

COMPUTER ASSOCIATE (OPERATIONS)

Duties and Responsibilities

This class of positions encompasses either supervision of personnel operating computer consoles and computer peripheral devices or performing as a technical resource person in computer operations or data communication. There are three Assignment Levels within this class of positions. The following are typical assignments within this class of positions. All personnel perform related work.

Assignment Level I

Under general supervision, with very considerable latitude for independent initiative and judgment, supervises the activities of subordinates in one or more computer operating units of considerable size, or serves as a technical resource person in the performance of computer operations, or performs as a technical resource person in the diagnosis and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations and to minimize downtime in the case of system failure.

Assignment Level II

Under direction, with great latitude for independent initiative and judgment, supervises the activities of computer operating units in a large computer operational environment, or is responsible for performing very difficult and complex console and peripheral equipment operations, or serves as a technical resource person in performance of computer operations in a complex computer operational environment which may include multiple mainframes and a large data communications network, or, in a complex computer environment which includes a large communications network, performs as a technical resource person in the diagnosis and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations and to minimize downtime in the event of system failure. Also performs one or more of the tasks described below:

- Schedules production and assists in solution of operational and scheduling problems.
- Establishes and secures adherence to uniform performance standards and efficient methods of work.
- Trains, instructs, and schedules computer operations personnel.

COMPUTER ASSOCIATE (OPERATIONS) (continued)

Assignment Level III

Under general direction, with very great latitude for independent initiative and judgment, supervises the activities of the computer operating units in a large and complex computer operational environment, or is responsible for performing extremely difficult and complex console and peripheral equipment operations, or serves as a technical resource person in the performance of computer operations in a highly complex computer operational environment which typically includes multiple mainframes and a large data communications network, or, in a highly complex computer environment which includes a large communications network, performs as a technical resource person in the diagnosis and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations, and to minimize downtime in the event of system failure. Also performs one or more of the following:

- Performs administrative work related to the operation of the data processing installation.
- Schedules production and assists in solution of operational and scheduling problems.
- Establishes and secures adherence to uniform performance standards and efficient methods of work.
- Trains, instructs and schedules computer operations personnel.
- Plans, assigns, and reviews the work of subordinates and is generally responsible for the satisfactory completion of the work performed.
- Performs related functions required for the continued and effective operation of computer.

Qualification Requirements

1. Graduation from a senior high school or evidence of having passed an examination for a high school equivalency diploma and four years of satisfactory, full-time paid computer operation experience; or
2. Graduation from a senior high school or evidence of having passed an examination for a high school equivalency diploma and four years of satisfactory full-time paid experience in data communications of which at least one year must have been as a trouble shooter or customer engineer for a data communications system; or
3. Education and/or experience equivalent to "1" and "2" above.

Direct Lines of Promotion

From: Computer Aid (13620)

To: Computer, Operations Manager (10074)