

**COMPUTER OPERATOR/TECHNICIAN**  
**TOMPKINS COUNTY**

**Department** Data Processing  
**Classification** Competitive  
**Labor Grade** H (8)  
**Approved** Bd. Res. #75, 3/17/87  
**Revised** 5/12/91, 12/93  
**By** HH, Commissioner of Personnel  
**BBP Risk Factor** 3

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for operating computer hardware, including mainframe, printer, tape drives and terminals. Other responsibilities include: processing batch jobs, system monitoring, tape library maintenance and operation of burster and decollator to prepare reports. The work is subject to frequent interrupting, changes in work priority and rush orders and conflicting deadlines. This position may require clerical and general accounting duties. Work is performed under supervision of department head or designated supervisor. The position does not involve supervision over others. Incumbents on a daily basis will be required to lift objects, such as computer form boxes (30 to 40 lbs). Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Operates computer hardware equipment such as mainframe, printer, tape drives and terminals;  
Installs and operates microcomputer and peripheral equipment, including but not limited to: printers, tape backup units, modems, scanners, and software;  
Prepares and executes batch jobs;  
Maintains tape library, monitors tape usage;  
Print jobs;  
Operates burster and decollator for report preparation and assists personnel from other departments in their use;  
Monitors computer files: backup/restoration of files from disk storage to magnetic tape storage, and vice versa;  
Provides general maintenance to printer, tape drives- which includes restocking paper and cleaning printers and tape drives;  
Assemble and install mainframe terminal devices, cabling and connections;  
Assist in software testing;  
Assist in trouble-shooting hardware and software problems;  
Answers help line to provide assistance to users;  
Prepares/up-dates program/system, procedure documentation;  
Maintains inventory of computer and office supplies;  
Use word processing and spreadsheet software on microcomputer;  
Compile, type and maintain procedural documentation;  
Type letters, memorandums, proposals, invoices, vouchers, purchase orders and other documents;

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Answer telephone, give out routine information, take messages, schedule meetings as requested;  
Review a variety of documents such as claim forms, vouchers, invoices, bills and purchase orders to determine eligibility for payment;  
Prepare simple financial or statistical reports from data entered, including status of accounts, current balances, cash received or paid;  
File and maintain all records related to the processing of nightly job runs, departmental payroll, invoices, vouchers, bills and correspondence;  
Receives, balances and audits simple payroll time records;  
Distributes reports to other departments;  
Contact customers, vendors, etc. to obtain additional information as necessary;  
Maintain statistical records;  
Maintain and update a library of technical manuals, supply catalogs and other manuals; and  
Pick-up, sort and deliver departmental mail.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the operation of computer hardware, including mainframe, tape drive, printer and terminal;  
Working knowledge of hardware operations scheduling and job control language;  
Working knowledge of the operations of printer burster and decollator;  
Working knowledge of general maintenance to printers and tape drives;  
Ability to communicate effectively, both orally and in writing;  
Basic knowledge of computer operations, word processing and spreadsheet software;  
Clerical aptitude; and  
Ability to understand and carry out verbal and written instructions.

**MINIMUM QUALIFICATIONS: EITHER:**

- (a) Completion of 60 credit hours from a regionally accredited or New York State registered college or university at least 12 in computer Science/electronic data processing or related field, with 6 of those hours directly related to computer operations; **OR**
- (b) Successful completion of a six-month course in electronic computer operations which must have included hands-on" computer operation for a major portion of the course; **OR**
- (c) One year of full-time paid (or equivalent part-time and/or volunteer) experience in the operation of an installed computer; **OR**
- (d) Any equivalent combination of training and experience as described in (a), (b) and (c) above.

**NOTE:** Qualifying experience must include daily involvement in the operation of multi-user minicomputer or mainframe systems.