

The University of British Columbia

STANDARD JOB DESCRIPTION

Job Title: COMPUTER OPERATOR

Pay Grade:

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Level Definition: This level covers positions responsible for operating a computer system on an assigned shift. Reviews program of operating instructions to determine equipment set-up and initiates job execution according to schedule provided.

Typical Duties:

- Operates system's master console, controlling for example the status of lines, terminals, programs. Performs required actions to achieve system shutdowns, restarts or recoveries.
- Uses such facilities as work schedules, utility programs, console messages, Production Job and Operator manuals to select and prepare computer files for processing; to select and mount disks, and/or tapes, on appropriate drives; to initiate the execution of the jobs in relation to priority and available resources; to select and mount appropriate computer forms on the printer and to enter parameter or special instructions on the console; to perform post-processing of output if necessary; to complete associated delivery sheets.
- Monitors computer output, making necessary adjustments in accordance with established procedures to meet schedule priorities; monitors input/output and responds to system messages associated with related hardware such as card readers/punches, printers, plotters, tape drives, etc. Responsible for quality of output.
- Attempts to diagnose and rectify computer problems (hardware and software) that cause system to go down; refers problem to supervisor for further action as necessary, or calls systems people or Customer Engineer.
- Completes U Plan reports to track downtime of any device out-of-order, how and when fixed, and Production Job Problem Reports for any failed production jobs.
- Assists with training of computer operators in the operation of computer equipment and related procedures.
- Keeps work environment in a clean and orderly condition. Cleans tape drives, printers and card readers, etc. on scheduled basis.
- Operates auxiliary equipment such as bursters, sorters, decollators, etc.
- Responds to user enquiries (faculty, computing staff and students) and attempts to diagnose their run problems and/or handle peripheral equipment breakdowns; may provide coverage for the reception area as required.
- Stocks the operations and public areas with required materials.

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APPROVED: _____

A.J. Burian,

Date _____

March 12, 1984

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- Controls the access of unauthorized persons to the operations areas. Insures the security of designated areas at closing times.
- Performs other duties related to qualifications and requirements of the job.

Decision Making: Uses initiative in execution of the jobs in relation to priority and availability of resources. Refers hardware and software problems which cannot be corrected to supervisor for action.

Supervision Received: Performs computing jobs according to assigned schedule and works under general supervision.

Supervision Exercised: Assists with training and oversees work of Computer Operator Trainees as designated.

Minimum Qualifications

Education: High school graduation supplemented by successful completion of a diploma program in computer operations from a recognized technical institute or vocational school, or, alternatively, an equivalent combination of formal and on-the-job training operating small to medium scale computer systems.

Experience: One to two years experience operating medium to large scale computer systems.

Skills: Good technical skills required to be able to effectively operate all computer and auxiliary equipment and to diagnose reasons for equipment breakdowns. Good oral communication skills to be able to deal effectively with user enquiries.

Other Requirements: Must be available and willing to work shift hours.