

DATA PROCESSING OPERATIONS TECHNICIAN

DEFINITION

Under general supervision, assists in the day-to-day operation of the Management Information Systems Department; assists users with centralized MIS and/or help desk requests; operates electronic computer and peripheral equipment; and performs related work as assigned.

CLASS CHARACTERISTICS

This class provides a variety of technical assistance to the Management Information Systems Department, in the areas of tracking and processing mainframe operations jobs and in providing technical assistance to users in various District offices and school sites. This class is distinguished from Computer Operator/Programmer in that the latter performs programming activities in addition to batch and on-line operations within the MIS centralized operations center.

EXAMPLES OF DUTIES

Receives users requests; determines the appropriate staff to fulfill the request and processes required paperwork; refers special requests to programmers or other technical staff.

Schedules batch jobs, ensures and tracks proper sequence to meet established deadlines and user needs.

Operates the mainframe console and peripheral equipment to run batch jobs and/or initiates command files for later execution.

Obtains printouts of reports to be distributed.

Loads appropriate forms and paper styles on line printers.

Prepares tapes for microfiche or other long-term storage; calls for pick-up, files and distributes when returned.

Maintains database elements, ensuring continuing validity.

Assists Operations Supervisor in evaluating operation of the computer and related equipment and in maintaining the system communication scheme.

Provides information and assistance to system-users, facilitating on-line applications.

In event of malfunction, resets the current operation or contacts appropriate District or vendor support staff as required.

May assist in writing user or operations guidelines.

QUALIFICATIONS

Knowledge of:

Policies and procedures of services provision in a centralized data processing operations center.

Principals and operating procedures of electronic computers similar to the QSS series and/or current District mainframe and on-line operating systems.

Formats and procedures for entering various types of source data.

Operating procedures for processing data in a batch and on-line environment.

Operating characteristics of various types of peripheral data processing equipment.

Basic elements of programming and documentation techniques.

Techniques for explaining technical concepts to non-technical users.

Skill in:

Scheduling and efficiently maintaining centralized batch and on-line operational controls.

Operating computing and peripheral equipment with speed and accuracy.

Analyzing and resolving mainframe operational problems.

Keeping current with changing technology applicable to data processing field.

Analyzing situations accurately and adopting an effective course of action.

Making mathematical computations with speed and accuracy.

Understanding and carrying out oral and written directions.

Analyzing and resolving desktop problems.

Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Education:

Possession of an Associate of Arts degree in information technology, or equivalent of job related experience in data processing, computer science or a related field.

Experience:

Two years of experience performing batch and on-line operational duties in a centralized information system setting. Additional experience as outlined above may be substituted for the education on a year-for-year basis.

Physical Demands:

Must possess mobility to work in a standard office and computer room setting and to use standard office equipment, including a computer and related peripheral equipment; strength to lift supplies and output weighing up to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 02/86

R: 02/97

R: 02/03