

CITY OF SALINAS

COMPUTER OPERATOR

BARGAINING UNIT/CLASS CODE:

SMEA / H15

DEFINITION

Oversee the operation of computer hardware systems, ensuring that these machines are used as efficiently and securely as possible. Work with Intel Servers, minicomputers, or networks of personal computers. Anticipate problems and take preventive action, as well as solve problems that occur during operations. Working from operating instructions prepared by programmers, users, or operations managers, set controls on the computer and on peripheral devices required to run a particular job. Load equipment with tapes, disks, or other media as needed; monitor the control console and respond to operating and computer messages. If an error message occurs, locate and solve the problem or terminate the program. Maintain logbooks or operating records, listing each job that is run and events, such as machine malfunctions, that occur during their shift. In addition, help programmers and systems analysts test and debug new programs.

DISTINGUISHING CHARACTERISTICS

This classification is primarily responsible for City Data Center equipment. This class monitors hardware, operating systems, and related data center and communication systems and performs backup, tape inventory and rotation, UPS evaluation and maintenance, as well the review of a variety of daily logs, assists Network/Systems Administrator in the review and evaluation of various monitoring tools and patch management of host operating systems.

ESSENTIAL JOBS FUNCTIONS OF THE POSITION - Duties may include, but are not limited to the following:

Manage and maintain backups, review daily backup logs, change backup tapes, rotate tapes in/out of service, maintain tape inventories, troubleshoot backup problems, monitor database backup procedures; Monitor servers and review server logs, daily Unix production server E-mails, daily Windows 2000/2003 event log review (approx 50 servers); computer room operations, configure and modify UPS shutdown settings, change UPS batteries when needed, maintain computer room organization (cabling, CDs and disks), maintain computer room procedures and other related documentation; maintain servers, apply Operating System patches and updates as directed, apply Firmware and BIOS updates as directed. Application Support, load media into production systems as needed; Unix administration, checking system status and performance, working with command line and scripts, contact appropriate staff to resolve console control panel errors, determine source of computer problems (hardware, software, user access, etc.), advise staff on appropriate action, document computer problems and resolutions for future reference, maintain confidentiality with regard to the information being processed, stored or accessed, occasional off-hours work and support.

ADDITIONAL RESPONSIBILITIES

Provide on-the-job training to new department staff members. Assist personnel of other departments as a computer resource. Provide computer orientation to new city staff.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and related equipment; vision sufficient to read printed materials, visual display terminals, detailed fine writing on software specifications, and distinguish colors for hardware and software performance evaluation purposes; hearing sufficient to conduct in person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead as needed; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs., infrequent need to lift up to 50

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pounds of computer hardware; physical stamina sufficient to sit for prolonged periods of time; mental acuity to collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Occasionally include out-of office work at near-by worksites, driving to job sites and meetings, and out-of-town training.

QUALIFICATIONS:

Knowledge of:

Incumbent must have a thorough knowledge of computer system backup requirements and procedures. Knowledge of computer input and output media. Knowledge of Microsoft Windows 2000 Professional, Microsoft Windows Server family (2000, 2003, Standard, Enterprise, etc), Unix, Microsoft Office products (MS Word, Excel, Power Point). Plus a knowledge of basic computer room/data center protocols and procedures.

Ability to:

Must have the ability to initialize and operate computer hardware and software systems. Needs to understand and utilize computer operating systems utilities. Must possess knowledge of computer job control procedures and have the ability to determine the nature of computer hardware and systems software problems, and to communicate technical guidance and information to users. Ability to learn and support new systems and applications. Ability to receive and follow direction.

Communicate effectively with all levels of management. Establish effective working relationships with employees, other City staff, departments, and the general public. Ensure the City's philosophy of successful customer service is understood by all subordinate employees and carried out in all forms of communication and practices. Provide a global perspective to assist department's Citywide in emerging technology. Work with staff requires interpersonal skills. This is normally acquired through a combination of a Bachelor's Degree and three to five years of computer operations experience.

License and Certificates:

Must possess a valid California Driver's License.

Education and Experience:

Any combination of training, education, and experience equivalent to a two-year degree from an accredited college or technical school with a major in information systems, telecommunications, computer science, or a closely related computing systems concentration; AND a minimum of two (2) years of progressively responsible experience in operations which includes one (1) year in the an environment of at least 400 end users, 20 servers and multiple locations.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____