

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: COMPUTER OPERATOR

BASIC FUNCTION:

Under the direction of the Manager, Information Technology Support, perform a variety of computer operations involved in processing, generating and printing checks, reports, documents and various other materials.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Utilize computers and peripheral equipment to input and update data, provide links to data and generate payroll and accounts payable checks and a variety of documents and reports; initiate queries, compile information, process reports and manipulate data as appropriate.

Receive, sort and review printing, data, document and reporting requests; develop and maintain printing schedules and time lines; prepare requests for processing; review completed printing jobs for completeness and accuracy.

Establish, maintain and update automated records and files; maintain data integrity; prepare and store backup data files in accordance with established procedures; monitor available system disk space; move and resize files to provide for program running as needed; maintain library of back-up files.

Provide back-up help desk support to personnel concerning computer operations, software applications and related malfunctions; receive and respond to user telephone calls and e-mails; provide general troubleshooting, determine type of request and provide solutions.

Monitor computer hardware and software system operations to assure proper and efficient functioning; perform a variety of general computer maintenance functions such as rebooting systems, performing restores and running maintenance applications.

Communicate with County Office personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, peripherals and specialized software; arrange for equipment maintenance and repairs as needed.

Maintain a variety of records related to production, back-up data files and assigned activities.

Assure projects are completed according to established time lines; distribute completed projects to appropriate staff.

January 18, 2006

San Mateo County Office of Education

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles, methods and procedures of operating computers and peripheral equipment.

Data control procedures and data entry operations.

Principles and practices of data processing.

Record retrieval and storage systems.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Scheduling requirements for special projects and production runs.

Computer hardware systems and software applications utilized by the County Office.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Record-keeping and report preparation techniques.

ABILITY TO:

Utilize computers and peripheral equipment to input and update data, provide links to data and generate payroll and accounts payable checks and a variety of documents and reports.

Initiate queries, compile information, process reports and manipulate data as appropriate.

Maintain data integrity and prepare backup data files.

Type or input data at an acceptable rate of speed.

Operate computers and peripheral equipment properly and efficiently.

Provide assistance to system users concerning software applications, operations and malfunctions.

Detect errors and inaccuracies in data output reports.

Maintain various records related to work performed.

Understand and follow oral and written instructions.

Meet schedules and time lines.

Work independently with little direction.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years experience involving data processing and computer operations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information.

Seeing to view a computer monitor and read a variety of materials.

Sitting for extended periods of time.

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position.

Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally to retrieve supplies.