

Personal Computer Operator - Job Standards

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

NOWLEDGE OF WORK:

- Understands how the personal computer and LAN system operates; input/output functions, maintenance, and backup
- Knows routines and operations schedule, and implements functions in accordance with requirements
- Understands relationship between computer vendor, support services, and in-house operation and effectively utilizes support to maintain computer operation
- Is computer literate; knows how to achieve results with minimum of supervision

QUALITY OF WORK:

- Inputs data correctly, utilizing the highest level of software capability
- Monitors LAN operation to ensure maximum up-time and minimum inconvenience for users
- Resolves user problems when encountered, works towards maximum operational efficiency
- Knows how to load up new/upgraded software and reconfigure system attributes (printers, Fax, LAN, etc.)

QUANTITY OF WORK:

- Inputs data at the rate of ___ wpm and ___ numeric characters per minute
- Creates graphical output using computer graphics packages
- Creates boilerplate forms and templates for frequently used forms
- Establishes LAN connectivity parameters and assigns access, passwords, and usership protocols
- Maintains activity log to track quantity of output/input and timeliness of operations in accordance with predetermined standard

PROBLEM ANALYSIS:

- Follow prescribed methods for resolving operational problems
- Is not the expert; will rely on computer experts to resolve major processing problems and operational defects
- Employs a logical thought process in analyzing computer problems
- Immediately informs supervisor of problems; the probable cause, how resolution is being handled, and the expected time frame for correction