

Job Description and Standards of Performance

<u>Position Title:</u> Computer Operator	<u>Affiliation:</u> PNG
<i>Specialization:</i>	
<u>Department:</u> Information Technology	<u>Department #:</u> 445
<u>Date Updated:</u> 4/29/07	<u>Updated by:</u> C. Gunn
	<u>Job Code #:</u> 42T091

Position Purpose/Objective:

Operates various computer hardware and application software according to established schedules and procedures to provide accurate and timely support for the computer- driven functions of the various business units of the company.

All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.

Position Duties	Meets Expectations When:
Executes application job procedures as required to accomplish assigned work completely and accurately according to established department procedures. CORE	Employee demonstrates the ability to submit, run, and control the various application jobs so that they will be executed in the correct sequence at the right time and produce the results required. Logs are checked for successful completion and correct personnel are notified of abnormal conditions.
Operates various computer hardware to accomplish assigned work. CORE	Employee demonstrates the ability to correctly operate computer hardware necessary to perform all documented job procedures.
Performs routine operating system support including, but not limited to, backups and restores, file transfers, and queue maintenance. CORE	Employee demonstrates the ability to submit, run and control various system jobs so that they will be executed in the correct sequence and at the right time and produce the results required. Logs are checked for successful completion and correct personnel are notified of abnormal conditions.
Monitors computer equipment performance. CORE	Abnormal conditions are promptly discovered and the appropriate personnel or vendors are notified.
Documents job policies and procedures.	Job policies and procedures are

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Evaluates current procedures for accuracy and relevance. CORE	documented and kept up-to-date to reflect current practices.
Provide help desk coverage . CORE	The help desk line is answered promptly, the call recorded properly, and the request assigned to the appropriate personnel.
Maintains a neat, uncluttered, and safe computer room environment CORE	Computer room is free from empty cartons, spare hardware and supplies. Documentation and computer logs are readily available.
Uses available technology to support efforts as needed. SUPPORTING	Possesses adequate knowledge of all pertinent software/systems necessary to perform duties efficiently.
Other related duties as assigned. SUPPORTING	Additional duties are performed in a timely and accurate manner.

Required Education and/or Experience/Knowledge:

High school diploma or equivalent required. Post high school education preferred but not required. Some related computer (PC, mini or mainframe) experience required.

Required Skills:

- Familiarity with standard QUERY keyboard.
- Ability to follow complex written instructions.
- Excellent communication skills, both written and oral.
- Ability to lift and carry a minimum of 40 lbs.
- Basic keyboarding skills.

This position reports to:

Business Systems Manager