



## COMPUTER OPERATOR

FC: IA110  
PG: CLK-IV

PC: 031  
BU: 02  
1999

### DEFINITION

Under general supervision, prepares, initializes, operates, controls and performs minor maintenance of mainframe batch processing computers and peripherals; assists programmers, batch users, and on-line terminal users; performs related work as assigned.

### CLASS CHARACTERISTICS

Computer Operator I is the entry and first working level in the District's computer operations series. Incumbents at this level perform responsible computer operations and control, under closer supervision, and while learning specifics of the BARTD mainframe system and peripherals. Incumbents may progress to the II level after two years of successful performance at the I level and demonstrating proficiency for II level work. Computer Operator II is the fully experienced, journey level in the series, capable of the full range of system operations, troubleshooting and user assistance on an assigned shift.

### EXAMPLES OF DUTIES

1. Operates and controls the IBM 4381 mainframe batch processing computer.
2. Monitors and maintains system status; loads tape files, prepares equipment with disks, forms and cards; initializes the computer in accordance with operating instructions.
3. Operates and monitors the VM console, master console and related; maintains and reviews operators logs to determine system and equipment status, jobs to be finished on subsequent shifts, maintenance and repair services due, etc.
4. Reviews job schedule and obtains tapes from tape library; initiates system backups.
5. Diagnoses, troubleshoots and resolves interruptions in processing, and problems with job control language, computer, or hardware if possible; contacts supervisor regarding major system failures; replaces ribbons on printers, cleans typeface, loads paper and special forms and adjusts printers correspondingly, cleans tape drive heads, and performs related minor maintenance.
6. Initiates contact with vendor maintenance services regarding equipment malfunctions; reports and documents telecommunications line and modem problems; monitors output for accuracy and completeness.
7. Prepares and distributes reports to users or monitors; monitors and requests replacements for computer supplies; provides assistance and information to users and less experienced operators.

**QUALIFICATIONS**

**Knowledge of:**

Level I -

Techniques and terminology used in the operation of IBM 4341/4381 mainframe or related large computer systems. Applicable operating environments, commands, structures and job control language (VM-VS1, CMS, CICS, RSCS). Initialization, operating, back up, and restore procedures. Requirements and procedures for set up and minor maintenance of computer peripherals. Basic business arithmetic.

Level II -

In addition to the above:

Principles and theory of electronic digital computer systems operations. Techniques for troubleshooting job control language and basic computer problems, and restarting jobs. Basic principles, operation and minor troubleshooting of user terminal and telecommunications line and modem problems.

**Skill in:**

Level I -

Initializing and operating the computer system and peripheral equipment. Monitoring and responding to equipment and system status messages, annunciators and signals. Keeping accurate logs and records, and writing trouble reports. Setting up, adjusting, and performing minor maintenance to printers, tape drives and related peripheral equipment. Establishing and maintaining effective working relationships with those contacted in the course of the work.

Level II -

In addition to the above:

Planning and organizing work within assigned priorities to maximize utilization of equipment. Troubleshooting and correcting job control language problems, and basic system and equipment problems. Determining the need for vendor repair and maintenance services, and the involvement of higher level personnel. Working with batch users, terminal users, and programmers to troubleshoot and resolve on-line and batch processing problems. Working independently without direct supervision.

## **QUALIFICATIONS**

Ability to:

Level I -

Learn the specifics of BART data processing systems, equipment, and procedures.

Other Requirements:

Must be willing to work shifts, in exposure to noise and in a heavily air-conditioned environment.

## **MINIMUM QUALIFICATIONS**

Level I -

Equivalent to graduation from high school supplemented by course work in data processing operations and one year of experience in the operation of large-scale mainframe batch processing computer and peripheral equipment.

Level II -

In addition to the above:

Three years of responsible computer operations experience on IBM 4341/4381 or directly similar large mainframe computers.

**BART EEO-1 Job Group:** 6000 – Clerical  
**Census Code:** 5800 – Computer Operators  
**Safety Sensitive:** No