

CITY OF SALINAS

COMPUTER OPERATOR

BARGAINING UNIT/CLASS CODE:

SMEA / H15

DEFINITION

Under general direction, maintains the operation of computer hardware systems, ensuring that machines are used as efficiently and securely as possible and work with City staff to ensure their systems are functioning properly. Assist programmers and systems analysts test and troubleshoot new, and existing, programs. Provide help desk support and serve as computer resource contact for city employees.

DISTINGUISHING CHARACTERISTICS

Incumbents independently perform a full range of duties responsible for City Data Center equipment.

SUPERVISION RECEIVED AND EXERCISED

Incumbent receives general supervision from the Network/Systems Administrator and Information Systems Manager. Technical and functional supervision may be provided by higher-level Information Systems staff members.

ESSENTIAL JOBS FUNCTIONS OF THE POSITION - Duties may include, but are not limited to the following:

Monitor, manage and maintain servers, hardware, operating systems and related data center and communication systems to include minicomputers, computer peripherals, mobile devices, and networks of personal computers. Perform preventive maintenance. Troubleshoot issues that occur during operations. Work from operating instructions prepared by programmers, users, or operations managers, set controls on computers and on peripheral devices required to run a particular job. Load equipment with disks, or other media as needed. Monitor the control console and respond to operating and computer messages. Locate error messages and solve issue. Maintain a variety of daily logbooks or operating records. Manage and maintain backups, backup inventory and rotations, UPS evaluation and maintenance. Assist Network/Systems Administrator and other Department staff in the review and evaluation of various monitoring tools and patch management of host operating systems. Apply Operating System patches, Firmware and BIOS updates as directed. Troubleshoot backup problems and City computers, monitor database backup procedures. Maintain computer room organization (cabling, CDs and disks), maintain computer room procedures and other related documentation. Application support, load media into production systems as needed. Contact City staff to resolve console control panel errors and computer issues, determine source of computer problems (hardware, software, user access, etc.), advise staff on appropriate action, document computer problems and resolutions for future reference. Maintain confidentiality in all areas of daily information processed, stored or accessed. Occasional off-hours work and support. Provide on-the-job training to new department staff members. Serve as a computer resource for city staff. Provide computer orientation to new City staff. Provide help-desk support. Interact with staff on a regular basis, and provide excellent customer service in-person and via email/phone.

PHYSICAL AND MENTAL CHARACTERISTICS

Physical, mental and emotional stamina to perform the duties and responsibilities of the position; manual dexterity sufficient to write, use telephone, computer, business machines and related equipment; vision sufficient to read printed materials, visual display terminals, detailed fine writing on software specifications, and distinguish colors for hardware and software performance evaluation purposes; hearing sufficient to conduct in-person and telephone conversations; speaking ability in an understandable voice with sufficient volume to be heard in a normal conversational distance, on the telephone and in addressing groups; physical agility to push/pull, squat, twist, turn, bend, stoop and reach overhead as needed; physical mobility sufficient to move about the work environment, physical strength to lift up to 30 lbs., infrequent need to lift up to 50 pounds of computer hardware; physical stamina sufficient to sit for prolonged periods of time; mental acuity to

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COMPUTER OPERATOR (continued)**

collect and interpret data, evaluate, reason, define problems, establish facts, draw valid conclusions, make valid judgments and decisions.

WORKING CONDITIONS

Business office working environment subject to sitting at a desk for long periods of time, bending, crouching, or kneeling at files, pushing/pulling of file drawers and supplies, reaching in all directions and prolonged periods of time working at a computer terminal. Occasionally include out-of office work at near-by worksites, driving to job sites and meetings, and out-of-town training.

QUALIFICATIONS:

Knowledge of:

Computer systems, requirements and procedures. Computer input and output media. Microsoft Windows Desktops, Apple Products (iOS and Operating Systems), Microsoft Windows Server family (Standard, Enterprise, etc), Microsoft Office products (MS Word, Excel, Power Point). Basic computer room and/or data center protocols and procedures.

Ability to:

Initialize, operate, and troubleshoot computer hardware and software systems. Understand and utilize computer operating systems utilities. Determine the nature of computer hardware and systems software problems, and communicate technical guidance and information to users. Learn and support new systems and applications. Receive and follow direction. Communicate effectively with all levels of management. Establish effective working relationships with employees, other City staff, departments, and the general public. Ensure the City's philosophy of successful customer service and carried out in all forms of communication and practices. Provide a global perspective to assist department's Citywide in emerging technology. Demonstrate effective, professional and friendly interpersonal skills.

License and Certificates:

Must possess a valid California Driver's License.

Education and Experience:

Any combination of training, education, and experience equivalent to a two-year degree from an accredited college or technical school with a major in information systems, telecommunications, computer science, or a closely related computing systems concentration; AND a minimum of one (1) year of progressively responsible experience in operations. Desirable qualifications will include two (2) year of progressively responsible experience in operations which includes a minimum of one (1) year in a multi-user environment and consisting of multiple locations.

Other Requirements:

Positions within the Information Systems Department require an extensive background investigation and criminal background check. Employment offers are contingent upon passing the above requirements.

Reviewed _____
Department Director

Approved _____
Human Resources Officer

Approval Date _____