



Classification: Computer Operator II

Title Code: V00962

Pay Range: 17

POSITION SUMMARY:

This is an advanced position in the operation of the department's computer system. An employee in this position has mastered the initial on-the-job training program and receives formal training in new or revised computer operation procedures and equipment. An employee in this position functions under general supervision from the immediate supervisor or designated lead worker.

DESCRIPTION OF DUTIES PERFORMED:

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Monitors mainframe computer and teleprocessing operations to ensure the system is available to the authorized users.

Answers telephone help-line and assists user groups (e.g., MULES terminal users, law enforcement agencies, and Patrol personnel) with problems associated with the operation of the MULES system, AS/400 system, and/or personal computer operation; utilizes proper diagnostic techniques and problem solving skills in order to resolve the specific technical and/or equipment problem(s); specifically documents every call received and/or initiated into the computer logging system and provides detailed information about the action taken.

Initiates contact to computer support vendors in order to report problems and ascertain time frame in which support personnel will be responding to the service request.

Initiates commands necessary to run production and batch jobs via user input or telephone requests from programmers and/or other authorized individuals.

Loads special forms into computer for printing specialized reports (e.g., CRID wrap sheets, etc.); retrieves completed print-outs from printer tray; separates jobs and distributes to the appropriate personnel; delivers print-outs to headquarters' mail room for distribution; conducts special functions with the MSHP mainline printers connected to the State Data Center via TCP/IP connection; maintains the printer by loading with proper paper and changing ribbons, as needed.

Reviews program operating instruction books and division standard operating procedures manual.

Follows requested procedures if batch job abends; investigates the problem, takes notes, and responds to suggestions from the initiating source to attempt to rectify the problem; takes appropriate remedial action to rerun the job.

Follows written procedures to take system down approximately two times per month in order to facilitate hardware and/or software changes; documents any problems with same.

Requisitions computer paper from the Supply Division; generates requests for supplies not kept in inventory to supervisor.

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Maintains building security after hours; gives main building key to authorized personnel and maintains manual log of same.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of Patrol policies and procedures especially as they pertain to the Information Systems Division.

Working knowledge of the computer operations in the Information Systems Division.

Working knowledge of the operation of peripheral computer equipment and teleprocessing procedures.

Ability to monitor the mainframe computer and teleprocessing operations.

Ability to provide assistance to users via the telephone.

Ability to specifically document problem occurrence, diagnosis, and resolution.

Ability to contact computer support vendors to facilitate service.

Ability to run batch and production jobs.

Ability to properly retrieve, mount, load, unload, file, and dispose of tapes.

Ability to operate computer terminal, printer, and telephone.

Ability to review and study computer manuals.

Ability to handle problems associated with abended teleprocessing jobs.

Ability to work with people as a cooperative member and foster the team concept in getting tasks accomplished.

Ability to handle stressful situations in a professional manner.

Ability to appropriately communicate to individuals with technical expertise (e.g., programmers) and those without technical expertise (e.g., local police department trainee).

Ability to ask appropriate questions of the user in order to diagnose and rectify computer problems.

Ability to deal with irate and impatient users in a calm and professional manner.

Ability to perform shift work (e.g., evenings, weekends, and holidays).

Ability to maintain building security after hours.

Ability to maintain manual and computer logs.

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Ability to respond quickly and make decisions while under pressure.

Ability to operate a computer keyboard.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:

(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

One year of experience as a Computer Operator I.

OR

Two years of experience in operating computers and computer peripheral equipment. (Approved training in computer principles and operation may be substituted for experience at the rate of 40 clock hours of formal classroom training for one month of experience up to a maximum of twelve months.)

NECESSARY SPECIAL REQUIREMENTS:

None.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.