HOWARD UNIVERSITY
Position Description

POSITION TITLE: Computer Systems Operator   **SALARY GRADE:** HU-07

DATE REVISED: December 1, 2014   **EEO CODE:**   05

JOB CODE: 2702   **FLSA STATUS:**   Non-Exempt

BARGAINING UNIT: N/A

DEPARTMENT:	**POSITION NO:**
REPORTS TO:	**GRANT:** ☐No ☐Yes

BASIC FUNCTION: The purpose of this position is to provide support and assistance in the operations of the computer systems for the school or department. Monitor and control electronic computer and peripheral electronic data processing equipment to process business, scientific, engineering, and other data according to operating instructions. May enter commands at a computer terminal and set controls on computer and peripheral devices. Monitor and respond to operating and error messages.

SUPERVISORY
ACCOUNTABILITY: Involves no responsibility or authority for the direction of others.

NATURE AND SCOPE: Internal contacts include administrators, faculty, students and staff of the department and University. External contacts include vendors, visitors and the general public.

PRINCIPAL
ACCOUNTABILITIES: Enter commands, using computer terminal, and activate controls on computer and peripheral equipment to integrate and operate equipment.

Monitor the system for equipment failure or errors in performance.

Respond to program error messages by finding and correcting problems or terminating the program.

Notify supervisor or computer maintenance technicians of equipment malfunctions.

Answer telephone calls to assist computer users encountering problems.

Record information such as computer operating time, problems that occurred, and actions taken.

Operate spreadsheet programs and other types of software to load and manipulate data and to produce reports.

Help programmers and systems analysts test and debug new programs.

Retrieve, separate and sort program output as needed, and send data to specified users.

HOWARD UNIVERSITY
Position Description

POSITION TITLE: Computer Systems Operator

SALARY GRADE: HU-07

DATE REVISED: April 12, 2010

EEO CODE: 05

JOB CODE: 2702

FLSA STATUS: Non-Exempt

BARGAINING UNIT: N/A

Oversee the operation of computer hardware systems, including coordinating and scheduling the use of computer terminals and networks to ensure efficient use.

Performs other duties as assigned.

CORE COMPETENCIES: Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Skill in the operation of computers, related software applications (word-processing, spreadsheet, database, graphic presentations, information management, etc.) and standard office equipment.

Skill in the use of proper grammar, punctuation, spelling, business correspondence, composition and format.

Communicate effectively orally and in writing with a diverse population

Ability to establish and maintain effective and harmonious work relations with faculty, staff, students and the general public.

MINIMUM REQUIREMENTS: High School diploma or GED and 0-2 years of general work experience. Vocational or other technical school, training or apprenticeship beyond HS may be substituted for work experience.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____   **DATE:** _____
Department Manager/Supervisor

CERTIFIED BY: _____   **DATE:** _____
Department of Compensation & Performance Management