CLASS TITLE: COMPUTER/NETWORK OPERATOR

BASIC FUNCTION:
As one of the members of Network Services Team within the Technology Services Department, report to VCEDNET Manager for daily duties. Monitor, report, control and operate data and network operation center equipment such as servers, tape library, computer terminal, consoles and related peripheral equipment; set-up computer, process data batches, monitor and compile reports for system performance; and generate output according to instructions; respond to related questions and issues from County Office personnel, and distribute computer print-outs and forms to requesting departments and schools.

DISTINGUISHING CHARACTERISTICS:
Computer Operator incumbents perform responsible duties in operating and monitoring systems in data and network operation center to process data and generate output. The Computer Operator II is a single-incumbent class and functions in a lead capacity and performs more technical and complex computer operations tasks.

REPRESENTATIVE DUTIES:
Monitor, control, and operate equipment in data and network operation center environment, including servers, tape library, computer terminal, consoles and related peripheral equipment; prepare computer equipment and batch processing and programmed job runs; print a variety of reports on off-line and on-line printers; E

Respond to system and network outage, malfunctions and improper operation status according to established procedures; inspect system and network outage and read messages to determine cause of stoppage or malfunction; determine appropriate actions and correct malfunctions according to established procedures to resolve the situation; follow escalation procedures as required; E

Inspect and monitor console for system and network status; and assure on-line system and network are active and properly operational for access by users and customers; E

Test new computer programs and interact with programmers regarding issues and problems with computer runs; E

Respond to calls and requests from departments regarding system reports, outputs, procedures and related questions; research questions and reply as appropriate; E

Read and follow program instructions, manuals and documentation to determine run to be processed and computer equipment set-up and operation; E

Operate computer terminals, consoles and related equipment, including various printers, tape library, disk drives, and server equipment; E

Perform backup of server systems according to established procedures; maintain tape drives and library; mount and dismount computer tapes and printer paper according to program request; E Prepare and compile logs and records and perform a variety of general record-keeping duties; and E

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Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**
**KNOWLEDGE OF:**
Proper operation of the County Office's Data Center computers and peripheral equipment;
Operating systems utilized by the County Office;
Data and Network Operation Center system commands and functions;
Batch and real-time processing;
Procedures to mount tapes and disks and to mount forms on the printer;
Methods of restoring the files and directories;
Methods of record-keeping and office practices and procedures; and
Principles of computer technology, including operating system and languages used by the County Office.

**ABILITY TO:**
Read and interpret data center production instructions and other detailed and precise written and oral operating instructions;
Analyze and correct computer systems operations problems and malfunctions;
Operate data processing computers and peripheral equipment utilized by the County Office;
Organize workload for maximum efficiency of computer usage;
Maintain and prepare records;
Type at an acceptable rate of speed;
Meet schedules and time lines and assure completion of daily workload;
Understand and follow oral and written directions;
Work cooperatively with others;
Work independently with minimal direction;
Complete work with many interruptions; and
Assist employees in person and on the telephone.

**EDUCATION AND EXPERIENCE:**
Any combination equivalent to: graduation from high school supplemented by course work in data processing and computer Data Center operations and two years responsible Data Center computer operations experience with hardware and software similar to those utilized by the County Office.

**WORKING CONDITIONS:**
**ENVIRONMENT:**
Computer data center environment; exposure to constant noise from server and network equipment operation.

**PHYSICAL ABILITIES:**
Standing for extended periods of time;
Hearing and seeing to observe and respond to computer malfunctions;
Lifting boxes weighing up to 60 pounds;
Walking around the computer room;
Reaching overhead and above shoulders to retrieve forms;
Kneeling to mount paper;
Bending; and
Dexterity of hands and fingers to operate keyboard.

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Should an applicant require reasonable accommodation, the Ventura County Office of Education will consider that upon request.