

University of Nebraska Central Administration
Job Description

General Information

Working Job Title: Computer Operator	Job Family: Information Technology	Job Family Zone:
Position Number:	Department Name: Infrastructure	SAP Organization Unit Number:
Employee's Name:	Date of Last Update: 11-2015	Title of Supervisor: Operations Manager
SAP Personnel #:	Last Updated By: Operations Supervisor & HR	Name of Supervisor: John Bret

Position Summary

Function as a team member in the Operations Group providing timely support of day-to-day computer operations in the UNCSN machine room. Responsible for monitoring consoles to ensure all on-line systems are active; determine corrective action following specific detailed instructions; monitoring the work load on each printer and changes forms in the printer to obtain optimal results and backs up files and maintains trouble-reporting log. Distributes reports to appropriate personnel. Performs preventative maintenance as required. Ability to determine appropriate action when printing jobs fail. May be required to work various shifts and/or weekends to provide uninterrupted computer services.

Duties & Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
<p>COMPUTER OPERATIONS:</p> <ul style="list-style-type: none"> Monitoring Network/Server health, along with Production schedules, alerting appropriate personnel when an issue occurs with hardware/software (including storage, services such as email or file servers, application servers, communications, job aborts, etc.) Assist with performing systems backups and IPLs as scheduled. Monitoring of the UNCSN Network environment and Network Nebraska thru the use of available monitoring tools, and respond to problem/Alert situations as designated by the Documentation Database. Data Center management – Responsible for monitoring and maintaining security of the computer operations, environmental, water alarm, fire alarm, and power protection systems (UPS) in the computer operations area take appropriate actions to respond to situations, as outlined in the Documentation Database. After hours Service Desk support– Level 1 support with responsibility for creating i-support tickets and escalating issues to and following up on issues with Level 2 and Level 3 support. Maintains a variety of documentation, including operations procedures, production services/reports, and shift logs. Communicates changes to all operations personnel. Notifications to supervisor or peer computer operators of equipment malfunctions. 	60	*
<p>OPERATIONS PROCEDURES:</p> <ul style="list-style-type: none"> Assist Production Services staff with the preparation and scheduling of Administrative computing jobs that are processed in the UNCSN Production environment. Assist Production Services staff with analyzing and correcting errors that 	30	*

<p>arise during the processing of Production job streams.</p> <ul style="list-style-type: none"> • Provide support for definition and testing of print devices for VPOM and the JES/Infoprint print interface on OS/390. • Assist Networking staff with support for LAN and Network Nebraska. 		
<p>OTHER DUTIES AS ASSIGNED: Keeps technology skills up-to-date. This includes training on new equipment and software, learning new or modified procedures and reading technical documentation. As needed works on reports, book keeping, manuals & documentation.</p>	10	

Zone Definition Factors

Nature/Complexity of Work

IT Operations is responsible for the smooth functioning of the infrastructure and operational environments that support application deployment to internal and external customers, including the network infrastructure; server and device management; computer operations documentation; and service desk services for the University of Nebraska and its customers.

Problem Solving/Decision-making

Problems can arise related to hardware or software utilized in these environments, and this position assists in ensuring that the problems are correctly assessed and that appropriate actions and notification to other UNCSN staff, University Clients or Vendors is accomplished.

Strategic Impact

If problems arise that result in Systems and Data not being available, the timely and efficient resolution of these situations has critical impact on the ability of the Administrative units of the University to conduct business. Ensures adherence to University policies and requirements relating to access to and security of the computer operations area. Receives requests from people who want to enter restricted areas and allows access as appropriate. This includes responsibility for maintaining log files from the access control system.

Know How

A computer operator must effectively interact and communicate with others, be able to work independently, have strong analytical skills, and be able to recognize and respond to problem situations. This position needs to have a thorough understanding and knowledge of IT principles and the UNCSN's Operations environment. It also requires good leadership and organizational skills and practices.

Interactions

This position requires a significant amount of interaction with team members, as well as members of most other UNCSN Teams, also has regular contact with outside Vendors who provide equipment, services and software that are used in our environment. Additionally, the Printing Systems work will involve frequent interaction with the Client community.

Supervision

This position exercises no **Supervision** over other staff.

This position receives minimal **Supervision*** from Computer Operations Manager.

{*This is based on level of proficiency and years of service.}

Minimum Qualifications

This position requires a high school diploma, two years of post-secondary education in Information Technology or related field is preferred, and 2 years of experience offering a working knowledge of computer or network help/ service desk knowledge, server support, and printers. The ability to follow detailed, specific instructions is required. Equivalent education and experience may be considered.

Physical Requirements

1. **General Physical Requirements** Indicate the appropriate response for an eight hour day:

Indicate intermittent or constant

	Circle the appropriate number of hours								Intermittent	Constant	
Sit	0	1	2	3	4	5	6	7	8	x	
Stand	0	1	2	3	4	5	6	7	8	x	
Walk	0	1	2	3	4	5	6	7	8	x	
Drive Motor Vehicle	0	1	2	3	4	5	6	7	8		
Explain											

2. THIS POSITION REQUIRES:

	Occasionally (less than 2 hrs daily)	Between 2 - 5 hrs daily	Over 5 hrs daily
Squatting	x		
Bending	x		
Kneeling	x		
Reaching			
➤ Overhead	x		
➤ Forward	x		
➤ Low	x		
Twisting	x		
Crawling	x		
Climbing			
➤ Ladder			
➤ Stairs	x		
➤ Other			
Walking on rough ground			
Exposure to changes of temperature/humidity			
Exposure to dust/fumes/gases/chemicals			x
Being near moving machinery			x
Working from heights			

3. THIS POSITION REQUIRES EMPLOYEE TO:

Indicate letter in appropriate Space:	LIFT=L	CARRY=C	PUSH=P	PULL-PL
	Less than 2 hrs daily	Up to 2 hrs daily	Between 2-5 hrs daily	Over 5 hrs daily
11 - 24 lbs				
25 - 49 lbs	L,C,P,PL			
50 - 74 lbs				
75 - 100 lbs				
* Over 100 lbs				
* If the position requires the employee to handle over 50 lbs - please explain				

4. POSITION REQUIRES USE OF HANDS OR SPECIAL TOOLS/EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding			x
Filing			
Other Explain:	Operation of a keyboard and computer mouse		

5. THIS POSITION REQUIRES ATTENDANCE AT THE WORKPLACE

Job Family Zone Questionnaire

In Each Section, please select one answer that best describes your job:

Knowledge Skills and Abilities:

_____ Requires the ability to understand and apply basic job skills, knowledge of several work routines and the ability to apply such routines with minimal interpretation. May possess knowledge of other, related work activities within own functional area. May require the operation of routine equipment/tools. [1]

Requires the ability to understand, interpret, apply and communicate information within a specialization and the ability to apply limited analysis in the completion of general functional procedures. May possess knowledge of work activities outside functional area. May require the operation of moderately complex equipment/tools. [2]

Requires the ability to utilize advanced information within a specialization. Within specialization, possesses the ability to assess/ analyze situations and make adjustments to achieve desired objectives. Possesses knowledge of work activities outside functional area. May require the operation of complex equipment/tools. [3A]

Requires the ability to apply, integrate and communicate extensive theoretical information within a recognized professional field. Facilitates and/ or establishes the achievement of functional area objectives. Requires knowledge of all related functional areas. May require the operation of highly complex equipment/tools. [3B]

Integrates extensive theories and techniques within related or diverse disciplines to achieve results and/ or establish overall strategic directions. Requires wide-ranging administrative and/or specialized knowledge. May require the operation of highly complex equipment/tools. [4]

Problem Solving/Decision-making:

Decisions/problem resolutions are repetitive and simple and typically guided by standard operating policies and procedures/practices exist. Tasks are clear and specific to a single discipline. [1]

Decisions/problem resolutions require gathering/reviewing information from several sources. Simple analysis of facts determines course of action to be taken within the limits of standard operating policies and procedures/practices. Tasks are varied and may cross several disciplines. [2A]

Decisions/problem resolutions require interpretation, discretion and judgment based on precedent or standard operating policies and procedures. Tasks are diversified and may require some creativity in dealing with unprecedented activities. [2B]

Decisions/problem resolutions require synthesis/analysis in the use of theories and accepted principles. Programs/projects are governed by broad objectives, policies and/or theories. Requires the use of creativity in dealing with unprecedented activities. [3]

Decisions/problem resolutions require analysis and evaluation of major issues and courses of action impacting the overall direction of the functional area(s). Applies broad concepts and experience in making important decisions. May develop recommendations influencing long-term policies related to major organizational plans. [4]

Interactions:

Regular contact involves receiving and/or referring inquiries as well as giving or obtaining routine information relating to work being done. Requires the use of common business courtesy. [1]

Regular contact that involves giving or obtaining information as well as occasionally exchanging advice and opinions. Requires the use of common business courtesy, tact, discretion and some persuasion to maintain cooperative associations. [2]

Regular contact that involves exchanging advice and opinions as well as occasionally conveying conceptual ideas of a critical and/or long-range nature. Requires the use of judgment, timing, and persuasion to gain cooperation in the face of differences of opinion or controversy. [3]

Regular contact with major Programs/Teams or individuals. Overriding job requirement involves conveying conceptual ideas regarding matters of critical and long-range nature. Significant requirement for diplomacy, timing, and persuasion to gain concurrence or cooperation on operational issues in the face of significant differences of opinion or controversy. [4]

Supervision Received:

Supervised by procedures or by supervisor through periodic monitoring of progress and performance. May have latitude to determine sequence of own work tasks to meet clearly established schedules. [1]

Supervision by procedures or by supervisor through periodic monitoring of progress and performance. Determines sequence of own work tasks to meet established objectives. [2A]

General direction by supervisor by checking on completed tasks. Establishes own work schedule to achieve program objectives. Makes recommendations to superior regarding efficient functioning of program. [2B]

Responsible for conducting specialized assignments or developing programs under only general direction and guidance. [3]

____ Extensive latitude to work independently in matters that have a broad effect on overall policies, programs and/or areas of specialization. [4]

Supervision Exercised:

May provide incidental guidance to others. [1]

____ Provides functional supervision that is usually limited to assigning/reviewing work or may serve as work team leader. [2A]

____ Serves as work team leader. Distributes, schedules, and monitors the progress or work tasks of the program or project. May be involved in the recommendation of personnel actions to manager. [2B]

____ Supervises the work of a project or program that may include hiring, discipline, transfers, promotions, or salary changes within a functional area. May integrate work of two or more programs or one major function/or project. [3]

____ Establishes performance standards for designated programs and/or areas of specialization. Directs staff to include hiring, discipline, transfers, promotions, and salary changes. [4]

Impact:

____ Actions and decisions in this job are limited to the scope of the job, which primarily affect the immediate work group, but occasionally may extend beyond the immediate work group. Errors reflect unfavorably on the individual and may have an adverse impact on the functional area. [1]

Actions and decisions in this job have an impact which affects the immediate work group and also extends beyond the immediate functional area. Errors reflect unfavorably on the individual and the functional area. [2]

____ Actions and decisions in this job have discernible impact to the short-term performance of the Program/Team and exerts some impact to its long-term success. Errors reflect unfavorably on the individual, the functional area, overall business operations and potentially other functional areas. [3A]

____ Actions and decisions in this job have significant impact to the short-term performance of the Program/Team and exert an impact to its long-term success. The job exerts a considerable impact on decisions and final results typically affecting either an entire functional area or a major university activity; and may have unique accountability for financial and program or project objectives. Errors effect business operations, services and other individuals which may require special interventions to correct. [3B]

____ Actions and decisions in this job exert broad and continuing impact on the future of one or more functional areas. The job exerts a major impact on decisions and final results affecting a major university activity; and/or has accountability for financial and program/project objectives and overall successes. Errors significantly interrupt business operations, services and potentially both internal and external constituents. [4]

Summary:	Zone Assignment=	
Authorization:	Name:	Date:
Human Resources		
Supervisor:		
Administrator:		