

## **LEAD COMPUTER OPERATIONS TECHNICIAN**

### **JOB SUMMARY**

Under general supervision, leads and participates in the information systems operations functions, including technical services related to computer room activities; serves as liaison and communicates with system users regarding computer operations functions, in coordination with the programming and network systems staff; performs related duties as required.

### **ESSENTIAL DUTIES**

- Assists in planning and organizing the information systems operations at the district center, schools, and facilities.
- Processes and maintains production schedules; initiates recovery action after online software or system failure.
- Reviews production schedules; reviews and maintains production run/log books, and coordinates with other information systems staff, including those on other shifts.
- Monitors and operates the following systems: enterprise application, production printer systems, and optical scanning systems.
- Maintains records related to tape library, e-mail server, access security, and other systems.
- Prints and distributes reports.
- Performs system back-up operations.
- Anticipates scheduling or system problems and coordinates corrective actions.
- Maintains an inventory of operation supplies.
- Maintains and updates procedure manuals and flowcharts; submits periodic reports.
- Monitors computer equipment via system consoles.
- Informs management in a timely manner of critical and/or late processing of reports.
- Assists in training and leading other operations staff.
- Drives to various district sites.
- Works on special projects as needed.
- Serves as backup to other operations positions.

### **EMPLOYMENT STANDARDS**

**Education and Experience:** Graduation from high school or equivalent, and three years of responsible experience in information system operations. Lead or supervisory experience is desirable.

### **KNOWLEDGE AND ABILITIES**

#### **Knowledge of:**

- Methods and procedures for operating computers and auxiliary equipment.
- Computerized scheduling systems.
- Effective troubleshooting techniques for peripheral equipment.

#### **Ability to:**

- Optimize mainframe time for maximum output.
- Operate various computers and peripheral equipment.
- Detect errors in material and data being processed and implement corrective actions.
- Understand and follow verbal and written instructions.
- Maintain a variety of files; develop and keep accurate records and reports.
- Meet critical deadlines.
- Establish and maintain cooperative working relationships with administrators and other district personnel.

**LICENSE:** Must possess and maintain a valid Class C California Driver License and remain insurable at the standard insurance market rate.

**WORKING CONDITIONS:** Typical office setting in an information systems operations environment, including sitting for extended periods of time and walking on uneven surfaces. Bend, twist, stoop, reach, and crouch to run reports and utilize peripheral equipment. Lift and move objects weighing up to 50 pounds. Drive to district sites in all kinds of weather.