills for landfill based on usage as recorded on the computer by on-site employees,
  proofs same and labels for mailing;
Prints twice-yearly property tax bills on a continuous printout, bursts same, stuffs envelopes and
  separates for mailing;
Prepares list of all equipment to be placed in surplus, with description of items, serial numbers,
  inventory tag numbers and gives to Purchasing for bidding.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of the operation of a medium sized computer system or server; good knowledge of the operation of printers and other devices; working knowledge of office practices and procedures; ability to run queries to perform data inquiry tasks; ability to read, understand and apply back-up and other written procedures; ability to perform data entry tasks at an acceptable degree of speed and accuracy*; ability to follow instructions; ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and one (1) year of training and/or experience in the operation of a computer system or server, system printer and related devices such as tape drives, disk arrays, CD ROM drives, etc. Said training and/or experience to include the performance of various operating system job queues, message queues and various device monitoring. Six (6) months of the training and/or experience must have included performing data inquiry to prepare reports.

NOTE: Additional years performing data inquiry to prepare report may be substituted for high school on a year-for-year basis.

*To be demonstrated during the probationary period.