



COMPUTER OPERATOR

SUMMARY/SCOPE/GOAL

To support all users of Educational Technology department computer systems by ensuring successful job completion and report distribution.

QUALIFICATIONS

COMPUTER OPERATOR I:

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High School diploma or equivalent required.
- One (1) year experience utilizing PC operating systems and applications, including but not limited to Windows, word processing, spreadsheet, etc.

PREFERRED/DESIRED:

- Vocational certification in data processing or equivalent recognized certification, **OR** Associate Degree in Data Processing, Business Management, **OR** comparable training and education from a military institution. Relevant experience may substitute for Associate's Degree, one (1) year of experience vs. one (1) year of college.

COMPUTER OPERATOR II:

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High School diploma or equivalent required.
- Two (2) years' experience as a computer operator.
- One (1) year experience utilizing PC operating systems and applications.

PREFERRED/DESIRED:

- Vocational certification in data processing or equivalent recognized certification, **OR** Associate Degree in Data Processing, Business Management, or a related field such as Mathematics or Accounting, **OR** comparable training and education from a military institution. Relevant experience may substitute for Associate's Degree, two (2) years of experience vs. one (1) year of college.

COMPUTER OPERATOR III:

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High school diploma or equivalent required.
- Four (4) years' experience as a computer operator.
- Three (3) year experience utilizing PC operating systems and applications.

PREFERRED/DESIRED:

- Vocational certification in data processing or equivalent recognized certification, **OR** Associate Degree in Data Processing, Business Management, or a related field such as Mathematics or Accounting, **OR** comparable training and education from a military institution. Relevant experience may substitute for Associate's Degree, two (2) years of experience vs. one (1) year of college.

COMPUTER OPERATOR IV:

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High school diploma or equivalent required.
- Four (4) years' experience as a computer operator.
- Three (3) year experience utilizing forms control software in the creation and maintenance of forms for laser printing in a centralized and decentralized computing operations.
- Two (2) years' experience in maintaining and administering a Call Center database that is consistent with the goals of the Departments Strategic Goals.

PREFERRED/DESIRED:

- Vocational certification in data processing or equivalent recognized certification **OR** Associate Degree in Data Processing, Business Management, or a related field such as Mathematics or Accounting, **OR** comparable training and education from a military institution. Relevant experience may substitute for Associate's Degree, two (2) years of experience vs. one (1) year of college.

ALL LEVELS:

CERTIFICATIONS/LICENSES/TRAINING:

REQUIRED:

- Valid Florida Drivers' License

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Interface with systems, payroll, school accounting, departments, and users.
2. Report any equipment failures, record shift turnover as appropriate.
3. Update incident report checklist.
4. Monitor and operate assigned computer systems and associated peripheral equipment.
5. Maintain tape library including processing and distributing of Disaster Recovery materials.
6. Perform cleaning and minor maintenance and adjustments on standard equipment including replacement of modules and parts, as necessary.
7. Troubleshoot equipment failures, initiate, and escalate service calls.
8. Communicate with analysis and programming staff concerning data or program problems.
9. Assist in the planning, organizing and development of procedures.
10. Distribute reports to various departments and schools, including packaging for courier delivery to remote sites.
11. Responsible for verification of proper alignment and printing of all report distributions.
12. Responsible for proper disposal of confidential materials.
13. Process and distribute tape for Disaster Recovery purposes.
14. Monitor environmental conditions to ensure that temperature and humidity are within limits. Respond to fire/smoke alarms.
15. Use effective positive interpersonal communication skills.

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ADDITIONAL FUNCTIONS FOR LEVELS III-IV:

17. Notify any system personnel of failures or problems with their job.
18. Integration of software and hardware for centralized and decentralized printing process.
19. Primary responsibility for the planning, organizing, and development of procedures.
20. Determine priority of shift turnover.
21. Responsible for supplies inventory and control.
22. Perform monthly inventory of paper and form stocks; reorder as necessary; maintain positive control of forms, i.e., checks and report cards.
23. Responsible for setup and monitoring of software for local and remote print distribution queues from centralized operating system.
24. Responsible for all form's creation utilizing multiple software products from multiple vendors on multiple platforms.
25. Responsible for maintenance of work order system used by district personnel for technology issues. This includes installation, customization, and training.

OTHER DUTIES:

Performs other duties as assigned commensurate with the skills and abilities of the position. Provides outstanding customer service and uses positive interpersonal communications skills. Makes all decisions and performs all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensures compliance with Board Policies, procedures, and applicable federal and state laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Knowledge of mainframe or mid-range hardware systems and control languages. Knowledge in the operation of large-scale laser printers and the programming and integration of software and hardware to produce printed laser forms. Knowledge of personal computer operation, utilization capabilities, and limitations. Adequate knowledge of mathematics, principles of accounting, statistical analysis, office practices and procedures, and employee motivational principles and relations. Communication skills with public and fellow workers. Knowledge of various personal computers and software such as Windows, Unix, and MS-Office.

GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

EQUIPMENT:

Interpret technology policy and establish methods and procedures for acquiring, installing, testing, operating, or repairing machinery or technology systems.

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Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(M) MEDIUM WORK

Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

May include conditions of small, enclosed, or partially enclosed areas, dust, dirt, fumes, odors, respiratory irritants, chemicals, inks, developers, mechanical hazards, moderate and repetitive noise, and static electricity.

TRAVEL:

Travel between sites occasionally. Travel out of county rarely.

FOR HR USE ONLY:

DIVISION:	Educational Technology	DEPARTMENT:	Technology Support Services
TITLE CODE:	L4720; L4721; L4722; L4723; L4724	CONTENT BY:	Assistant Superintendent – Educational Technology
GRADE:	EE, GG, HH, MM	COMPENSATION:	Human Resources
UNIT:	1010 PTH	LABOR RELATIONS:	Karyle Green, Ed.D.
LAST BOARD APVD:	1/17/2006	CLASSIFICATION:	Beth Thedy, Ed.D.
SCHEDULE:	8 Hrs. – 12 Mos.		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	3/26/1996	Developed	
1.1	10/3/2005	Revised	
1.2	12/01/2020	Revised: New Format; Combined levels I-II-III & IV to one job description, identifying differences.	Ellie Kelly – Human Resources
1.3	11/19/2021	Removed special diploma, update physical requirements to ADA format, add schedule.	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.