



JOB DESCRIPTION

Salary Grade: 6 CUPE 1328

Job Title:
Computer Operator

PRIMARY FUNCTION

The primary function of this job is to monitor all computer systems, applications and processes. The job is also responsible for the coordination and daily scheduling of computer jobs.

MAIN RESPONSIBILITIES

1. Schedule the daily job requests into the four shifts, by performing such tasks as:
 - following the standard/essential weekly schedule that has been set up by the Manager, Computer Operations (eg: payroll run Thursday to Monday each week) and scheduling the other daily requests for jobs (eg: school reports etc.)
 - running the label program (once/week) to create labels for the tapes
 - designing/modifying the label program, as required (4-6 times/year)
 - ensuring that the minimum requirements for “backing up” a system (eg: Human Resources on-line files, Purchasing files etc. change daily as users work with them, “back-ups” of these files are put on computer tapes)
 - obtaining blank tapes/cassettes and labelling them with the job/s that are going to be ‘run’
 - preparing input tapes for jobs as required i.e. placing blank tape in tape drive keyboarding job and tape number (as per schedule) into console and running the job copy information onto tape, thereby creating an input tape
 - deciding on schedule of ‘running jobs’ so that all jobs can be completed on time (usually majority of jobs are run during night shift, so that day shift can monitor systems)
 - ensuring that when cassette tapes (instead of reel tapes) are used for jobs, they are appropriately ‘initialized’ (reel tapes are labelled) and that the amount of density (amount of data cassette can carry) is consistent with the job.

2. Process the daily schedule of jobs, by performing such duties as:

- shutting down and starting up the various systems as required by daily schedule eg: H.R. System shuts down at 8:00 p.m., Payroll at 6:00 p.m.; if people are on the system, send message on system requesting that they sign off the system; issuing commands on console to shut down system
- initiating a job stream by backing up all on-line files, running required updates
- mounting input and blank tapes as required onto tape drives and keying in the appropriate commands to run the scheduled jobs and to produce the requested reports eg: report cards, cheques, BCA reports, school reports (teacher and student time tables, class lists etc.)
- mounting the input tape onto laser console, issuing commands to read the tape and produce a laser printer report
- addressing problems with job completion by reviewing the output printout and the console to identify the problem
- correcting mechanical problems eg: dirty tape head (use alcohol cleaner), crumpled tape etc.
- referring to manual to obtain corrective measures for the particular error code
- cutting the crumpled tape & re-attaching and initializing the tape as per process
- attaching output printout to the tape and forwarding to Systems Analyst in case of software/programming problems
- running the job after the problem has been rectified
- ensuring the integrity of the report/data i.e. jobs completed and report has printed properly – no skipping of data, no mixing of pages etc.
- assigning necessary peripherals (T/drives, printers) to appropriate system.

3. Monitor online systems and processes, by:

- viewing all online activity (eg: systems processes, H.R., Secondary School System, Permits, Transportation, Admissions) on the computer console and ensuring availability of the system to end user
- interpreting error messages and instructions that appear on the computer consoles eg: issuing commands on console to 'bring up the line/system', as required
- responding to messages as they appear by acknowledging them or taking appropriate action
- communicating problems to appropriate staff (Manager, Systems Analyst, Programmer etc.) and taking corrective action as instructed
- opening and closing online files according to system requirements
- contacting Sr. Systems Analyst or Manager in cases of on-line problems
- powering down all computer systems in an orderly fashion in cases of air conditioning failure or for scheduled shutdowns, lengthy power failures etc.

4. Operate and maintain computer peripherals equipment by:

- ensuring all input/output devices (tape drives, hard drives and printers) are in proper working order by performing regular maintenance (eg: cleaning tape drives, changing printer ribbons)
 - ensuring that the printers have adequate paper
 - opening back of tape drive and resetting all breakers
 - adding toner to the laser printer, clearing paper jams etc.
 - contacting computer vendors to place service calls for malfunctioning equipment
 - maintaining service log for all equipment
5. Maintain an inventory of all necessary supplies by:
- completing request form for items such as: paper, labels, transcripts, cheques, P.O. forms, ribbons, ink, oil, toner, cleaning fluids, stationery etc., for approval by manager
 - utilizing trolley to pick up the supply of paper from the loading dock and stacking it up in the paper vault
 - performing weekly inventory count.
6. Develop and maintain the laser printing system, by:
- utilizing Elixir software and operating a PC to design/modify forms (eg: Payslips, A/P cheques etc.)
 - creating a JSL program to enable the form and data to print on the laser printer
 - designing and developing printing programs to accept input from different computing environments i.e. System 80, A Series, HP UNIX
 - performing system maintenance functions on the laser printer to ensure system integrity
 - performing system backups.
7. Perform other duties as assigned or required.

SKILL

- University or Community College graduate (equivalent to 2-year post secondary education)
- 1 – 2 years related experience.

EFFORT

- Complexity in diagnosing the hardware and software problems (eg: system or program crashes), determining the appropriate action, correcting or advising the responsible systems analyst and the manager of problem. Complexity and knowledge to work in different operating systems i.e. A Series, OS/3 and UNIX
- Required to stand or move around in computer room all day. Visual concentration to monitor on-line systems on the 6 computer consoles. Lifting and moving boxes 20 – 30 lbs. 90%.

RESPONSIBILITY

- Accountable for determining and implementing the daily computer operations schedule. Independence of Action in determining the coordination of the 'running of jobs' (which jobs to run together); and adapting the daily schedule and revising priorities to meet changing needs.
- Errors in the running of jobs could corrupt the data, inconveniencing schools or departments and requiring them to correct the database. Ineffective running of jobs could result in jobs not being completed on time and thereby delaying the schools/departments.
- Contacts with Operations, Systems & Programming staff. Contacts with users (schools, departments) and with external vendor support staff.

WORKING CONDITIONS

- Constant noise from computer machines. Constant temperature of 20 – 22 degrees Celsius (68 – 71F) – floor at 64F. Enclosed work space. 24 hour operation – required to work 4 shifts
- Shift work affects personal life. Alone during night shift. Stress from daily deadlines.