New Mexico State Personnel Office
2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

COMPUTER OPERATORS

Class Title	Class Code	Pay Band	Alt Pay Band*
Computer Operators-B	R9011B	40	
Computer Operators-O	R9011O	45	
Computer Operators-A	R9011A	50	

In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.

Occupation Description
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.

Nature of Work
Computer operators oversee the operation of computer hardware systems, ensuring that these machines are used as efficiently and securely as possible. They control the console of either a mainframe digital computer or a group of minicomputers and set controls on the computers and peripheral devices required to run computer tasks or "jobs." Operators maintain logbooks or operating records for each job run and list any events, such as malfunctions, that occur during their shift. Other computer operators perform and monitor routine tasks, such as tape backup, virus checking, software upgrading, and basic maintenance or help programmers and systems analysts test and debug new programs. Computer processing operations regularly run around-the-clock, allowing opportunities for evening, night, or weekend work. However, increased automation and telecommunication systems lessen the need for full-time coverage of operations and permits many operators to monitor systems remotely.

Distinguishing Characteristics of Levels
Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic
- Employees in this Role perform standardized duties regarding loading, monitoring, and documenting operations for routine computer jobs.
- Employees assist in maintaining and resolving hardware breakdowns and software failures on computerized projects.

Recommended Education and Experience for Full Performance
High School Diploma or GED and one and half (1.5) years of related work experience.

Minimum Qualifications
High School Diploma or GED and three (3) months of related work experience.

Operational
- Employees in this Role oversee the operation of computer hardware systems, ensuring that the machines are used efficiently.
- Employees may work with mainframes, main computers, or networks of personal computers.
- Employees work from instructions prepared by programmers, users, or operations managers; set controls on the computer and on peripheral devices required to run a particular job; monitor the control console; and respond to operating and computer messages, detect, and fix errors.

Recommended Education and Experience for Full Performance
High School diploma or GED certificate and two (2) years of related work experience.

Minimum Qualifications
High School Diploma or GED certificate and six (6) months of related work experience.

Advanced
- Employees in this Role work extensively in advanced technology where computers perform many of the tasks formerly delegated to computer operators.
- Employees operate computers on specialized operations such as network operations, user support, or database design and maintenance.

Recommended Education and Experience for Full Performance
Associates Degree and two (2) years of related work experience.

Minimum Qualifications
High School diploma or GED and one (1) year of related work experience.

Knowledge and Skills

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Knowledge

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Telecommunications — Knowledge of transmission, broadcasting, switching, control, and

operation of telecommunications systems.

Skills

Operation Monitoring — Watching gauges, dials, or other indicators to make sure a machine is working properly.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Operation and Control — Controlling operations of equipment or systems.

Speaking — Talking to others to convey information effectively.

Time Management — Managing one's own time and the time of others.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization*, *essential functions*, and the *recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001   **Revised:** 09/20/2011

*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.