

Senior Information Systems Operator

Position Details

Class Code: 1435

Job Family: Information Systems

Classification: Support Professional

Terms of Employment: [Pay Grade 51 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

Position Summary

Under general supervision, monitors and operates multiplatform enterprise-class computer systems, servers, printers, tape libraries, backup and security, and related equipment/software in support of the Clark County School District's round-the-clock computerized workload and processes.

Essential Duties and Responsibilities

This list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Operates zOS, Unix, Linux, and Windows servers in a multi-processor, concurrent task environment according to standard procedures and operational schedules.
2. Operates related peripheral equipment consisting of tape drives and libraries, disk storage units, high-volume line, laser, and Magnetic Ink Character Recognition (MICR) ink printers, multiple consoles, controllers, computer equipment racks, scanners, plotters, decollators, pressure seals, temperature/climate and uninterruptible power supply equipment.

3. Responsible for timely and accurate job processing; determines shift priorities and workflow to ensure service-level agreements are met, within established guidelines.
 4. Analyzes and diagnoses problems with scheduled/running jobs and system; determines resolutions and assists job/system owners in troubleshooting problems.
 5. Adjusts schedule to accommodate special projects, requests, equipment malfunctions, and delays.
 6. Ensures legibility and organization of job/system outputs that will be distributed to users.
 7. Communicates effectively with operational, development, and systems staff regarding job processing, schedules, and results.
 8. Analyzes documentation, procedures, and instruction sheets to determine equipment setup and system operating parameters, as appropriate.
 9. Updates logs and records to capture run times, equipment failures, call back processes, and shift turnover information.
 10. Contacts necessary users, support personnel, supervisors, managers, or vendors when corrective actions and schedule adjustments need to be made to ensure production processing continuation.
 11. Observes systems and peripheral equipment error indicators to detect malfunctions; contacts the appropriate repair service personnel if problems cannot be cleared.
 12. Performs minor repairs, adjustments, and preventive maintenance on equipment by cleaning, replacing paper, ink, toner, cartridge, film, and development solutions, vacuuming, etc.
 13. Monitors security/system hardware failsafe mechanisms.
 14. Performs required security procedures to prevent unauthorized access to building, systems, and information.
 15. Acts as shift supervisor when required.
 16. Conforms to safety standards, as prescribed.
 17. Performs other tasks related to the position, as assigned.
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Distinguishing Characteristics

Involves all aspects of multiplatform enterprise-class data center computer systems operations, including operating and monitoring consoles, systems, batch and job control language coding, tape data backup cataloging and library functions, high-speed printer operations, and bursting/decollating duties. Functions as a lead worker on the shift.

Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of enterprise-class computing systems, operations, and capabilities including centralized, distributed, and client/server-based environments.
 2. Knowledge and ability to operate large-scale systems, peripherals, and related equipment including system consoles, magnetic cartridge virtual tape libraries, high-volume print production systems, MICR printers, Optical Mark Read (OMR) scanners, bursters, and pressure sealers.
 3. Knowledge of basic accounting, statistical, business, administrative, school, and office processes.
 4. Ability to work under pressure, with deadlines, in an environment where unexpected malfunctions occur and priorities need to be determined/adjusted.
 5. Ability to multi-task and coordinate resolution of multiple technical issues to meet predetermined deadlines.
 6. Ability to read and interpret complex materials.
 7. Ability to maintain confidentiality of information.
 8. Ability to communicate effectively both verbally and in writing.
 9. Ability to use hand tools and test equipment.
 10. Ability to work flexible hours and shifts.
 11. Ability to safely move and relocate heavy objects.
 12. Ability to work cooperatively with employees and vendors.
 13. Ability to write, learn, and apply established procedures.
 14. Ability to recognize and report hazards and apply safe work methods.
 15. Ability to supervise shift operations.
 16. Possess physical and mental stamina commensurate with the responsibilities of the position.
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Position Requirements

Education, Training, and Experience

1. High school graduation or other equivalent, (i.e., General Educational Development (GED), foreign equivalency, etc.)
2. Four (4) years of experience in a large-scale computer systems and data processing environment operating enterprise class, mission critical computer and data center systems and related equipment, (i.e., IBM mainframe, SPARC Enterprise, etc.) to include any combination of the following experience:

- Experience operating z/OS consoles including Time Sharing Option (TSO), Interactive System Productivity Facility (ISPF), Job Entry Subsystem (JES2), System Display and Search Facility (SDSF), and Customer Information Control System (CICS) sessions and commands, monitoring and operating enterprise-class environments across multiple operating systems (i.e., Unix, Linux, Windows servers) and related technologies including backup and recovery, automated and batch job process scheduling and monitoring, and file transfer services.
- Experience debugging and modifying Job Control Language (JCL), including return code conditional interpretation for restart/rerun processing, troubleshooting return codes and job failures including restart/rerun processing which may include timed or file triggers between systems.
- Experience operating X Windows and terminal sessions (i.e., Exceed), to execute Solaris or Unix/Linux commands, shell scripts, and applications.
- Experience with job scheduling and monitoring using CA JOBTRAC and/or Redwood Cronacle/SAP Central Process Scheduling (CPS) technologies such as cron, Task Scheduler, and other third-party tools.
- Experience operating Microsoft Windows servers and desktops including starting and stopping services, restarting operating system, maneuvering applications, desktop windows, file system structures, and command line interface.
- Experience operating high-volume printing systems (i.e., Xerox, IBM, etc.), including printer and print queue manipulation and control (i.e., job priority, tray redefinition, restart, partial, image offset, etc.), and maintenance of consumables (i.e., toner, ink, developer, ribbon, etc.)
- Experience using Microsoft Office applications (Word, Excel, Access, etc.)

Licenses and Certifications

A valid driver's license or state-issued identification card.

Preferred Qualifications

One year of experience as a lead computer systems operator.

Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
 2. High school transcripts or other equivalent (i.e., GED, foreign equivalency, etc.)
 3. Specific documented evidence of training and experience to satisfy qualifications.
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Examples of Assigned Work Areas

Clark County School District Information Systems Department.

Work Environment

Strength

Medium/heavy - exert force of 50-100 lbs., occasionally; 25-50 lbs., frequently; or 10-20 lbs., constantly.

Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, repetitive fine motor activities, talking, and hearing. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and maintain concentration for an extended period of time. Hearing and speech to communicate in person, via video conferences and computers, or over the telephone. Vision: Frequent near and far acuity; depth perception, focal length change, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

Environmental Conditions

Climate-controlled office setting with temperatures ranging from mild to moderate cold/heat. Exposure to noise levels ranging from moderate to loud for occasional to frequent time periods. Exposure to electrical shock hazards.

Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand-operated equipment and machinery (as related to specific assignment).

Examples of Equipment/Supplies Used to Perform Tasks

Various computers, consoles, modems, tape drives, control units, optical mark scanners, form decollators and bursters, electric staplers, copy machines, telephones, fax machines, laser printers, impact printers, etc.

AA/EOE Statement

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

Job Revision Information

- Revised: 05/26/23
- Created: 08/21/09