Standard Job Description

**Job Title**
Computer Operator II

**Department**
Data Center

**Job Summary**
This position must meet all requirements of a Computer Operator II 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**
- Performs all Computer Operator I duties, as well as documenting new procedures and mentoring co-workers on them.
- Assists with organizing storeroom and equipment relocations, and reporting toner inventories to manager.
- Creates accurate Helpdesk and SSI tickets with all required information.
- Ensures toners and printer supplies are available in the print room for easy access by Helpdesk personnel.
- Exercises understanding, patience, professionalism and phone etiquette when dealing with co-workers and end users, and coaches co-workers on best workable win-win practices.
- Frequently checks system interfaces and other production system monitors for problems and when one is observed, immediately contacts the support analyst and escalates when necessary.
- Ensures visitors sign in on the Visitors Log, maintains data center security. Keeps area safe and protected from unauthorized visitors.
- Keeps co-workers well informed about events, alerts, problems, outages, meetings, any procedure changes and planned vacations.
- Keeps daily operations log accurately updated with pertinent information and events, such as daily walk-arounds (OR, PACU).
- Keeps data center, print room, break room and deployment room organized and clean. Ensures empty toner cartridges are prepared for return shipment.
- Performs any related duties as assigned by manager.
- Prepares tapes for transport and logs tapes received from vendor. Sees that the outgoing daily system backup tapes are properly signed for by the Iron Mountain driver. Keeps container report documentation organized.
- Promptly notifies appropriate support personnel concerning any alarms sounding or orange/red lights in server room, and documents it in the daily log; Periodically updates AIC shift log forms and PDU readings each shift.
Typical Duties continued
- Reviews Daily Ops log for accuracy and all pertinent events and ensures shift turnover is documented.
- Shares insightful or background knowledge of procedures with co-workers so they understand the larger picture.

Reporting Relationships
Reports to the Data Center Manager

Minimum Qualifications
- High School Diploma or GED
- Two (2) years recent experience in Data Center Operations
- Experience resolving user printer, password and other assorted computer problems; has familiarity with Transmission Control Protocol/Internet Protocol (TCP/IP)
- Proficient with computers and knowledgeable about UNIX in a health care environment
- Experience in resolving Windows 7 and Network Issues
- Proficient in Microsoft Office
- 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 computer operating systems in a health care environment
- Working knowledge of TCP/IP
- Skill in the use of Microsoft Office
- Excellent written and verbal communication skills
- Strong customer services skills
- Ability to effectively identify and communicate system problems, as well as coordinate the appropriate resolutions
- Ability to work in a stressful environment
- Ability to work as an effective team member
- Ability to instruct and provide guidance to Computer Operators (I)
- Ability to work rotating shifts and overtime

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 Hart  
Chief Information Officer – CCHHS  

Date: 24 Oct 2017

Approval:  

Gladys Lopez  
Chief Human Resources Officer  

Date