

CLASS TITLE: Principal Computer Console Operator

CHARACTERISTICS OF THE CLASS: Under general supervision, coordinates and participates in the operation of a variety of computer consoles and related peripheral equipment in order to transfer computer data from internal storage into printed documents; and performs related duties as required.

EXAMPLES OF DUTIES: Monitors and controls the operations of computer consoles and related peripheral equipment in order to process computer production data; sets and adjusts controls on equipment according to job requirements; observes console control panel and related equipment for messages, malfunctions, and defective output; initiates corrective actions, procedures and techniques in order to correct malfunctions and restore normal computer processing; reviews work orders and job documentation in order to identify job requirements, special instructions, and priorities; monitors the job mix to ensure maximum computer operating efficiency; selects and loads input and output materials such as disk packs, punch cards, and forms; consults with user clientele and Systems and Programming staff in order to identify job requirements, priorities, and special job processing; provides advice, guidance, and assistance to junior level computer console operators; coordinates the assignments of other console operators for the purpose of facilitating data processing production; assigns, instructs, and checks the work of subordinate console operators; ensures proper adherence to set procedures and policies; assists in the development of procedural instruction materials.

DESIRABLE MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible experience in operating computers and peripheral data processing equipment, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Considerable knowledge of the care and operation of computers. Considerable knowledge of programming techniques. Considerable knowledge of departmental rules and regulations.

Ability to plan, coordinate, and review the work of subordinate personnel. Ability to communicate effectively orally and in writing. Ability to identify system or computer application malfunctions and take the necessary corrective and recovery actions.

Considerable skill in interpreting and applying procedures and practices of computer operation. Working skill in preparing instructional materials. Working skill in dealing effectively with clients.

April, 1992