

Ministry: Forests
Branch: Research
Location: Victoria

Working Title:
Level:
NOC Code:

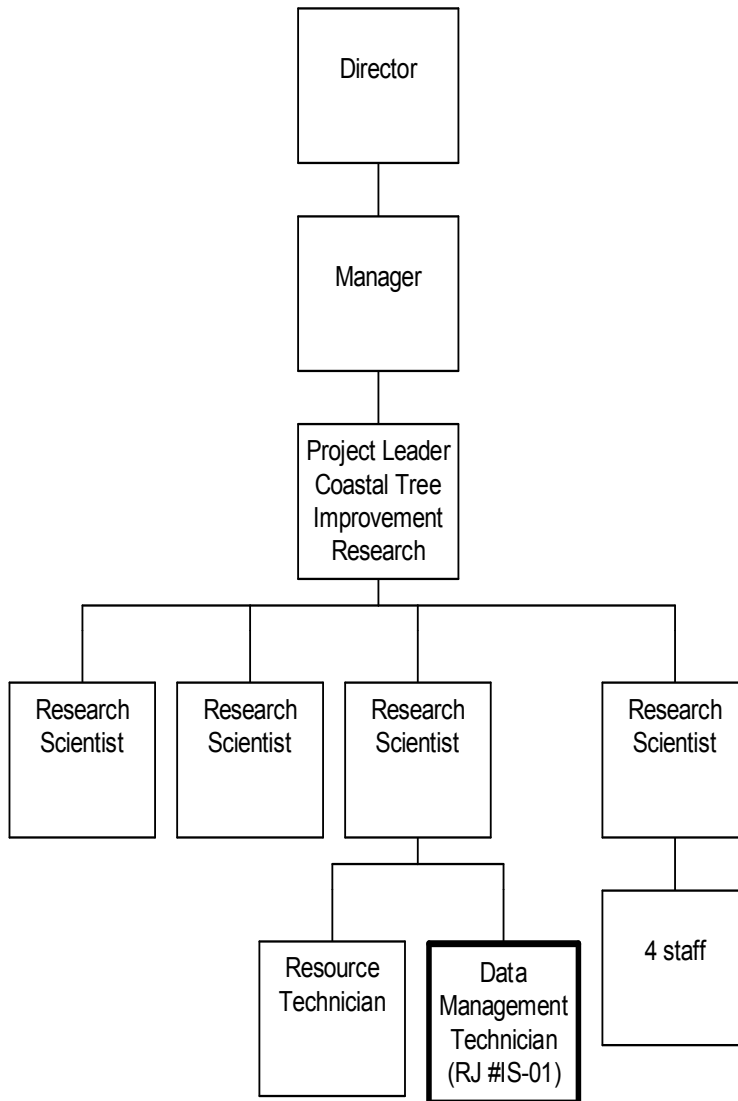
Data Management Technician
Range 11
1422

PRIMARY FUNCTION

To carry out data manipulation, contract administration and organize a database of tree species and biogeoclimatic and other spatial/attribute information to support scientific research projects.

JOB DUTIES AND TASKS

1. Carries out data manipulation
 - a. assembles the appropriate datasets to support scientific research projects in preparation for analysis
 - b. retrieves information from other sources such as Silviculture Branch
 - c. performs calculations according to statistical models provided by scientist (i.e. descriptive statistics, frequencies, variance, age to age correlations, cluster analysis, etc.)
 - d. checks data and calculations for errors and makes corrections
 - e. prepares output reports for the scientist in statistical, graphical and/or tabular summary format using a variety of statistical software packages such as SAS and EXCEL
 - f. creates computer generated survival/pest assessment maps and operates printers/plotters
 - g. creates and maintains master files of all species test site information
 - h. monitors and ensures proper data and security access by users
 - i. participates in planning of project priorities and objectives by providing input into data gathering and data representation
2. Organizes database comprised of measurements, observations and other records
 - a. designs data entry forms to facilitate uniform and efficient entry of information
 - b. standardizes data layouts and coding to minimize errors by field crews and other staff
 - c. receives and stores data, and arranges for keypunching
 - d. edits data for field or keypunches errors and updates as required
 - e. informs field technicians and/or crews of data corrections, format and backup
 - f. provides and exchanges information with graphics staff on mapping/graphics data requirements, administrative staff on contract processing and data entry requirements, and field staff on data accuracy and gathering
 - g. organizes, documents and backs up data for numerous test sites
 - h. prepares and organizes different types of data into a database such as species, latitude, elevation and climatic zones to produce accurate maps, graphs and tables
 - i. controls accuracy and integrity of data/information (i.e. geographic, scientific, botanical, climatic) entered and/or retrieved from a multi-user research database and provides access to the data
 - j. transfers data to and from mainframe and personal computer
 - k. tracks reports and produces records of database activities, problems and systems changes to the supervisor
 - l. maintains a master file of data which integrates and classifies specific dataset components
 - m. establishes and maintains other support datasets as required
3. Performs other related duties
 - a. monitors and reports on contract and operating budget expenditures
 - b. verifies accuracy of contractors time and expense claims
 - c. prepares and distributes project information and responds to requests for data (i.e. tables, handouts, transparencies, slides reports and publications) to federal government, universities, other agencies and industry
 - d. maintains records of project photos, negatives and slides
 - e. proofreads data, information and reports for correct scientific/technical terminology, such as Greek symbols, latin botanical names, formulas, and bibliographical references
 - f. ensures all relevant information, maps and graphs are included prior to sending for publication
 - g. assists scientist with special projects including nursery, laboratory and field work by preparing data sets and creating output reports
 - h. uses embossing machine to prepare tree labels



REASON FOR CLASSIFICATION

Reference Job #IS-01

Job Title: Data Management Technician

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand accepted methods of data management for forestry research projects to maintain, calculate, retrieve and store tree species and biogeoclimatic data on database, design data entry forms and produce reports, charts, tables, overheads, slides and maps for research and presentations.</p>	E	145
2	<p>MENTAL DEMANDS Judgement to assess data and choose an approach using a combination of accepted procedures to maintain data on tree species to support scientific research projects, perform calculations according to statistical models provided; design data entry forms and receive, store and backup data; produce reports, charts, tables, overheads, slides and maps and maintain a library of project photos, slides and negatives.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to correct data errors and omissions with field crew and explain requirements to graphics and administrative staff.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive to field sites.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by specific procedures, select a course of action to complete assignments using previous instruction to organize and maintain a tree species database for research projects, produce and maintain master files of data; retrieve data from other sources; check data for errors; produce reports and graphic data and maintain records of project photos, negatives and slides for presentations.</p>	C	50
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility to monitor and report on project contract and operating expenditures and to verify accuracy of contractors time and expense claims.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to control quality and accuracy of data entered into multi-user research database.</p>	D	22.5

REASON FOR CLASSIFICATION

Reference Job #IS-01

Job Title: Data Management Technician

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to give informal guidance to other workers on how to access data.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive a vehicle to field sites.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently examine alpha/numeric data for errors and proper column placement.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently apply visual attention to computer screen to edit data.	C	12
12	SURROUNDINGS Exposure to working in isolated field conditions occasionally.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 424.5

Level: Range 11

JOB DESCRIPTION

Benchmark Job #195

Ministry: Health
Branch: Registration & Premium Billing, MSP
Location: Victoria

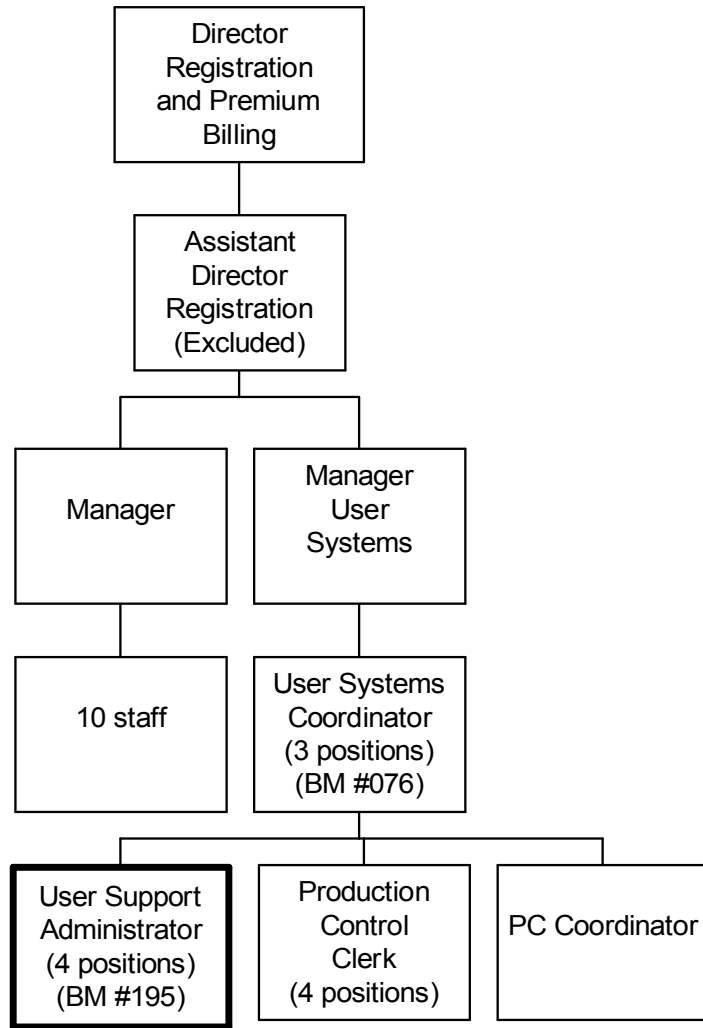
Working Title: **User Support Administrator**
Level: Range 13
NOC Code: 1421

PRIMARY FUNCTION

To provide user support for the daily operation, development, maintenance and enhancement of the provincial Medical Services Plan computer systems which affects all residents of British Columbia.

JOB DUTIES AND TASKS

1. Supports the Registration and Premium Billing (R & PB) computer system for Medical Services Plan
 - a. participates in systems testing to ensure business and user requirements are met
 - b. designs test cases and test enhancements
 - c. writes up different test conditions, determines test control parameters to ensure program operates correctly, manipulates data, produces valid reports, and maintain integrity of all databases
 - d. compares computer output with expected results to verify accuracy and completeness
 - e. identifies discrepancies between output report and expected results
 - f. documents for resolution and passes on information to programming staff
 - g. recommends to Project Coordinators acceptance or rejection of revised MSP programs for batch and on-line access
 - h. conducts acceptance test phase, reviews and tests new programs and systems enhancements using appropriate practices/standards, including change management control
 - i. documents and signs off completion of acceptance testing to allow movement to next phase
 - j. functions as group leader in projects such as provincial Care Card program; assigns, monitors and reviews work of seconded employees (2 FTEs)
2. Resolves systems problems for multiple platform networked system(s)
 - a. collects and assesses pertinent data and determines a feasible solution to the identified problem for internal and external MSP users
 - b. reviews, prioritizes and escalates problems encountered during test phases
 - c. eliminates duplicate client records when merging multiple databases into R+PB databases
 - d. corrects data integrity problems that degrade or invalidate information on system
 - e. maintains records of problem reports, output spreadsheets, corrective measures and initiates problem logs
 - f. investigates/resolves systems problems and guides users through steps to resolution
 - g. responds to software/hardware failures, resolves by phone and contacts responsible support agency (as required)
 - h. administers access to computer system
 - i. responds to security access problems of end users and ensures access is properly restored
 - j. schedules jobs on mainframe (MF) using job control language (JCL)
3. Provides support to users and performs related work
 - a. participates in team and managers meetings to report testing progress and make recommendations
 - b. develops plans to maintain or enhance the integrity of data in the database
 - c. provides guidance on the use of the system, access procedures, and explanation of error messages
 - d. reviews on-line user help screens and error messages
 - e. reviews systems documentation for accuracy and detail
 - f. facilitates implementation of systems releases with internal/external users, by advising on changes and enhancements, demonstrating changes and providing training
 - g. monitors systems changes and prepares edits and reviews user documentation for accuracy, clarity and completeness
 - h. provides input into goals, objectives, systems performance and service delivery levels
 - i. responds to and answers staff inquiries on systems and video display terminal problems
 - j. reviews and updates procedures manuals
 - k. contributes to management reports by writing status and test reports
 - l. provides input into standards, policies, procedures and checklists



REASON FOR CLASSIFICATION

Benchmark Job #195

Job Title: User Support Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Have a practical understanding of systems testing and problem resolution to provide user systems support and maintain daily operation of MSP computer system and plan and design test cases to correct data integrity problems.</p>	F	190
2	<p>MENTAL DEMANDS Judgement to assess data integrity problems of the database and choose an approach using accepted systems support methods to maintain daily computer operations, create test plans and tests enhancements, validate computer output, administer access to premium billing computer system for MSP and review and update procedures manuals.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation of technical systems problems and corrective requirements with programmers, users and co-workers.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to input program data with some speed to meet project deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general procedures or instructions, selects alternative course of action to maintain the daily operations of an MSP computer system, administer security access, create test plans, test enhancements and validate computer output and correct data integrity problems.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES No responsibility for financial resources.</p>	A	5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to control accuracy and integrity of data input and output by conducting tests of new programs and systems.</p>	D	22.5

REASON FOR CLASSIFICATION

Benchmark Job #195

Job Title: User Support Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to assign, monitor and review work of up to 5 seconded employees as group leader (2 FTEs).	CD	14
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually focus on screen to create test plans and validate computer input/output.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently view computer screens and printed material in order to create test plans.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 486.5

Level: Range 13

JOB DESCRIPTION

Reference Job #IS-02

Ministry: Health
Branch: Medical Services Plan
Location: Victoria

Working Title:
Level:
NOC Code:

Systems Administrator
Range 13
2282

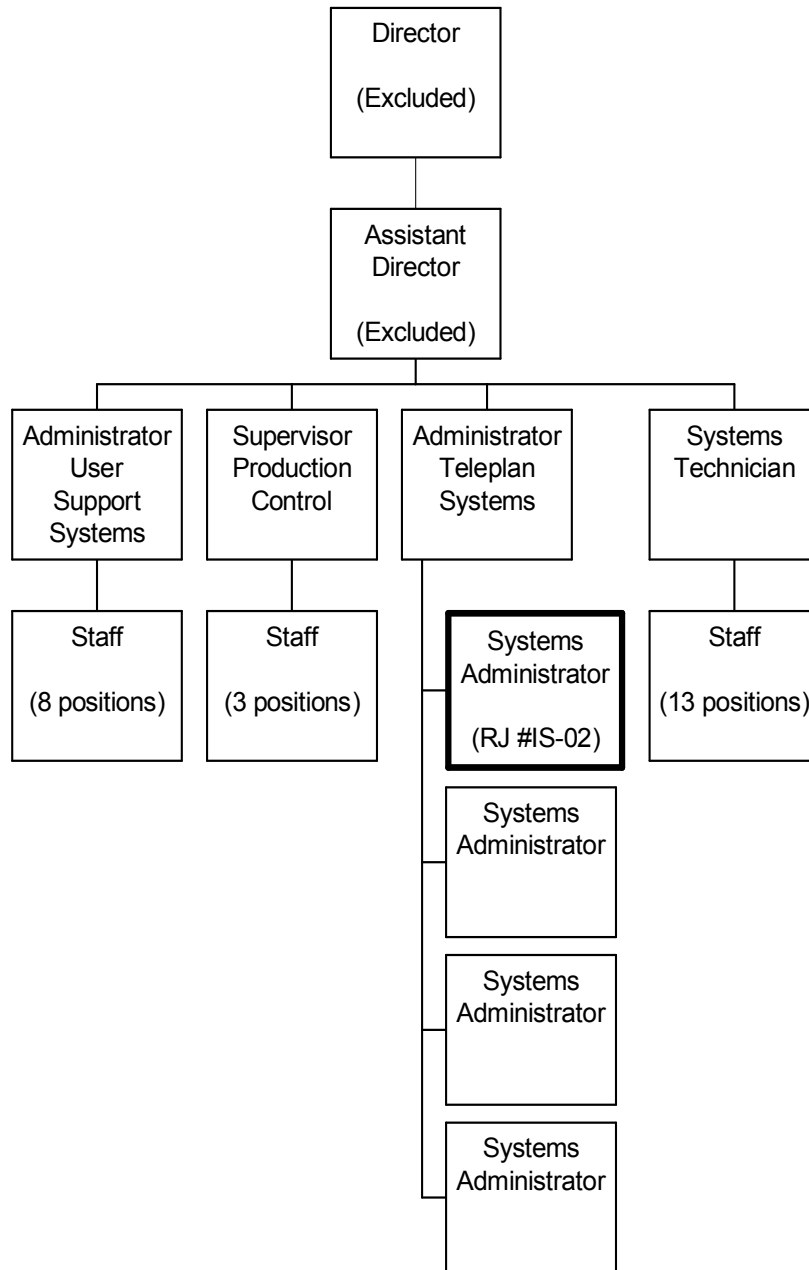
PRIMARY FUNCTION

To provide first line problem resolution and systems administration support for the Teleplan System (mainframe with spandial access) to medical practitioners, vendors and business partners.

JOB DUTIES AND TASKS

1. Provides assistance and advice to clients/users to resolve their computer and network problems
 - a. provides systems support for a multiple platform networked system (i.e. Teleplan), for all provincial medical practitioners
 - b. responds to a variety of requests for assistance from medical practitioners, service bureaus and vendors regarding Teleplan systems software, network, communications and mainframe applications
 - c. determines client systems problems, possible options and solutions, identifies the need for new procedural guidelines, and communicates solution to clients
 - d. determines if problem is with Teleplan software or billing software and resolves software, hardware, network, security and billing problems
 - e. advises clients on appropriate use of hardware and software and refers to business partners and vendors as required
 - f. provides software and hardware installation and configuration requirements to partners and users at existing or new sites
 - g. discusses unresolved client problems with business partners, vendors or other contacts and recommends corrective action
 - h. refers client calls to vendors for repair of hardware or software
 - i. logs calls to problem management system and tracks trends, problems and resolutions
 - j. assigns a severity level to unresolved problems and escalates to appropriate group for resolution
 - k. sets and/or resets and revokes security access passwords for medical practitioners or vendors using Teleplan security procedures; ensures and monitors proper security procedures
 - l. loads and transmits broadcast messages, remittances and refusals to community e-mail boxes
 - m. raises and closes alerts with central systems agency (i.e. ITSD) regarding network response problems
 - n. uses software such as CICS, TSO, DB2
2. Ensures proper processing of production jobs
 - a. submits batch jobs for test sites when requested
 - b. runs Query Management Reports (QMRs) to track transmission errors and resolves with client
 - c. explains claims systems to clients including preparation and transmission of batches, pre-edit, adjudication, refusal held claims and payment
 - d. schedules jobs on mainframe using job control language
3. Performs other related systems administration duties
 - a. develops test plans, determines test requirements and schedules, tests production changes and new releases for teleplan software
 - b. prepares and/or edits user manuals
 - c. assists vendor sites in testing new software or new versions of existing software
 - d. reports systems problems, identifies need for further testing and identifies expected outcomes to supervisor or programming staff
 - e. answers inquiries and provides advice on billing requirements such as submission codes, notes, debits, rebilling, electronic submission of claims, file retrieval, equipment needs, etc.
 - f. provides information regarding system updates to reflect changes in policy and procedures
 - g. recommends medical billing payment advances due to systems problems

ORGANIZATION CHART
Reference Job #IS-02



ORGANIZATION CHART

Reference Job #IS-02

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Have a practical understanding of systems administration to resolve Teleplan systems problems involving medical claims billing software; log, track and escalate unresolved problems; provide advice and instruction to clients in the medical community; and test production changes and new releases.</p>	F	190
2	<p>MENTAL DEMANDS Judgement to assess client requirements and choose an approach using a combination of accepted systems procedures, software and hardware to determine and resolve Teleplan problems; log, track and escalate unresolved problems; provide advice to client users on Teleplan/billing procedures and processes; test production changes and new releases; and notify clients of systems or procedural changes.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding Teleplan problems and solutions with clients such as installing software, resolving hardware problems, identifying application processes and transmitting claims electronically.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to keyboard with some requirement for speed to update systems information, resolve problems and test production changes and new releases.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general procedures or instructions, selects alternative course of action to resolve Teleplan systems problems, raise network alerts with ITSD, advise clients of systems changes; provide clients with hardware/software installation and configuration requirements; and make recommendations on medical billing payment advances due to systems problems.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Some financial responsibility required to recommend medical billing payment advances.</p>	C	15
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to set, reset and revoke security access passwords for medical practitioners and vendors; ensures and monitors proper security procedures.</p>	C	15

ORGANIZATION CHART

Reference Job #IS-02

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited or no responsibility for human resources.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Intense sensory concentration to almost always view computer screen to log calls, resolve problems and test production changes.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to apply almost continuous visual attention to computer screen to log calls, resolve problems and test production changes.	D	18
12	SURROUNDINGS Exposure to noisy office setting from constantly ringing phones in a help desk.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 494

Level: Range 13

JOB DESCRIPTION

Benchmark Job #087

Ministry: Health
Branch: Community and Family Health
Location: Nanaimo

Working Title: **Systems Administrator**
Level: Range 13
NOC Code: 2282

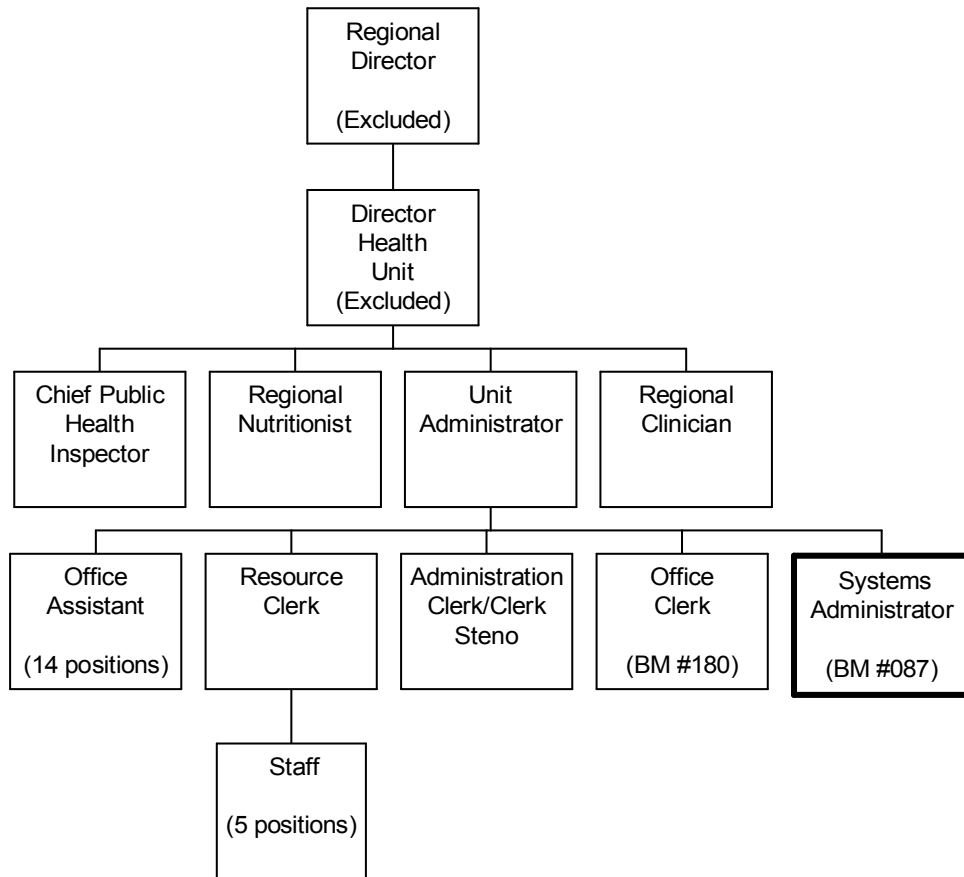
PRIMARY FUNCTION

To provide in-house computer training, resolve software/hardware problems, and advise on computer applications for all Health Unit staff.

JOB DUTIES AND TASKS

1. Provides systems operations and troubleshooting services for the Health Unit and branch offices
 - a. investigates/resolves software and hardware problems with users in person or by telephone and resolves by fixing, providing advice on solution or by arranging repairs
 - b. exchanges information with Ministry systems and central systems agency personnel to support existing and/or facilitate implementation of new systems and applications such as the Public Health Inspection System, Facilities Licensing System, Asset Management System, and Government Management Accounting System
 - c. consults with staff in the operation of software programs and recommend changes
 - d. exchanges information with users and vendors on technical and procedural application problems
 - e. arranges, receives and sets up computer hardware and software
 - f. provides input into new computer hardware and software
 - g. identifies how new software/hardware interacts with the system as a whole to resolve problems
 - h. monitors equipment usage/costs to determine if inventory is being effectively used and ensure security of all equipment
 - i. determines what IT solution best meets the needs of programs and their staff and recommends proposed changes
 - j. maintains, updates and distributes computer software manuals and user guides
 - k. determines program growth to assess systems needs, assesses costs of computer hardware and software, elicits best price of hardware and software with suppliers and recommends purchase
 - l. researches various products and equipment currently on the market for ease of use, cost factors and compatibility with existing hardware and software
2. Provides and arranges computer systems training for Health Unit staff
 - a. provides one-to-one training to Health Unit staff on computer software and computer operations
 - b. installs and implements new technology and instructs/trains users in the use of new systems, hardware and software
 - c. provides advice to staff using software including assist in setting up report formats
 - d. develops and monitors Health Unit Systems Training Plan, including training requirements and needs for staff, training aids, list of courses and training facilities
 - e. maintains, monitors and updates health unit training budget/databases (7 sections) by entering training cost information and providing information upon request to managers
 - f. travels to satellite branch offices to resolve computer problems
 - g. prepares and submits monthly and quarterly training reports
3. Set up and maintains a single user computerized asset management system
 - a. maintains and updates commitment control ledger for spending on stationary supplies (\$35,000/yr)
 - b. maintains and orders stockroom supplies for photocopier paper, office supplies and pamphlets
 - c. initiates minor purchasing orders (POs), master standing offer agreements (MSOs), etc.
 - d. arranges for repairs of equipment such as photocopiers, fax machines and telephones
 - e. arranges building maintenance with BCBC and initiated telecomm service requests for telephone lines
 - f. receives, labels and enters assets onto computer system and conducts inventory reviews
 - g. provides ARCS training and arranges off-site storage

ORGANIZATION CHART
Benchmark Job #087



ORGANIZATION CHART
Benchmark Job #087

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Have a practical understanding of computer systems to provide in-house computer training to health unit staff, facilitate implementation of computer applications, and resolve software and hardware problems.</p>	F	190
2	<p>MENTAL DEMANDS Judgement to assess program needs and choose an approach using accepted computer techniques and computer terminology to provide computer systems training, systems operations and troubleshooting services for software and hardware, and facilitates implementation of computer applications.</p>	D	100
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation of computer system problem resolution with health unit users.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer keyboard with some speed to meet project deadlines and resolve computer problems.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general procedures or instructions, selects alternative course of action to implement and monitor a training plan, provide in-house computer training to Health Unit staff, facilitate implementation of computer applications, troubleshoot and resolve software and hardware problems.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to identify costs of computer hardware and software and recommend purchases requiring Health Unit information systems knowledge.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to organize a project information system by maintaining a computerized asset management system.</p>	C	15

ORGANIZATION CHART
Benchmark Job #087

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to unit staff on computer operations.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to drive a light vehicle as the driver of convenience to satellite offices to resolve computer problems.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently visually focus on screen to troubleshoot computer problems.	C	12
11	PHYSICAL EFFORT Moderate physical effort to occasionally lift and carry moderate weight computer equipment.	C	12
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 496.5

Level: Range 13

JOB DESCRIPTION

Reference Job #IS-03

Ministry: Forests
Branch: Information Systems
Location: Victoria

Working Title:
Level:
NOC Code:

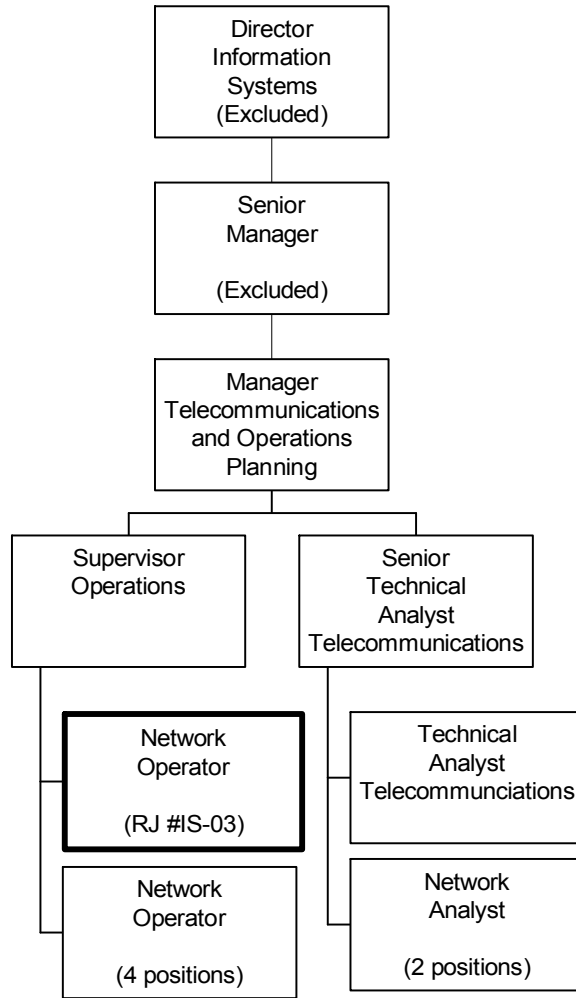
Network Operator
Range 14
2281

PRIMARY FUNCTION

To support the daily operation of the ministry data centre; maintain stable performance levels on all systems; support branch applications and numerous distributed data centres; and provide systems management to systems on a variety of platforms.

JOB DUTIES AND TASKS

1. Supports the ministry Data Centre which houses computers, printers and communication devices
 - a. monitors all systems on a regular basis and maintains stable performance levels
 - b. runs scheduled backups on computer systems and updates operator logs and disk logs
 - c. maintains security within the computer room
2. Provides emergency maintenance service
 - a. investigates and resolves data integrity problems and application failures
 - b. contacts users regarding schedule system unavailability or emergency system requirements
 - c. maintains up-to-date operations procedures and logs
 - d. reports and follows up on systems failures
3. Supports mainframe (VM) operations and monitors status of database archives
 - a. performs disc pack reorganizing as per schedule
 - b. provides LAN server administration, including setting up user ID and granting security access to data
 - c. monitors the communication emulators to central systems agency (i.e. ITSD)
 - d. monitors availability to tapes for backup purposes
 - e. organizes and cleans daily backup tapes as required
 - f. maintains and updates system checklists, LAN user lists and group lists
 - g. provides backup support for the administration of Office Vision on the Forests VM System
 - h. logs and distributes printed jobs
 - i. operates printers and peripheral equipment, such as bursters and decollators and resets printer nodes
 - j. answers general inquiries and resolve user hardware/software network problems
4. Provides systems management to systems on a variety of platforms
 - a. initializes tapes and disk packs
 - b. organizes the archiving of auditable forms, logs, and statistics on a monthly and yearly basis
 - c. organizes the restoration of files from backup tapes
 - d. requisitions and maintains stock inventory for operations section
 - e. maintains a tape library with organized off-site storage
 - f. downloads data from tapes to system disks
 - g. performs systems maintenance routines according to schedule
 - h. performs controlled shut down of systems
5. Performs other related duties
 - a. gives informal guidance to co-workers on procedures
 - b. requisitions supplies such as paper, disk packs and printer ribbons



ORGANIZATION CHART

Reference Job #IS-03

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Have a practical understanding of ministry networks, operating systems, hardware and software on various platforms to provide support in the ministry data centre; monitor systems, maintain stable performance levels and report systems failures; investigate and resolve problems with corrupted data and application failures; grant security access; organize and initialize tapes and disk packs and backup, restore and archive data.</p>	F	190
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of systems problems and choose an approach using a combination of accepted systems, software and hardware procedures to resolve problems by monitoring ministry systems, reporting systems failure, resolving corrupted data and application failures, restoring files and resetting nodes.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to explain hardware/software failure to network and technical analyst and to resolve user problems such as restoring files.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer keyboard with some requirement for speed, while assisting users to resolve hardware/software network problems.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by ministry systems guidelines and technical standards, applies accepted work methods in a different way to provide network and software support in the ministry data centre; monitor all systems and run scheduled backups; administer security access and user IDs; resolve user problems; report hardware/software failures and provide emergency maintenance service.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Financial responsibility to requisition supplies.</p>	A	5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to set up LAN user ID's and grant user security access and to perform data security back up, restoration and archiving for the ministry.</p>	D	22.5

ORGANIZATION CHART

Reference Job #IS-03

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Limited responsibility for human resources to give informal guidance on procedures to co-workers.	A	5
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Responsibility for own well-being and safety in a low risk environment.	A	5
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently monitor systems using software diagnostic tools and focused sensory concentration to frequently listen to understand users calling about computer problems.	C	12
11	PHYSICAL EFFORT Moderate physical effort to occasionally lift and carry moderate weight disk packs and boxed computer paper and to apply frequent visual attention to computer screen.	C	12
12	SURROUNDINGS Exposure to regular machinery noise from equipment such as bursters, decollators.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding to perform backup of tapes and monitoring of systems.	B	4

Total Points: 574.5

Level: Range 14