**Position Title:** Computer Operator III  
**Pay Grade:** NON.PB3 (rev. 7/2018)  
**Department:** Technology Services  
**Bargaining Unit:** NON  
**Employment Status:** Full-time  
**FLSA Status:** Non-Exempt  
**Revised Dates:** 1/17; 4/16; 5/02; 3/96  
**Established Date:** 8/80  
**W/C Code:** 8810  
**EEO Category:** Technicians  
**EEO Code/Name:** 0308 Computer Operations Worker

**Job Overview Summary:**
This is supervisory and skilled technical work involving the operation, maintenance and troubleshooting of a large scale computer system/network and its peripheral components. Employees in this position are expected to be able to perform any and all work tasks and comply with any work schedules or attendance or duty requirements, which may be established by City or department rules. Work is reviewed by a supervisor through inspection, review of reports, and evaluation or results achieved.

**Note:** The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

**Duties:**
- Monitoring of all resident processors - including the IBM AS/4 systems and the alpha library system.
- Diagnose and correct system failures, as well as proactive action to prevent failure situations from occurring.
- Monitors the City’s communications system to expedite trouble calls for responsible technicians.
- Logging calls requesting support or reporting problems via the trouble reporting contact line.
- Submitting applications processing, includes all related troubleshooting and analysis.
- Assisting and documenting computer, telephone and network problems. This includes network access and related difficulties.
- Documenting all problems and related actions via the server-based incident tracking system.
- Submitting all unresolved problems to the appropriate technicians and/or management as necessary via established notification procedures.
- Coordinating with outside vendors regarding supply and repair situations as is necessary.
- Printing and distributing various hardcopy reports and documents via multiple print output devices, including the primary system laser printer and the check writing printers.
- Performs related work as assigned.

**Minimum Qualifications:**
Graduate of high school or GED equivalency, supplemented with two years of college level course work or two years of progressive experience in data processing and information systems operations, six months of which was experience as a Computer Operator II within the City.

**Knowledge and Skills:**
- Thorough knowledge of all applicable computer operating systems.
- Thorough knowledge of City and departmental rules and policies.
- Considerable knowledge in the operation of various system devices, including laser printers, tape drives, CRT display terminals and telecommunications-oriented equipment, desktop and server-based applications.
- Ability to provide lead supervision of assigned personnel which includes efficient scheduling, coordination and prioritization of shift work assignments.
- Ability to politely and effectively interact with City employees and outside individuals via telephone, radio, e-mail or personal contact.
• Ability to effectively analyze a wide-range of problems and to coordinate corrective action with appropriate staff in a timely and effective manner.

**Required Responsibilities:**
Successful demonstration of cultural competence, work standards, quality work product, productivity, and job knowledge are standard expectations for all city staff and employees.

**Core Competencies:**
- Analysis
- Continuous Learning
- Customer Focus
- Decision-Making
- Initiative
- Planning and Organization
- Problem-Solving
- Team Leadership

**Necessary Special Requirements:**
Possession and maintenance of a valid State of Florida Driver’s License. If assigned duties require the use of a personal motor vehicle, an automobile insurance policy that meets the minimum requirements of liability established by the State of Florida for property damage and personal injury coverage must be maintained.