COMPUTER OPERATIONS
OCCUPATIONAL GROUP [280]

COMPUTER ASSOCIATE (OPERATIONS)

Duties and Responsibilities

This class of positions encompasses either supervising units of personnel operating computer consoles and computer peripheral devices, or serving as a technical resource person in the monitoring, troubleshooting, diagnosis, and problem resolution of networked, multi-tiered, or mainframe computer operations or data communication. There are three Assignment Levels within this class of positions. The following are typical assignments within this class of positions. All personnel perform related work.

Assignment Level I

Under general supervision, with very considerable latitude for independent initiative and judgment: supervises the activities of subordinates in one or more computer operations units of considerable size; or serves as a technical resource person in the performance of networked, multi-tiered, or mainframe computer operations; or performs as a technical resource person in the diagnosis of and, when feasible, the correction of telecommunications hardware problems in order to maintain efficient functioning of telecommunication operations and to minimize downtime in the case of system failure.

Assignment Level II

Under direction, in addition to performing the duties described above, with great latitude for independent initiative and judgment: supervises a large networked, multi-tiered, or mainframe computer operations environment; or is responsible for performing very difficult and complex console, server, and peripheral equipment operations; or serves as a technical resource person in a complex networked, multi-tiered, or mainframe computer operations environment which may include multiple mainframes and a large data communications network or in a complex computer environment which includes a large communications network. In addition, performs tasks such as the following:

COMPUTER ASSOCIATE (OPERATIONS) (continued)

Assignment Level II (continued)

Examples of Typical Tasks

Schedules production and assists in the solution of operational and scheduling problems.

Establishes and ensures adherence to uniform performance standards and efficient methods of work.

Trains, instructs, and schedules computer operations personnel.

Assignment Level III

Under general direction, in addition to performing the duties described above with very great latitude for independent initiative and judgment: supervises a large and complex networked, multi-tiered, or mainframe computer operations environment; is responsible for performing extremely difficult and complex console, server, and peripheral equipment operations; or serves as a technical resource person in a highly complex computer operations environment which typically includes multiple mainframe computers and a large data communications network, or in a highly complex computer environment which includes a large communications network. In addition, performs tasks such as the following:

Examples of Typical Tasks

Performs administrative work related to the operation of a mainframe or server installation.

Plans, assigns, and reviews the work of subordinates and is generally responsible for the satisfactory completion of the work performed.

Performs related functions required for the continued and effective operation of a computer environment.

COMPUTER ASSOCIATE (OPERATIONS) (continued)

Qualification Requirements

1.   A certificate from an accredited technical school (approximately 675 hours) with a specialization in computer operations, and two years of satisfactory full-time computer operations experience, in a large-scale networked, multi-tiered, or mainframe computer environment, or two years of satisfactory data communications network experience working in a mainframe or multi-tiered computer environment; or

2.   A baccalaureate degree from an accredited college or university and three years of satisfactory full-time experience as described in "1" above; or

3.   A four-year high school diploma or its educational equivalent and four years of satisfactory full-time experience as described in "1" above; or

4.   A satisfactory combination of education and/or experience equivalent to "1", "2", or "3" above. However, all candidates must have at least two years of full-time experience as described in "1" above.

Direct Lines of Promotion

From: Computer Aide (13620)   **To:**   Computer Specialist
                                                                                  (Operations) (13622)

                                                                                  Computer   Operations
                                                                                  Manager (M 10074)