## Position Summary

Describe below the primary purpose and function of this job

Operate and monitor electronic digital computer/peripheral environment in routine data processing and computer operations. Responsible for the control/monitoring of electronic and digital computers based on established routines.

## Key Roles & Responsibilities

List up to 6 key roles and responsibilities of this job.

1. Operate and monitor computer and peripheral equipment, such as printers, tape and disk drives.
2. Select and load input and output, observe operation of equipment, control panels, error lights, verification printouts, error messages and faulty outputs.
3. Research error messages and may manipulate console to resequence job steps after a job is interrupted.
4. Analyze problems, perform recoveries and escalate problems to the appropriate technical staff.
5. Update logs and maintain documentation, providing accurate and technical problem analysis and descriptions.
6. 

## Expertise

Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have a basic understanding of his/her discipline including all required certifications as well as a basic understanding of the business environment of a large university system. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have basic knowledge of the operation of peripheral equipment (i.e. printers, automated tape libraries, and drives), P/C and distributed computing productivity tools; and a general understanding of mainframes, operating systems, and interface controls.

## Problem Solving

Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address routine problems and will use judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

## Nature & Area of Impact

To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality can affect the productivity of students, faculty and/or staff.

## Interactions / Interpersonal Skills

Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent may have interactions with assigned student, faculty, or staff clients. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service.
Job Requirements And Qualifications:

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<tr>
<th>Minimum Education</th>
<th>Preferred Education</th>
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<tr>
<td>High school diploma.</td>
<td>Associate's degree in related discipline.</td>
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<th>Minimum Experience</th>
<th>Preferred Experience</th>
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<tr>
<td>&lt;1 year</td>
<td>1-3 years</td>
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Required Licenses/Certifications: