Jurisdiction Class: Competitive
EEO Category: Technicians
Revised: 12/31/2022

<u>COMPUTER OPERATOR</u>

<u>**DISTINGUISHING FEATURES OF THE CLASS:**</u> The employee in this class operates, monitors, and controls the operation of a computer and peripheral equipment in conformance with programmed instructions. This is technical work involving responsibility for the operation of a computer and related peripheral equipment in a computer center. This position does not involve responsibility in the area of programming or systems analysis. An employee in this class is responsible for maintaining individual controls over work flow, time schedules and distribution of completed data for the equipment. Work is performed under general supervision of the department head or senior computer operator on routine assignments, in accordance with defined procedures. Supervision is available for consultation on unusual problems and to provide instruction on new or difficult assignments. Supervision over others is not normally a responsibility of this class. The incumbent performs related work as required.

<u>**TYPICAL WORK ACTIVITIES:**</u> (Illustrative Only)
Operates a computer and related peripheral equipment including multi-functional production printers in compiling and processing data for a variety of financial and management systems;
Makes routine adjustments to computers and related peripheral equipment;
Studies computer program operating instructions to determine equipment set-up and running sequence;
Works with various departmental employees involved in preparation of data for computer storage and processing;
Maintains files and manuals on operations and procedures;
Consults with superiors and reports problems and deviations affecting workload and scheduling;
Schedules jobs for computer run;
Updates and backs-up mainframe and computer network files;
Performs cleaning and simple maintenance of selected hardware;
Identifies system malfunctions and initiates corrective action within the scope of knowledge and authority, including executing service calls to vendors as needed, or seeks assistance from a supervisor when causes of problems are not apparent;
Processes, prints, and distributes both periodic and customized reports to selected departments and customers as requested;
Performs minor computer functions such as running listings, compiling, sorting, reproducing, and minor updates;
Performs clerical functions related to machine operation, data processing procedures, and related activities in the office;
Maintains computer transaction records and processes periodic and year-end reports;
Prepares a variety of records and reports related to the work;
Operates peripheral equipment such as a sorter, decollator, burster, printer, display station, multi-functional production printers, etc.;
Provides first-line diagnosing/troubleshooting of computer problems relating to software packages, basic hardware issues, security and password problems;

TYPICAL WORK ACTIVITIES: (continued)
Arranges with service providers for repair of desktop, laptop, computer hardware, desktop, laptop and computer operating system software and peripheral equipment;
Conducts follow-up checks to ensure that problems are resolved to each staff/customer's satisfaction;
May assist other operators with difficult or unfamiliar operations;
May operate an adding machine and keyboard in performance of duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge in the use and operation of mini- or micro-computers, and related peripheral equipment including multi-functional production printers; working knowledge of office terminology, procedures and equipment; ability to make minor adjustments to computers and related peripheral equipment; ability to plan and schedule work; ability to read and interpret instructions relating to data processing and execution of computer programming; ability to understand and follow oral and written directions; computer literacy; speed and accuracy.

MINIMUM QUALIFICATIONS: Applicants must meet minimum qualifications at time of application. Either:

(A) Possession of Associate's Degree, **OR**

(B) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of technical experience* in the operation of a mini- or micro-computer and related peripheral equipment.

*Technical experience tasks include preparing equipment to run jobs, mounting and removing tapes or disks, and occasionally troubleshooting programs or hardware during operation, or tasks of a similar nature. Word processing or data entry experience is NOT considered qualifying experience.

NOTES:
1. Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.
2. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. Candidates will be required to pay the evaluation fee.