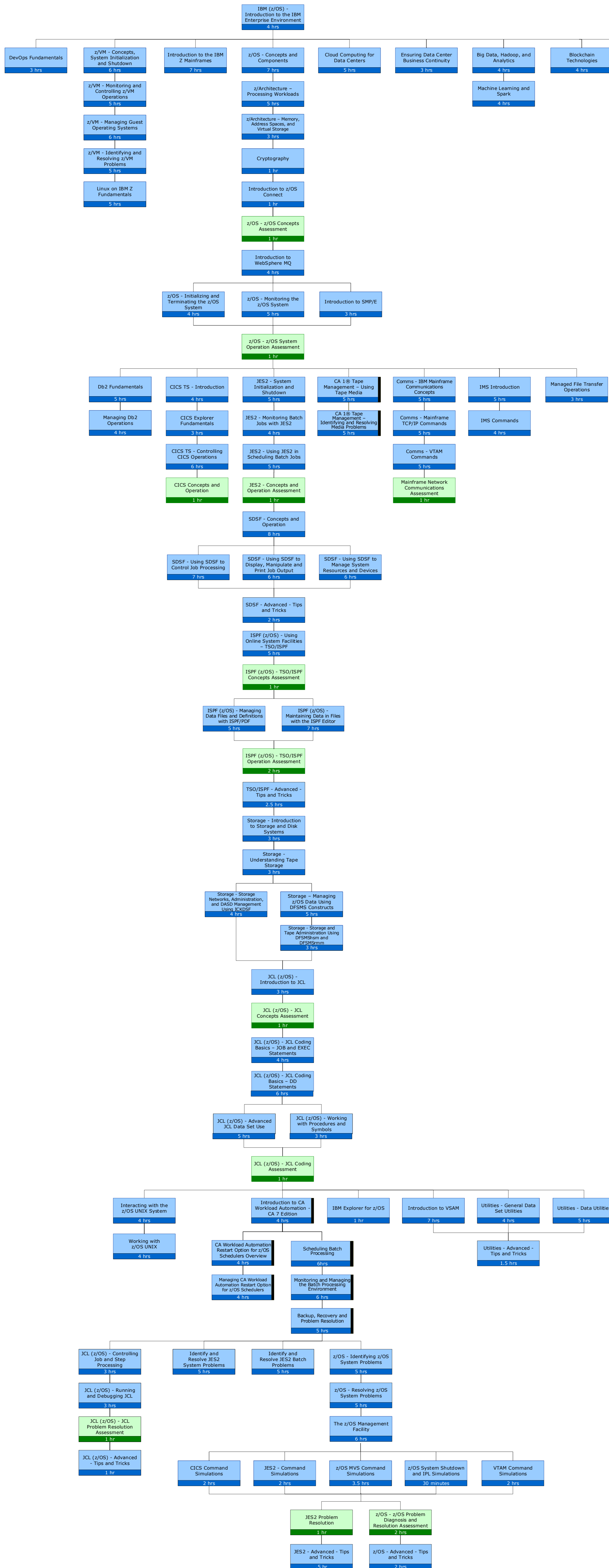


The senior computer operator is the problem coordinator for batch, online, and system problems. The duties of this position are:

- Resolving complex JCL, job processing, or scheduling problems
- Analyzing system data to identify and recover from system errors or bottlenecks
- Escalating problems to appropriate technical specialists when required

Approximate number of training hours - 365

This Learning Plan represents an industry standard education plan for this job role. Please note that the equivalent job role at your organization may use different software applications or require greater or lesser levels of expertise in any area. Please check our site regularly to see what new or updated courses have been added to this plan!



Interskill e-Learning Courses  
 Interskill Skills Assessments  
 Indicates that other courses can be substituted for this one

**Note:** Interskill e-Learning Courses cover all the main topics tested in the Assessments. Prior to completing each Assessment it is recommended that you obtain additional practical experience, or on-the-job training in the areas relevant to the Assessment topic.