UNIVERSITY OF SOUTHERN CALIFORNIA

Computer Operator IV

Job Code: 165019

Grade: TH
OT Eligible: Yes
Comp Approval: 8/28/2008

JOB SUMMARY:

Monitors the performance of network, servers and associated applications to ensure systems are operational, secure and running efficiently. Leads other operators, or serves as a specialist in computer operations solving complex problems and training or guiding other operators.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME
______ ______ Monitors the functions of the computers and peripheral equipment.
______ ______ Monitors the network and connectivity of computers.
______ ______ Monitors application software.
______ ______ Diagnoses and reports problems.
______ ______ Operates printers, collects output, replaces paper supply and controls output.
______ ______ Distributes printer output or delivers to distribution center.
______ ______ Performs machine cleaning.
______ ______ Performs first echelon maintenance on printers, hard copy devices, magnetic disks and tape drives.
______ ______ Performs system backup under direction.
______ ______ Mounts and handles magnetic tapes.
______ ______ Maintains security procedures relative to hardware.
______ ______ Maintains detailed operational logbooks for each computer system.
______ ______ Runs daily and/or nightly processing jobs, as required.
______ ______ Provides leadership, guidance and direction to other staff.
______ ______ Trains other staff as needed and provides technical assistance with problem resolution.
______ ______ May assist shift supervisor with scheduling and prioritizing work.
______ ______ Stays informed of new developments and technologies by reading journals and other pertinent publications, maintaining contact with vendors, and participating in professional organizations, meetings and seminars.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:

Essential: ☐ No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:
- Specialized/technical training
- Combined experience/education as substitute for minimum education

Minimum Experience:
- 3 years

Minimum Field of Expertise:
- Relevant experience in computer operations.

Preferred Education:
- Specialized/technical training

Skills: Administrative:
- Communicate with others to gather information
- Gather data
- Research information
- Understand and apply policies and procedures

Skills: Other:
- Analysis
- Assessment/evaluation
- Knowledge of applicable laws/policies/principles/etc.
- Lead/guidance Skills
- Problem identification and resolution

Skilled in:
- Incident/problem management
- Large scale storage administration
- Network communications technologies
- Network systems/data backup, storage and recovery
- Server applications and hardware
- Troubleshooting

Skills: Machine/Equipment:
- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Fax
- Personal computer
- Photocopier

Supervises: Level:
- Leads one or more employees performing similar work.
Comments:

Provides 24/7 on-call support as needed.

SIGNATURES:

Employee: ________________________________ Date: ________________________________

Supervisor: ________________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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