

COMPUTER OPERATIONS COORDINATOR

DEFINITION

Under general direction, the Computer Operations Coordinator will direct, coordinate and supervise the Unisys mainframe computer operations, networking, data entry and data control functions of the Information Services Division.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Supervising the daily preparation of Unisys mainframe input media and file updating, computer scheduling, computer equipment operations and quality control; maintenance and control of the operating system and data communication systems; development and implementation of data processing standards; establishment of standards for data integrity and security; troubleshooting hardware and software problems; communicating with system vendors and city staff; analyzing system utilization and making recommendations for computer hardware and software modifications to enhance system performance. Performs other related functions as required.

DISTINGUISHING FEATURES OF THE CLASS:

This single position class is distinguished from the Computer Operator and Data Entry Operator (Lead) by the supervisory and coordinating activities of the position. This classification reports directly to the Information Services Manager.

RECOMMENDED MINIMUM QUALIFICATIONS

Two years of increasingly responsible experience in computer mainframe operations in the areas specified above, or any equivalent combination of experience and training which provides the following knowledge, skills, and abilities:

Knowledge of: Principles, practices, methods and techniques of computer equipment operations including system configuration; maintenance procedures on processor, tape, disk, print and network control subsystems, data entry operations and procedures; performance measurement techniques, service escalation procedures, record keeping and documentation procedures; working knowledge of Work Flow Language (WFL) or other automated job flow software, and Unisys computer environment.

Skill in: operating a Unisys V-380 mainframe computer, peripheral equipment and an OpenIT Connectivity System.

Ability to: Plan, organize, assign, supervise and review data entry, data control and computer operations activities; operate equipment in computer room; develop and implement data processing operations standards; establish performance measurement criteria; troubleshoot hardware and software problems; communicate with system vendors; analyze system utilization and make recommendations for computer hardware and software enhancements, automate work flow and production through WFL or equivalent. Communicate clearly both orally and in writing; work cooperatively with other sections of the Information Services Division in addition to other City operating departments.

SPECIAL REQUIREMENT

Must have and maintain a valid California Class C Driver's License.

SPECIAL WORKING CONDITIONS

May be assigned to work evenings or to work irregular hours, including weekends as needed. Work is performed in a data center setting with frequent interruptions, multiple priorities and deadlines, inquiries, and peak workloads, a temperature controlled cold environment. Work requires extended periods of sitting and of keyboarding, reaching, stooping, pushing, pulling, manual dexterity, clear speech, visual and hearing acuity, and transporting and lifting of boxes and equipment weighing up to 60 lbs.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

The successful performer is a good communicator, strong in interpersonal relationships, customer oriented, professionally competent, decisive and accessible. This strong supervisor is flexible, able to see the overall picture and follows through on commitments. This person is a results oriented team builder who demonstrates competence and treats all employees fairly, requiring minimal supervision.

Class title established per Council Resolution No. 90-106,
effective 12-1-90

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