COMPUTER OPERATIONS COORDINATOR

CLASS SUMMARY

Under general supervision, this position coordinates the activities of computer operations staff; maintains the data media library for computer operations; serves as liaison to customers, computer operations, applications development and vendors; ensures accuracy and distribution of reports; responsible for ensuring District data submissions to the State Department of Education; designs and programs Academic and Student Services data collection instruments; performs computer operation functions and related duties as required.

REPRESENTATIVE DUTIES

Plans, develops, schedules, and coordinates, computer operations activities and workload. Provides status of data processing requests and coordinates resolution of processing problems with customer and IT staff. Maintains technical operating procedures and instructions. Develops and implements techniques to improve and maintain production operations. Provides advice and assistance to all customers. Performs quality control for data processing requests including statistical reporting of production operations. Establishes monthly operations schedule. Coordinates offsite archival of data media, related documentation and materials. Provides information, consultation and follow-up assistance to customers; identifies and analyzes operational problems and recommends solutions.

ORGANIZATIONAL RELATIONSHIPS

This position reports to District IT management responsible for computer operations.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

An Associate Degree, one year of experience as a computer operations coordinator or three years of experience as a computer operator in a medium to large scale environment. Experience in analyzing problems related to data processing operations, scheduling and procedure writing; design and programming of data collection instruments.

Knowledge and Abilities

Knowledge of: information processing standards and control procedures; data collection techniques and practices; data processing control programming; and organizational skills.

RANCHO SANTIAGO COMMUNITY COLLEGE DISTRICT   CLASS SPECIFICATION

COMPUTER OPERATIONS COORDINATOR cont'd

<u>Ability to</u>: work independently; identify, research, analyze and resolve complex problems; communicate clearly and concisely, verbally and in writing; comprehend and follow written and verbal instructions; maintain accurate and detailed documentation; work critical timelines; work effectively and cooperatively with others; provide technical support backup for computer.

Able to use a computer workstation throughout the workday.