Job Class Profile: Computer Operator I

Pay Level: CG-24   Point Band: 422-455

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	3	4	2	2	2	1	3	
Points	140	50	19	19	60	43	41	21	32	425

JOB SUMMARY

The Computer Operator I is responsible for the operation and control of computers, peripherals, unit record and auxiliary equipment for the purpose of reporting, storing, retrieving and comparing data and solving problems.

Key and Periodic Activities

— Analyzes and prepares information/data for input into the computer system by data entry staff. Output is transformed into report format for the supervisor's review.

— Co-ordinates the use of, or operates, one or more of the following: a unit record machine for tabulating; a printer system; peripheral equipment, a small scale multi-programmed computer.

— Schedules the input of information received. Retrieves, stores, compares, and reports data.

— Reinitializes systems following system failure.

— Ensures all applications specific to the system are operational on a daily basis. Completes back up daily to maintain the integrity of the system and ensure a high level of security and control.

— Generates numerous standardized and ad-hoc reports as requested by supervisor.

— Performs daily systems maintenance and identifies hardware and software malfunctions, as restores systems to operational levels. Extraordinary system problems are referred to manager with a recommendation.

— Troubleshoots and identifies problems to determine the nature, cause, complexity, and resolution.

— Instructs new and junior staff in the operation of computer systems.

— Follows up with regional staff to ensure the accuracy of documentation and the timing of its receipt.

— Researches and interprets job messages to ensure specific jobs are processed in a timely manner.

— Maintains a hard copy of all reports generated and a log of processing and system problems that cause downtime.

— Ensures good print quality is attained for reports generated which involves programming the printer to provide the required print type etc., for specific reports.

— Orders, responds to, and monitors all jobs generated from the printer.

— Control processes single jobs or multiple job streams as well as controlling the processing

Key and Periodic Activities

sequence.

— Monitors print queues and takes necessary action to avoid or relieve backlogs, and prints priority jobs first. Correctly labels all input and output leaving the computer area.

— Writes procedures to update the operations procedures manual and maintains an up-to-date knowledge of and strict adherence to departmental policy and standards.

SKILL

Knowledge

General and Specific Knowledge:

— The operation of computer systems, hardware, software, and auxiliary equipment including messages, codes, and procedures.

Formal Education and/or Certification(s):

— Minimum: Graduation from high school plus completion of a post-secondary program in data processing or operating systems and techniques.

Years of Experience:

— Minimum: 1 to 2 years experience.

Competencies:

— Analytical, trouble shooting and problem solving skills.

Interpersonal Skills

— Interpersonal skills include listening to information from others, asking questions, and providing routine information.

— The three most significant daily contacts are supervisor; co-workers within the division; and clients/staff submitting documentation for computer entry.

EFFORT

Physical Effort

— The demands of the job do not result in fatigue requiring periods of rest.

— Regularly required to lift objects up to 25 lbs., which includes boxes of paper or supplies.

— Bending, stretching, and kneeling are occasionally required to clear paper jams or trouble shoot equipment issues.

— Occasional use of gross motor skills requiring strength and co-ordination, standing, and walking.

— Work requires a significant amount of desk/computer work.

— Constant fine finger/precision work and sitting when using a computer.

Concentration

— **Visual** concentration is constantly required as visual attention to detail is crucial for accuracy of data entered, report generation, or software error messages.

— **Auditory** concentration is occasionally required on large print days when a lot of time is spent in the printer room making communication difficult.
— **Repetition requiring alertness** occurs during entry of similar data into computer system.
— **Time pressures and deadlines** associated with data entry and report generation are strictly adhered to.
— There is a regular requirement for **higher than normal levels of attentiveness and carefulness** for monitoring the accuracy of data entered and of documentation received.
— **Lack of control over the work pace** is experienced as a result of system failures which requires re-initialization, trouble shooting and resolution.
— **Exact results and precision** is a constant requirement for data entry of time sensitive information.

Complexity

— Tasks and activities are similar and related, repetitive and well defined, and require working within standardized and defined work process.
— Problems may be simple with obvious solutions and addressed by following procedures and guidelines. The supervisor is apprised of extraordinary problems/occurrences and his/her approval must be obtained prior to proceeding with bringing the problem to resolution.
— The most typical challenge requiring resolution is a problem with the system which results in downtime. A log outlining the type of problem etc., is maintained which records the persons involved, the assistance provided in the analysis of the problem, the time required to resolve the problem and to restore the system to an acceptable operational level.
— When addressing challenges/problems/issue can reference the internal manuals, policies, procedures, and advice from management.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks are generally monitored and controlled.
— Regular and ad-hoc reports are submitted to the director/supervisor for review.
— Supervisory approval is required for extraordinary problems or occurrences.
— Some discretion may be exercised within predetermined limits and procedures when prioritizing work, troubleshooting and resolving system or data issues, or requesting data clarification.

Impact

— Generally has impact on the immediate work area, the department, equipment, and information systems.
— In the event of a mistake or error there is a significant impact on information and data, however, final reports are reviewed by the director/supervisor. Errors in system maintenance or misdiagnosing/interpreting system codes/messages could result in system failure and downtown.
— The time frame associated with the identification and resolution of errors is normally within hours of problem identification.

Development and Leadership of Others
— Not responsible for the supervision of staff.
— Provides training to new staff in the use of computer systems, the interpretation of forms and the data they contain, and provides feedback on accuracy of information keyed.

WORKING CONDITIONS

Environmental Working Conditions
— Not required to take any precautions or wear safety equipment.
— There is a no likelihood of cuts, bruises, illness or injury.
— Regular exposure to unusual/distracting noise (loud printers or open office concept).