



Job Title:	Computer Operations Coordinator
Reports to:	Manager, Computer Operations
Employees Supervised:	No direct reports

Position Summary: The Computer Operations Coordinator is the primary computer operations staff for all daily processing. This position is responsible for the creation and maintenance of day, night, monthly, quarterly, year-end and other cyclical schedules, and for monitoring the host system and its associated systems. This position will serve as the primary coordinator of repairs, maintenance and special projects associated to the host processing environment and its associated systems and peripherals; and works on assignments assigned to computer operations staff.

Essential Functions:

- Operates and coordinates operational processes using the online host system, associated sub-systems, and peripheral equipment.
- Performs batch and on-line processing utilizing the host application software package (Symitar Episys) in a real-time transaction environment within its operating system.
- Creates special schedules and jobs for day, evening, holiday, and cyclical processing.
- Creates and maintain job streams and schedules.
- Creates and maintain operational and process documentation.
- Performs routine maintenance on UNIX and other sub-systems environments.
- Performs system recovery procedures for system failures and power failures.
- Assists computer operations staff and performs daily processing operations in support of the Credit Union's requirement for quality, timely information and operating efficiencies.
- Monitors main host system activities and interfaces and ensures timely identification and resolution of issues.
- Coordinates maintenance and repair of main computer systems with vendors and senior technical staff. Maintains highest levels of data processing security and database backups for host systems and associated interfacing system.
- Provides support to users for host related software and hardware issues.
- Tracks, researches and resolves problems submitted by clients/users from other departments as assigned by Computer Operations Manager.
- Trains computer operations staff in day-to-day processing functions.
- Maintains day-to-day data processing functions running smoothly in the absence of Computer Operations manager.
- Performs Remote Support and On-call duties as needed.
- Assists Computer Operations Manager and Analysts with the development of testing and software updates plans, operating system updates and 3rd party software updates as needed for both the host and associated peripheral environments.
- Acts as backup for night-time computer operator, and assist with end of month/quarter/year processing.
- Acts as a backup to helpdesk coverage during regular shift hours.
- Identifies and recommend ways to continuously streamline or improve the work process and/or the work environment.

Non-Essential Functions:

- Works on special projects and perform other duties as assigned by Computer Operations Manager or TSG Management.
- Other duties as assigned.

Knowledge, Qualifications and Skills:

- **Education:** BS/BA degree in Computer Technology or related discipline (or equivalent experience). Courses in business and information systems necessary to develop and maintain position proficiency.
- **Experience:** 4 to 5 years increasing experience in related disciplines, including information systems, data processing operations, telephone systems, and data-base management, preferably in a credit union or other financial institution. Proficiency in Microsoft Office required. Proficiency in Microsoft Office required. General Proficiency in UNIX utilities and concepts required. Symitar experience preferred.
- **Skills and Abilities:** Strong analytical, service, organization and communication skills. Strong service and team orientation. Broad knowledge of the total organization's requirements for information systems support. Must be able to work effectively at a fast pace in a changing work environment. Understanding of database management concepts with a working knowledge of specific databases relating to the host database environment required. High level understanding and familiarity of front office command structure, administrative interfaces and configuration file structures desired. Understanding of subsystems of the current processing environment and purchased utilities, such as: OPCON scheduler, Movelt Central & DMZ, UNIX operating system, Symconnect API to 3rd party products, is desirable. Ability to instruct and train others is desired.
- Must be able to read and become familiar with the following policy and procedure manuals required:
 - a. On Line Publications (OLP)
 - b. Symitar Web Portal – jSource
 - c. TSG Support Manual
 - d. PSCU Information Systems Policy Manual
 - e. Symitar Release Documentation
- **Extra Credit Skills:** You will bring your enthusiasm, collaborative work-style, inquisitive attitude, flexibility, creativity, focus on excellence, and overall “great-to-work-with” demeanor. Previous experience with a financial institution with basic knowledge of financial products and services is a plus.
- **Travel Required:** May require limited travel.
- **Hours Required:** Non-Exempt employee with a work schedule of Monday through Friday, generally 8 a.m. to 5 p.m. Hours may fluctuate to accommodate business needs. Schedules are subject to change based on organizational needs.
- **Environmental Conditions:** Work is primarily performed within a cubicle on a second floor of two-story building with elevator. Subject to standard background noise found in an office environment.

Physical Job Requirements: The physical demands described here are representative of those that must be met by the person in this position to successfully perform the essential functions for the position.

- **Sit, Stand, Walk:** While performing the duties of the job, the person in this position is regularly required to sit, stand, walk and move about inside the office to access file cabinets, office equipment, etc. The duties in this position will require regular travel via personal vehicle which may result in long periods of sitting.
- **Use of Hands/Fingers:** To operate a computer, computer keyboard, mouse and other office productivity machinery, such as but not limited to; a calculator, copy machine and computer printer. The person in this position is frequently required to sit and reach with hands and arms.



- **Speech/Hearing:** The person in this position frequently communicates via phone and in person. Must be able to talk to/hear clients and educate them on products and services offered at the credit union.
- **Lifting/Pulling/Carrying:** The person in this position must occasionally lift/move up to 20 lbs. and set up displays/tables at site visits.
- **Bending/Kneeling:** The person in this position occasionally moves to retrieve items for use in presentations and daily work activities.

Approved by:

Date Approved: