

## College of the Redwoods

## Position Description

Position: <b>Systems Operator</b>	Position Number:
Department/Site: Information Technology	FLSA: Non-exempt
Evaluated by: Director, Institutional Research	Salary Grade: 118

### Summary

Operates central host computers, student-access microcomputers, servers, station message detail recorder, and associated peripheral data processing equipment to troubleshoot hardware and software errors, assist users to solve problems, perform routine system backup, and produce standing and ad hoc reports and materials. Participates in troubleshooting program logic by writing basic instructions.

### Essential Duties and Responsibilities

- Monitors host computer systems and associated peripheral equipment to process general administrative, financial, and academic information and to facilitate data transmittal.
- Provides first-and-second-level helpdesk support to students, staff, and faculty in the area of Datatel, production web services (WebAdvisor), course management, and other systems. Provides troubleshooting of user problems with common desktop software, accessing databases, network and networked equipment, and e-mail.
- Assists in the administration of the course management system production and test servers. This includes but is not limited to adding/maintaining users, course creation, troubleshooting login/content problems for students, staff, and faculty. Assist with hands-on training for staff and faculty on a regular basis
- Maintains user security levels within the Datatel System (including WebAdvisor), course management system (Sakai) and other systems (meal plan, SARS positive attendance and appointment scheduling, Softdocs document imaging, etc).
- Monitors data center environments, ensuring proper temperature and humidity, and power usage. Responds to power supply and security problems.
- Prepares equipment for operations. Enters commands using keyboard, control panels, buttons, and switches, to activate computer and peripheral equipment. Monitors equipment to ensure connectivity, proper performance, and resource utilization.
- Observes equipment and status readings. Enters corrective actions in response to errors. Identifies and assesses operations problems and difficulties and determines operational solutions. May provide problem-solving support for operating units having trouble accessing information from central computers and databases.
- Sets up and runs regularly scheduled and ad hoc production jobs and system backups according to schedules and systems operations instructions. Inputs jobs, prints reports, bursts and decollates if necessary, and distributes reports and documents.
- Backs up system and database files, and routinely tests files and drives on the host

computer and microcomputers. Transfers directory and file information to and from tapes and assures proper documentation and storage. Copies and restores files among peripheral equipment. Maintains a tape library.

- Performs data transfers between business partners at the vendor, county, state, and federal level. Provides routine data and user updates to internal and external systems (HigherOne, SARS, ID card, Library Koha, National Student Clearinghouse, etc.).
- Assists other Technology Services staff with disaster recovery procedures, testing, and startup operations.
- Operates and assures connectivity of peripheral data processing and other related equipment such as modems, printers, terminals, and sorting equipment according to established procedures or instructions.
- Routinely cleans equipment in the data center such as monitors, keyboards and cases.
- May set up, change, and delete new and existing users to have network and database access. Issues protocols/controls for authorized access to files and monitors access using special utilities.
- May assist in monitoring local and wide area network usage and performance. Confers with networking specialists regarding problems.
- Performs disk management functions such as set up of soft and hard limit disk quotas, creation, manipulation, and deletion of files.
- Creates and maintains system startup files and scripts. Initializes and maintains printer spooler and performs other printer control functions.
- May participate in the maintenance of certain aspects of an inter-office web site and help desk support materials.
- Maintains activity records for production, troubleshooting, and changes.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

- **Knowledge and Skills**

Requires in-depth technical understanding of the operating procedures and protocols for host and workstation computers, and peripheral data processing equipment. Requires in-depth knowledge of data processing report production. Requires the knowledge and skill to set up and maintain files for report production within an integrated relational database. Requires a working knowledge of at least one of the following programming languages: Query, Crystal Reports, or equivalent ODBC type, and SQL extensions. Requires a basic level of knowledge on how data moves through database fields. Requires the ability to establish user access and database file security. Requires well-developed data entry and keyboarding skills. Requires sufficient math skills to compute totals, percentages, products, and quotients. Requires sufficient human relations skill to convey technical concepts to others, troubleshoot problems over the phone, and serve customers in all departments.

- **Abilities**

Requires the ability to perform all aspects of the position and follow standard operating policies and procedures. Requires the ability to coordinate and organize daily workflow. Requires the ability to perform recurring and time-dependent tasks. Requires the ability to use a microcomputer to access and operate host and dedicated minicomputer systems, network servers, general and specialized software packages for word processing, spreadsheet, database, and computer operations. Requires the ability to operate peripheral computer equipment. Requires the ability to use network utilities including those for sending and receiving electronic mail. Requires the ability to explain and interpret the functions and capabilities of a computer to individuals not directly engaged in electronic data processing activities. Requires the ability to determine report needs of individual departments. Must be able to read and interpret manuals and other technical documentation. Must be able to identify system errors and messages and make appropriate corrections. Must be able to perform minor corrective maintenance on the equipment.

- **Physical Abilities**

Position requires the ability to function indoors in a data center “clean room” environment engaged in work of a primarily sedentary nature. Requires ambulatory ability to sit for extended periods of time. Requires arm-hand-finger dexterity, and hand-eye coordination to operate control panels and keyboards. Requires the ability to mount tapes and equipment and bend and stoop on a recurring basis to move equipment and supplies and load printers. Requires near visual acuity to observe computer operations, read written materials and computer screens. Requires speaking and hearing ability recognize sound prompts from equipment and to hear over phone and carry on routine conversations.

- **Education and Experience**

The position requires an Associate’s degree plus three years of experience with general computer operations, computer security, and network monitoring. A+ certification desired. Additional experience or industry training in computer operations is preferred and may substitute for some higher education.

- **Licenses and Certificates**

May require a valid driver’s license.

- **Working Conditions**

Work is performed indoors where some safety considerations exist from electrical currents and physical obstructions.