

Code: 1431

Title: COMPUTER ATTENDANT

SUMMARY: Provides computer support services and entry level computer operation work in a centralized mainframe, mini- or microcomputer setting.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Operates computer console, tape unit, card reader, printer, signature imprinting, and related equipment;
Sets up, loads and changes tapes, diskettes, cards, and forms;
Modifies alignment and troubleshoots paper stoppages or malfunctions;
Removes computer output for bursting and decollating with edge trims as required;
Observes machines in operation, analyzes and troubleshoots problems whenever a job does not run properly and takes appropriate steps to correct the error;
Maintains status log sheets and records operating down time;
Reviews and interprets work flow objectives and turnaround schedules;
Checks computer input and output for quality of results;
Regulates forms control by coordinating user department's computer form needs with the Purchasing Department;
Maintains inventory of required data processing forms and supplies.

KNOWLEDGE & SKILLS:

Knowledge of:

- principles and techniques of support and basic operation services for computer run tasks applicable to assigned area of work;
- techniques and operation of computer hardware and job control procedures;
- operating principles of diagnostic, troubleshooting and problem resolution on computer routines;
- practices involved in the application of manual office procedures to computer support work as applicable to area of assignment;
- effective communication methods.

Skill in:

- applying principles and techniques in the operation of computer related equipment applicable to area of assignment;
- using office support techniques, tools and processes to support computer operation efforts;
- identifying, troubleshooting and resolving computer operation run problems;
- organizing, prioritizing and facilitating computer support services tasks;
- communicating effectively.

MINIMUM QUALIFICATIONS:

Two years of experience performing clerical or support duties in support of a mainframe, mini- or microcomputer system. [Clerical/support duties using personal computers (PC) in a Local Area or Wide Area Network (LAN/WAN) do not substitute for the mainframe, mini-/micro-computer experience.]

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require a valid Arizona driver's license of the appropriate class or other certification/licenses at the time of appointment or prior to completion of initial/promotional probation.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post-appointment drug-testing by law enforcement agencies due to need for access to law enforcement, corrections or Courts facilities, property and associated confidential and sensitive information, documents, communications and database systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

Revised 03/15/99(Team)