

IS COMPUTER OPERATION SPECIALIST

DEFINITION OF WORK

Under general direction, the purpose of this position is to perform computer data input/output work for various County departments. Employee serves as a computer support position in running the computer room and assisting various departments with data input/output based on departmental requests. Employee is responsible for such activities as preparing computer run reports; assisting departments with computer run questions/requests; scheduling program runs; maintaining files; purchasing supplies; routing communication; preparing and maintaining records and computer databases; the employee is responsible for the technological transmission of all county financial data to include payroll for over 3000 employees and tax revenues to the bank. Work may include related duties as required.

EXAMPLES OF WORK

Assists in assuring all mainframe operations are documented in the electronic system. Responds to routine and/or moderately complex computer program run requests from County departments, prepares and prints reports, schedules department user file requests and processes output. Utilizes mainframe system and various popular and/or specialized computer programs to enter, store, manipulate and/or retrieve information as requested or otherwise necessary; develops reports, statements, schedules, logs, card records, and/or other materials; and processes information by department requests and prints the output. Processes month-end reports for the Finance and Tax departments; runs bi-weekly payroll checks and related reports to include payroll for over 3000 employees; and processes property record cards for the Tax Assessors Office (tax revenue) and DMV bills and is responsible for the technological transmission of all county financial data to the bank. Prepares reports, databases, forms, etc., as appropriate to support County departments; reviews source documents and prepares or edits computer records to reflect accurate information; contacts officials to verify facts, figures, interpretations, etc.; and advises appropriate parties of incomplete or incorrect data, and requests resolution to deficiencies. Assists in maintaining the effectiveness of the county phone system by insuring instruments are operational and available, communications computer equipment is functioning properly, sufficient resources are on hand for continued operations, and required changes to individual and department lines are accomplished including the addition, deletion or change of number(s) and voice mail boxes. Schedules nightly system backups, nightly processing for Finance and Tax offices, and extra requests for program runs; handles on call problems on weekends for system failure; handles maintenance calls for computer room equipment problems; and decollates and burst forms as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a degree in computer science, information technology or related discipline and one year of experience involving computer operations support work on a mainframe system; or an Associate's degree with course work emphasis in computer system operation including DOS Z/VSE operations and three years of experience involving computer operations support work on IBM-Z9 2096R70 mainframe system; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Considerable knowledge of the methods, procedures and policies of Cumberland County as such pertains to the performance of the essential duties of the position; and principles and practices of managing the operations of the computer room, processing data information and producing output for users. Knowledge of IBM-Z9 2096R70 mainframe system and basic knowledge of DOS Z/VSE operating systems. Considerable knowledge of the operation of computers and peripheral equipment and of the various types of input and output media; the organization of the department, and of related departments and agencies; the occupational hazards and safety precautions required to perform the essential functions of the work; data processing operations, procedures and terminology and related professional languages used within the department as such pertains to work responsibilities. Ability to establish and maintain cooperative and effective relationships with intra- and interdepartmental personnel, as well as any external entities with which position interacts.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Work requires the ability to perform coordinated movements involving placing and turning motions, such as loading computer paper, forms, checks, cards on printers. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communication ability. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Tasks involve the ability to exert light physical effort in light to medium work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light to medium weight (10-20 pounds).