



COMPUTER OPERATOR II
Information Systems Department

Range 40
Salary

JOB DEFINITION: Under the supervision of the Information Systems Administrator, operate and monitor midrange computer systems, via control terminal in order to produce billing and Agency departmental input/output (reports); Monitor and respond to console and on-line terminal messages; assisting with resolve of PC / midrange software and hardware problems; assures accuracy of all data given to I.S. for input / output; backup operator of the Itron systems, performs other Information Systems duties as assigned by the Information Systems Administrator.

SUPERVISOR: Information Systems Administrator

DISTINGUISHED FROM LOWER RANGE POSITION(S):

There is only one Operator II position within the Information Systems Department.

EXAMPLE OF DUTIES:

Duties include, but are not limited to:

Operation of midrange systems in an on-line environment which produces data processing generated reports as required by the various departments; enforces, adheres to and performs operational activities to departmental standards and guidelines; edits input documents for completeness; Determines the priority of incoming data in accordance with Agency or department needs and production schedules; Following written procedures and instructions, operates the midrange systems producing a variety of daily, weekly, monthly or scheduled yearly reports in relation to billing, including, but not limited to, budget related data, Engineering, Accounting and Construction data; Sets appropriate controls for production runs; maintains and coordinates meter reading system (AS400/Itron) and programs; maintains logs and records necessary for proper documentation of the midrange/I Series computer operation; Investigates service account information and billings for corrections or potential adjustments, including groundwater billing, over and under meter reads; monitors fire hydrant related reading and billing information; Monitors reclamation reads and tracks for billing purposes; compiles billing for group mailings using USA postal program regulations; Operates auto mailer and prepares bills for sorted mail boxes; Balance and reconciles discrepancies for both input and output; prepares technical support documentation and manuals; Performs system hardware problem determination and minor maintenance on equipment in case of stoppage or malfunction; Perform systems backup functions on (all servers); Provides outer departmental interface between users and information system; participate in year end fiscal closing and prepare summary sheet for independent auditors; Serve as backup for Itron system; and perform other information systems or clerical duties as assigned.

QUALIFICATIONS:

Schooling: High School Diploma or G.E.D.

Certification(s): negotiable

Experience: Any combination of education or experience which would likely provide the required knowledge and abilities needed for the performance of these duties; 2 years of increasingly responsible experience in the operation of data processing main frame and peripheral equipment.

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the possible operation of Agency vehicles, with an acceptable driving record.

Knowledge: Operation of personal computer and its capabilities; fundamentals of the water billing process at the Desert Water Agency and the related flow of reports and documentation necessary for the accurate and timely billing of its customers; and the use of other general office equipment utilized in the Data Processing Department.

Ability: Work independently with little direction; follow oral and written instructions; maintain a given work schedule; research, analyze and react with correct methods and procedures in solving a variety of questions or problems that may arise in the course of operating the automated meter reading system; establish and maintain cooperative working relationships with Agency Staff and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Going up and down ladders, stepping stools, stairs

Bending: yes no **Frequency:** Continual Often Infrequently Never

Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Picking up boxes, picking up paper reams, boxes of preprinted paper for various uses

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Information Systems Department members work within an open space or in the confines of a cubicle. The Information Systems Department is located within an enclosed office area which is separate from other departments, and which can not be easily accessed by members of the general public. Lighting is overhead, the IS Department has a air cooling and heating system which is separate from the rest of the Operations Center and can be adjusted by the members of the department. There is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment that operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, shredding machine, calculators, bursting machine, billing preparation/enveloping system.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.