CLASS TITLE: PERSONAL COMPUTER OPERATOR III

CHARACTERISTICS OF THE CLASS

Under supervision, uses a personal computer and software packages to create complex printed documents or databases and spreadsheets, or acts as a lead worker in the direction of personal computer operator staff, and performs related duties as required

ESSENTIAL DUTIES

- Operates a personal computer to produce printed documents of general complexity (e.g., reports, specifications, database information, spreadsheets containing significant elements of scientific, technical, or numerical data)

- Uses advanced software program features to perform a variety of functions (e.g., preparation of tables, graphs, merging double column printing, recalculation, sorting)

- Chooses appropriate software to format complex assignments

- Proofreads and monitors the proofreading of documents prepared by staff for accuracy and completeness

- Trains staff in the use of software packages as required

- Uses peripheral equipment (e.g. scanners) to automate assignments

- Maintains an inventory of equipment and supplies

- Ensures that all equipment is in good working condition

- Assists and instructs staff in the operation of personal computer equipment as required

- Labels and catalogues disks for orderly retrieval

- Performs clerical duties (e.g., filing, retrieving documents, photocopying, typing, collating, answering telephones, providing information to the public)

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of experience in operating personal computer equipment and using standard personal computer software packages

Licensure, Certification, or Other Qualifications

- **None**

WORKING CONDITIONS

- General office environment.

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)

- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, scanner)

PHYSICAL REQUIREMENTS

- Ability to operate a personal computer and related equipment

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *clerical methods, practices, and procedures
- *applicable computer software packages and applications (e.g., Microsoft Word, Excel, Power Point, Access)
- *English language spelling, punctuation, and grammar
- *alphabetical or numerical classification of information

Some knowledge of:

- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Other knowledge as required for successful performance in the Personal Computer Operator class series

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

Other skills as required for successful performance in the Personal Computer Operator class series

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand

Other abilities as required for successful performance in the Personal Computer Operator class series

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Personal Computer Operator class series

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
June, 2010