

CITY OF OLYMPIA	DATE PREPARED	1/85
CLASS SPECIFICATION COMPUTER TECHNICIAN	JOB CODE	880
	SALARY RANGE	044
	FLSA STATUS	COVERED
	REVISED	5/2003

POSITION DESCRIPTION

Function: Under general supervision, performs a variety of data entry and computer operations duties.

Essential Function: The information contained in this classification specification is a representative sample of essential and other functions performed in this classification. Specific essential functions are identified for position recruitment or other administrative procedures.

Examples of Duties: Responsible for a variety of data entry and computer operation duties. Prepare data entry equipment for operation, correct malfunctions when possible, and implement recovery procedures when hardware or software failures occur. Edit, enter, and verify data from source documents. Assist in scheduling jobs according to user needs. Maintain documentation and make recommendations for changes and run procedures to enhance computer operation, decrease job run time or otherwise benefit operations. Observe flow of jobs and be alert to operational problems that cause errors in job stream. Correct errors if possible, or inform user/manager if serious conditions occur. Balance reports and correct data as necessary to keep operational flow in tact or as negotiated with end user. Prepare and maintain accurate data entry programs keeping these programs up-to-date as required by the changing nature of the various jobs. Maintain diskettes and labels to accurately reflect the data that is contained therein. Perform limited maintenance on data entry machines. Assist terminal operators with operational problems.

Contacts: Computer Technicians interact with all other Division staff, computer terminal and data users. Contacts require the ability to relay technical information pertaining to terminal use or data output and/or interpret data processing problems from user comments and questions. As a human link between users and data processing equipment, Computer Technicians are required to communicate with both machines and people.

Supervision: None

Accountability: Computer Technicians are accountable for the accuracy of the data entered and for completing assigned tasks in a timely and efficient manner. Computer Technicians serve as a communication link between users and data processing operations.

Working Conditions: Strict deadlines, disturbances of work flow and irregularities of work schedule are expected and occur on a regular basis. Technicians are frequently required to stand for long periods; independently lift, maneuver, service, and install computer components; and lift and maneuver boxes of computer paper. The position performs highly repetitive work which requires long periods of sitting and concentration in the moderately noisy environment of computers and peripheral equipment. Deadlines are usually recurring and strict with little opportunity for adjustment.

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QUALIFICATION GUIDELINES

Knowledge/Skills/Abilities: Knowledge of operation control language and utility programs.

Knowledge of basic formats for routine data entry applications.

Knowledge of terminal operations including error conditions and error recovery procedures.

Knowledge of spelling and mathematics sufficient to edit source documents.

Skill in the use of high volume data entry or key punch equipment.

Skill in operating computers and related peripheral equipment.

Ability to recognize problems and make minor repairs on data processing equipment.

Ability to plan time so that the optimum amount of processing is done by utilizing all available resources.

Ability to work in an environment where many tasks are being controlled at the same time and act quickly when a rapid transfer of attention is required.

Ability to work under the pressure of deadlines, work volume and sustained effort.

Ability to understand and use technical manuals.

Ability to work in an environment of machine noise and frequent interruptions.

Ability to follow technical written and verbal instructions.

Ability to lift and maneuver computer components and boxes of computer paper.

Ability to communicate with users and translate stated needs to other Division staff.

Ability to work cooperatively as a member of a service-oriented team.

Education/Experience: One year of college or vocational school work with courses in data processing, math, computer science or related subjects; or an equivalent combination of experience and training in data entry and computer operations required. Knowledge of RPG II and RPG III, OCL and CL is preferred.