Position Title: Computer Operator I

Department: MIS

Status: Exempt

Position Reports To: AVP Computer Operations

Positions Supervised: None

Position Purpose:
Responsible for the operation of the computer system and for assisting and directing Computer Operator I's. Responsible and required to possess a detailed operational knowledge of the processing requirements and system flow for all application software systems. Loads and operates computers and peripheral equipment; maintains, orders, and installs computer equipment to ensure a smooth operating environment. Accurately performs data entry functions and produces required reports and records. Assists Credit Union personnel as required. Maintains activity logs, completes data backups, and performs minor preventive maintenance on equipment; resolves problems or reports malfunctions to service representatives. Notifies supervisor of significant problems and recurring errors in operating programs and resolves minor operating problems. Writes operator instructions for computer production and program test-runs. Provides technical assistance as required. Maintains computer hardware and inventories computer supplies.

Essential Functions and Basic Duties:

- Assumes responsibility for the effective and efficient operation of the computer system.
  - Creates and maintains internal software programs.
  - Code and test programming for in-house software programs.
  - Regularly monitors the operation of the computer system. Establishes computer processing priorities. Writes operator run instructions.
  - Audits the run log and ensures the use and proper completion of the operation log book and documentation.
  - Ensures that on-line data communications are maintained, both local and remote.
  - Ensures effective communication among all computer systems.
  - Ensures that system capacity is optimally utilized.
  - Monitors and oversees data backup and recovery functions.
  - Provides technical assistance to resolve operational problems as required. Reviews changes in existing and new programs to ensure that run instructions and equipment assignments are correct.

- Assumes responsibility for the timely and accurate generation of reports.
  - Performs data entry and retrieval correctly and in accordance with established procedures.
  - Generates database reports; month-end, quarterly, and other statements and records; and reports to members.
  - Maintains historical records and reports; stores pertinent Credit Union reports.
  - Maintains user documentation.

- Assumes responsibility for the effective and efficient operation of computer and peripheral equipment.
  - Loads and operates computers and peripheral equipment. Provides recommendations regarding hardware related decisions and purchases.
  - Assists in ordering and installing equipment.
  - Ensures that routine preventative maintenance is performed according to established schedules.
  - Ensures that necessary repairs are promptly performed and that downtime is minimized.
Identifies data processing exceptions. Analyzes problems and provides technical assistance to solve them.

Corrects routine operating problems by entering alternative or corrected operating commands.

Performs preventive maintenance on data processing equipment. Cleans tape drives, changes printer ribbons, and cleans equipment covers.

Maintains logs of system utilization and monitors computer supplies.

Backs up computers as required.

Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel, management and credit union employees.

Conduct end-user training as needed.

Responds to users’ requests and problems and follows through promptly. Keeps users informed of the status of their requests. Ensures that interactions with users are courteous, clear, and understandable.

Maintains regular contact with all Credit Union departments to obtain data processing information and to correct errors in computer operations. Distributes materials on updated processes.

Communicates complete information to users, including deadlines, reasons for problems, etc. Provides positive feedback to users and builds confidence with employees using the computer system. Trains and supports users.

Keeps management informed of significant problems and of progress attained in reaching established objectives. Notifies supervisor of equipment malfunctions and operating problems that cannot be corrected by routine procedures.

Ensures that all reports and related paperwork are complete and promptly submitted.

Reviews and prepares statistics regarding current utilization levels, malfunctions, etc.

Provides technical assistance to staff as required.

Ensures that established deadlines and departmental goals are met. Coordinates activities with other Computer Operations personnel.

Ensures work area is clean, secure, and well maintained. Performs additional duties as needed.

QUALIFICATIONS

Education/Certification: Bachelor’s degree in Computer Science or related field required or a comparable combination of education, training, and experience.

Experience Required: Extensive knowledge of business software applications and related computer hardware.

Strong understanding of Credit Union operations and information output needs.

Advanced knowledge of Windows operating systems and Microsoft software

Experience with Java, SQL server database, HTML, and Powershell

Knowledge/Skills/Abilities:

Ability to understand and execute Credit Union and MIS policies and procedures as related to the position.

Ability to focus on multiple projects at once and to troubleshoot problems quickly.

Ability to analyze information as well as understand, manipulate and repair complex computer code.

Ability to operate computer, printer, tape drive and other business equipment.
Solid organizational abilities and strong attention to detail.
Excellent communication and interpersonal skills, willingness to assist others, and problem solving abilities.
Ability to effectively train others.

WORKING CONDITIONS

POSITION REQUIRES SHIFT WORK: Occasional morning, swing, and graveyard shifts required. 24-hour operations at month-end and year-end.

WORK ENVIRONMENT/PHYSICAL ACTIVITIES

Work Environment:
The work environment described here is representative of those an employee encounters while performing the essential functions of this job. The noise level is usually moderate and typical of an office or call center.

Physical and Intellectual Demands:
Sedentary work; sitting most of the time. Ability to receive, unpack, prepare and install hardware and other business equipment. Complete hardware and software installations at any credit union location. Ability to hear normal conversations, type, pick up small objects, and convey detailed instructions accurately. Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Ability to assist and instruct employees.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

_____________________________________________  ________________
Employee’s Signature                      Date

_____________________________________________  ________________
Manager’s Signature                      Date