Computer Operator - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:
Has a complete and thorough understanding of the organization philosophy
Knows data processing procedures; understands the operation and function of all hardware/software on the system
Knows security procedures for data processing system
Knows how to maintain and care for equipment
Knows security, settling, & maintenance procedures for the ATM machine
Understands totally the automated lending system, audio, collection and history databases
Understands concepts of DP operating system completely, including emergency shutdown procedures, pathname searches, etc.

QUALITY OF WORK:
Has the required MIS reports prepared by 00:00 a.m. daily
Ensures that on-line is up and operating prior to 00:00 a.m., daily
Ensures the operating system is functional all the required hours each day
Limits ATM downtime to a maximum of 20 minutes, daily
Completes routine processing, error free
Reacts promptly to problems and proceeds to handle a problem/crisis calmly and aggressively
Follows strict procedures regarding backup and security of the system

QUANTITY OF WORK:
Accomplishes daily scheduled tasks in a timely and efficient manner
Completes daily settlement and ATM balancing in accordance with schedule
Runs all special reports in accordance with requirements established by management
Takes on special projects concerned with computer application

SELF-DEVELOPMENT:
Attends available training seminars as approved by supervisor
Enrols in and successfully completes one related training program or seminar every year
Reads industry publications, trade journals and technical manuals to remain abreast of trends and changes in the computer application industry
Places highest priority on being available to users/co-workers by being at work station during business hours