POSITION DESCRIPTION

POSITION   Coordinator, Computer Operations

LOCATION: Information Technology

REPORTS TO: Manager, Technical Support

GRADE: 10

SUPERVISES: May exercise supervision over classified, non-classified, and part time employees.

BASIC FUNCTION: Coordinate computer operations, production scheduling and related support services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Monitor all computer systems and peripheral and equipment in the computer room using operating systems utilities, analysis of logs, visual checks, and related techniques.

Interpret console messages from system software or applications programs and perform required actions.

Troubleshoot, resolve, and communicate problems and failures with servers and related system software or application programs.

Coordinate and monitor Banner production processing using AppWorx.

Consult with end users to schedule production processing.

Schedule, coordinate and troubleshoot backups on all servers.

Maintain operations logs and provide periodic management reports to supervisors.

Coordinate operations activities with other IT units including MIS, Help Desk, and Networking.

Develop and maintain operations documentation including operations procedures and troubleshooting guides.

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Coordinate the purchase of supplies used in operations including forms, tapes, and printer cartridges

Oversee the computer room environment including scheduling cleaning and monitoring the temperature

Maintain currency of knowledge with respect to relevant computer hardware, operating systems, control languages, peripheral equipment, and systems or application software.

Perform other related duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Computers and peripheral devices, such as printers and scanners.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Associate Degree in Computer Science required. Five years pertinent operations experience required. Or, a combination of the above that shall be substantially equivalent to the above. Demonstrated ability to assume managerial responsibilities as needed. Demonstrated knowledge of backup systems, production processing, DCL, disk storage systems, VMS, Windows NT/2000 and other procedures and information processing concepts that may be implemented at a large scale computer installation.

Associate Degree in Computer Science and a minimum of 2 years of relevant operations experience is required.

Demonstrated experience with backup systems, production processing, disk storage systems, printers, scanners, Tru64 Unix, and Windows Server operating systems is required; in a higher education environment is preferred.

Demonstrated experience scheduling production processing and interacting with end users is required.

Demonstrated capacity for self-directed learning is required.

Demonstrated ability to work effectively and collegially with colleagues is required.

Excellent analytical, organizational and communication skills are required.

Ability to work independently on multiple assignments and to work collaboratively within a

==team is required.==