

SENIOR COMPUTER OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: This is highly technical work involving responsibility for set up of microcomputers and software and problem resolution relative to operation of computers and peripheral equipment. Responsibilities also include providing first-level training and troubleshooting activities. Work is performed under the general supervision of higher level administrators, with some leeway for exercise of independent judgment in carrying out the details of the work. Supervision over others is not a responsibility of this class, however, training relative to computer and software use is provided. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Installs personal computers and printers, etc. throughout various County agencies;
Monitors and assists agencies with setting up microcomputer equipment and supporting software to process completed payrolls, civil service computerized examinations, etc.;
Monitors and assists the Real Property Tax Department in the preparation of all tax bills;
Acts as the County's software troubleshooter and trainer to assist employees who are experiencing difficulties with their software;
Acts as one of the County's computer hardware troubleshooters in diagnosing hardware problems;
Acts as backup for a variety of County agencies in need of software training and assistance;
Responsible for the operation of the County's high-speed printers, including all supply inventories;
Participates in special computer projects;
Performs a variety of related activities as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the uses and capability of personal computer operating systems and peripheral equipment; good knowledge of personal computer hardware and software; good knowledge in troubleshooting personal computer and peripheral equipment malfunctions; ability to determine when personal computer or peripheral equipment is in need of maintenance or repair; ability to follow oral and written instructions accurately; ability to establish and maintain effective working relationships; mental alertness, accuracy; dependability.

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

SENIOR COMPUTER OPERATOR (cont'd)

MINIMUM QUALIFICATIONS: Either

- a) Associate's degree in either Computer Science, Computer and Information Science or Computer Data Processing; or
- b) Graduation from high school or possession of a comparable diploma and four (4) years of either personal computer and peripheral equipment experience or data processing experience; or
- c) An equivalent combination of training and experience as described in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.