MAJOR FUNCTION

This is entry-level technical work in the operation of computer-related equipment. An employee allocated to this class performs routine operations in accordance with well-established procedures. Work is performed under the guidance of a Computer Operator II, who assigns projects and reviews work while in progress and upon completion.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Operates computer system and peripheral equipment for the execution of production and test programs. Loads and unloads tapes and programs. Maintains records of operations. Assists technical superiors in planning and gathering data for computer analysis. Assists in updating and maintaining computerized records and in producing reports. Analyzes less complex data storage, selection, and computation problems. Performs cleaning and minor maintenance and adjustments on specified equipment under direct supervision. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Performs related work as required.

Technology and Innovation Temporary Employees: This is an entry-level technical position in the Support Desk that is within the Technology and Innovation Department. A Computer Operator I would be the first level of support for the Technology & Innovation Department. Work is to include, but not limited to, installation of software, assistance with creating documentation and guides for the Support Desk and taking calls from users to create a ticket in department's ticket management system detailing the problem. Ability to give verbal instructions on how to resolve issues. Perform related work as required and complete special projects as needed.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of the operation, adjustment, and care of computer-related equipment. Knowledge of the application of computers to accounting and statistical problems. Knowledge of the principles, practices, and procedures of computer-related processing. Ability to perform minor operating adjustments. Ability to communicate effectively, both orally and in writing. Ability to understand and follow moderately complex oral and written instructions. Ability to learn new methods, procedures, and operations.

Technology and Innovation Temporary Employees: Knowledge of principles, practices and procedures for performing information technology related tasks. Ability to communicate effectively, both orally and in writing. Ability to troubleshoot and resolve issues. Proficient in Microsoft Office Suite. Ability to install software. Ability to follow simple to complex instructions to complete a task. Ability to work alone or on a team to complete given tasks.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and one year of experience that includes computer-related skills; or an equivalent combination of training and experience.

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