

EDP OPERATIONS ASSISTANT, SENIOR

KIND OF WORK

Office electronic data processing work.

NATURE AND PURPOSE

Under general supervision, coordinates all phases of office automation activities for minicomputers and microprocessing networks, including software, hardware and operating system installation, modification and maintenance; data base file structure and security; computer user training; and the identification and resolution of hardware and software problems encountered by computer users. Performs related work as required.

This classification differs from the EDP Operations Assistant because the EDP Operations Assistant emphasizes hardware installation, operations and troubleshooting while the EDP Operations Assistant Senior's responsibilities include increased user support through individual and group instruction and specialized applications to generate reports using statistical packages, data base, word processing, spreadsheet, graphics software, etc. The Data Processing Coordinator 1 differs from this classification in that the Data Processing Coordinator 1's emphasis shifts from writing macros, using the language's procedure commands, etc., to 4 GL/3GL application programs and is more involved with the training of EDP Operations Assistants and users; identification and correction of hardware and software problems encountered by users that require ever-increasing interpretation of procedures and manuals by the Data Processing Coordinator 1 with decreasing dependence on the vendors' help desks.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Stores, accesses, updates and reviews data elements, files, structure and security so that data is easily accessible to authorized user staff by arranging the data in an understandable format, by installing a data retention and back-up schedule, and by following data security procedures.

Maintains the operating status of the minicomputer or microprocessing network so that they are available for authorized user staff by monitoring the system's parameters, by recommending upgrades to the operating system's hardware and software, by installing and documenting upgrades and changes to software.

Investigates and attempts to resolve computer hardware and software problems to limit the interruption to the authorized user staffs' workflow by following recommended diagnostic procedures described in software packages, vendor manuals or help desks; by implementing problem resolution procedures and by observing the results.

Writes specialized applications for staff so that statistical, data base, word processing, spreadsheet and graphics programs/packages are readily available for staff to access and manipulate data, format newsletters, produce reports, by operating mini/microprocessing hardware, by referencing hardware/software instructional manuals, by testing commercial and customized software for compatibility and flaws and by integrating computer graphics, data bases, spreadsheets, etc.

Selects new material and edits existing content of the computer users support manual so that up-to-date information on new releases and modified versions of computer software are easily accessed by authorized user staff by logically organizing manual material, by anticipating questions from staff, by translating computer terminology into basic, understandable terms.

Conducts and facilitates training sessions for authorized user staff so that they have current information and instructions on the use of the offices' hardware and software; by coordinating location, date and agenda; by distributing training material; by demonstrating new or modified features and capabilities individually or on a group basis.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Mini/microprocessing computers and networks sufficient to perform standard start-up procedures, monitor hardware and software operations, and install operating system software upgrades and hardware reconfiguration.

Data bases sufficient to ensure easy access to data files, and monitor data retention, back-up and security procedures.

Fourth generation and report generating languages sufficient to test and modify commercial software, write specialized applications and explain coding procedures to authorized user staff in understandable terms, anticipating questions.

Ability to:

Detect hardware and software malfunctions through observation of hardware stoppage, error messages or faulty output and to diagnose software problems sufficient to resume operations.

Understand and follow written/oral instructions and procedures as applied to computer operations and data processing sufficient to complete the documentation and storage of data.

Communicate verbally and in writing sufficient to train authorized user staff and to edit and update procedures manuals and work instructions.

Est.: 6/90

Rev.:

TC:

Former Title(s):