

Human Resources  
750 S. Wolcott  
Room: G-50  
Chicago, IL 60612



Job Code: 1101  
Grade: 12

### Standard Job Description

Job Title  
Computer Operator I

Department  
Data Center

#### Job Summary

This position must meet all requirements of a Computer Operator I as well as specific detailed functions explained below in the qualifications section for the HIS department. Must exhibit the ability to effectively identify and communicate System problems, as well as coordinate the appropriate resolution. Assist in the installation and recovery of computer programs and associated peripherals for Cook County Hospital Campus and Clinics. Ability to follow detailed procedures in the completion of assigned duties and tasks. Must be willing to work any shift, or change shifts if required.

#### Typical Duties

- Assists with organizing storeroom, command center, print room and equipment so it is orderly and put where it belongs.
- Creates Helpdesk and SSI tickets and works to resolve them expeditiously.
- Delivers packing slips from deliveries to the Manager.
- Documents shift turnover information in Daily Ops Log.
- Inspects data center for hardware alarms/problems daily and records pertinent environmental (PDU, A/C) machine readings in daily log, contacts appropriate personnel if a problem is discovered.
- Keeps co-workers well informed about events, problems and vacations.
- Keeps daily operations log timely, updated with pertinent and accurate information about events and problems.
- Maintains data center security. Keeps it safe, organized, clean and protected from unauthorized visitors.
- Monitors phone lines and exercises patience, professionalism and politeness when dealing with co-workers and end-users.
- Monitors system interfaces and all production systems, and refers to any recent email notifications, or standard documented procedures such as the interface spreadsheet, HIS application support matrix and escalation protocols as necessary.
- Performs any related duties as assigned by Manager.
- Performs daily system back-up procedures, prepares tapes for transport and logs tapes received from vendor, provides signed documentation to Manager.
- Pro-actively performs any daily walk around's as assigned and swaps out broken equipment when possible using appropriate forms to log activities or inventory deployed.
- Retrieves toner supplies (cartridges, etc.) for availability, to printer and deployment rooms.
- Shares knowledge of procedures and any changes with co-workers.

## **Reporting Relationships**

Reports to the Data Center Manager

## **Minimum Qualifications**

- High School Diploma or GED
- One (1) year of recent experience in Data Center Operations
- Experience resolving user printer, password and other assorted computer problems; has familiarity with Transmission Control Protocol/Internet Protocol (TCPIP)
- Proficient with computers and knowledgeable about UNIX in a health care environment
- Experience in resolving Windows 7 and Network Issues
- Proficient in Microsoft Office Suite
- Willingness to work overtime if needed

## **Preferred Qualifications**

- Associates Degree in Computer Science preferred and computer related certifications are considered a plus.

## **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of standard helpdesk procedures including job tracking, problem solving, and phone etiquette.
- Knowledge of computer operations on a variety of computer systems and equipment.
- Skill in the operation, care and maintenance of computer and peripheral data processing equipment.
- Ability to read and interpret technical manuals.
- Ability to operate large scale computer systems; diagnose and troubleshoot equipment to ensure minimal downtime.
- Ability to work independently and follow through with problem resolution. Working knowledge of TCPIP.
- Ability to work any shift or change shifts if required.

## **Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Donna L Hart 24 Oct 2017  
Donna Hart Date  
Chief Information Officer – CCHHS

Approval: \_\_\_\_\_  
Gladys Lopez Date  
Chief Human Resources Officer