

JOB DESCRIPTION

Benchmark Job #239

Ministry: Transportation and Highways
Branch: Information Technology, MVB
Location: Victoria

Working Title:
Level:
NOC Code:

Security Administrator
Range 18
2281

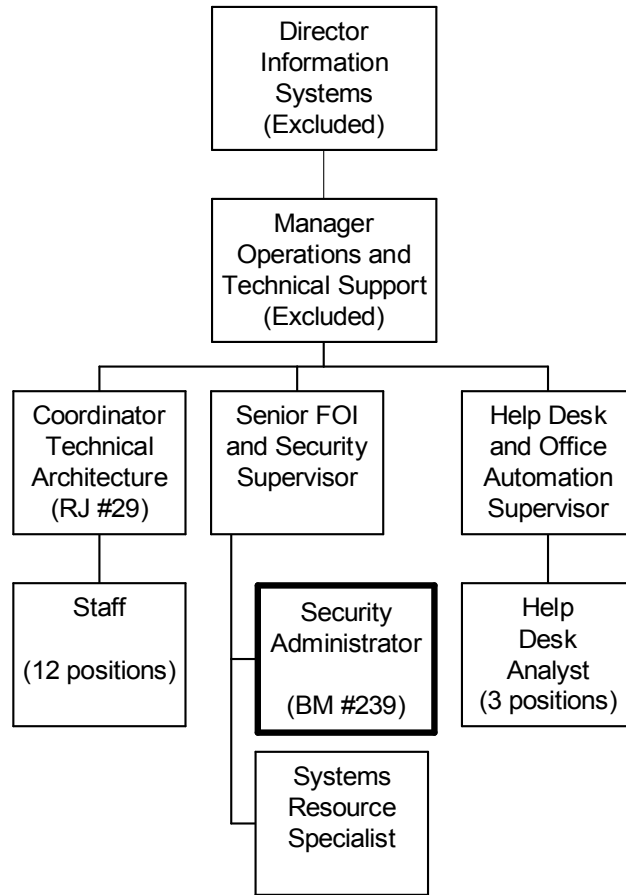
PRIMARY FUNCTION

To define, implement, monitor and maintain effective data security for Motor Vehicle Branch (MVB) computer-stored resources including applications, such as applications for Drivers License, which contain sensitive personal information; and administer the electronic mail and bulletin board systems.

JOB DUTIES AND TASKS

1. Functions as Group Data Security Administrator (GDSA) for MVB
 - a. grants, revokes, monitors and maintains current security access to computer stored resources owned by MVB for staff, Government Agents, ICBC representatives and others
 - b. sets up, monitors and documents access structures and lists using Resource Accessing Control Facility (RACF) software for user groups accessing MVB systems and data ensuring access occurs at proper functional level
 - c. maintains and reviews User Id applications ensuring correct ownership and Freedom of Information/Protection of Privacy (FOIPP) authorizations are obtained
 - d. tests new/enhanced applications and systems to determine effectiveness of security procedures and recommends changes
 - e. documents and provides access structures to outside agencies and other ministries
 - f. identifies or helps user departments identify their access requirements for data and applications
 - g. obtains access for ministry staff to other external systems/applications such as BC Online, Ministry of Finance Companies, ICBC
 - h. investigates and resolves any security violations and breaches of user agreement policies
 - i. explains security related policy and procedures to MVB personnel
 - j. reviews records to identify unused user Ids to update, change or remove mainframe systems accesses
2. Administers, maintains and monitors access to MVB electronic mail and bulletin board systems
 - a. sets up, monitors, supports and maintains electronic mail access for MVB users
 - b. maintains electronic mail public distribution lists
 - c. sets up, operates, monitors and maintains electronic mail system bulletin boards
 - d. works with other ministry e-mail administrators to facilitate better e-mail communication
 - e. compiles weekly statistical reports on electronic mail activities
 - f. represents MVB at cross-ministry electronic mail administrators meetings
 - g. provides Help Desk support for electronic mail by diagnosing problems and taking corrective action
3. Performs other related duties
 - a. provides informal instruction to others on application procedures
 - b. writes, maintains, enhances or helps with user and technical manuals and systems access forms
 - c. cleans up disk space and personal datasets

ORGANIZATION CHART
Benchmark Job #239



REASON FOR CLASSIFICATION

Benchmark Job #239

Job Title: Security Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of data security in a mainframe environment to administer group data security for MVB applications such as the Drivers Licence System; test new/enhanced systems and applications to determine effectiveness of security procedures and recommend changes; grant appropriate level of security and access to internal and external users; investigate and resolve security violations and breaches and administer electronic mail for Motor Vehicle Branch.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply analysis and interpretation of internal and external user requirements and choose an approach using a combination of accepted systems and security procedures to analyze, verify, grant, set-up, monitor and maintain user security access to MVB applications; analyze security violations and breaches of user agreements; and, diagnose and resolve e-mail problems for MVB users.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding security problems, violations and solutions with internal and external users.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity to use keyboard with some requirement for speed to perform data security and e-mail administration.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by systems and security policies and guidelines, applies accepted methods in a different way to administer group data security and e-mail for the Motor Vehicle Branch; investigate and resolve security and e-mail problems and determine, grant and revoke access for internal and external users to applications, such as the Drivers License System.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Financial responsibility is limited to providing security access to financial systems.</p>	A	5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to monitor and maintain security of information by granting and revoking security access for users of sensitive Motor Vehicle Branch applications.</p>	D	22.5

REASON FOR CLASSIFICATION

Benchmark Job #239

Job Title: Security Administrator

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES 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 screens and printouts when monitoring and maintaining security access and e-mail administration.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to apply almost continuous visual attention to electronic mail, computer printouts and security access documentation and screens.	D	18
12	SURROUNDINGS Exposure to office setting with minimal disagreeable elements.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding to monitor and maintain data security.	B	4

Total Points: 644.5

Level: Range 18

Ministry: Social Services
Branch: Systems Services
Location: Vancouver

Working Title:
Level:
NOC Code:

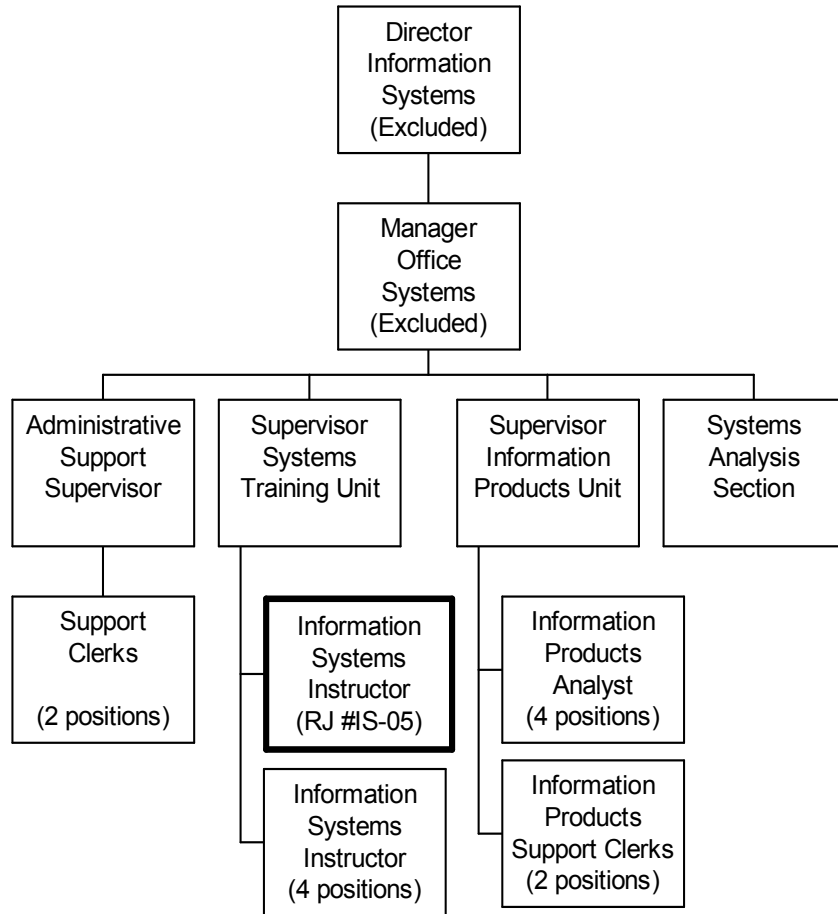
Information Systems Instructor
Range 18
4131

PRIMARY FUNCTION

To produce written and electronic training materials for ministry staff on new or enhanced applications developed in-house and design and deliver training sessions for assigned projects/systems.

JOB DUTIES AND TASKS

1. Analyzes new or enhanced applications developed in-house to identify staff training requirements
 - a. analyzes and reviews new or enhanced "custom" in-house applications
 - b. reviews detailed requirements and technical design documents
 - c. reviews General Requirements Document (GRD), and other design documents to ensure the consistency, accuracy, and design of training materials
 - d. determines user responsibilities and establishes user information needs
 - e. work with project teams to identify issues, recommend alternatives and resolve problems
 - f. provides information to the project team on screen and report design to improve user efficiency and ensure screen presentation and mechanics meet standards
 - g. participates in the development of the implementation and conversion plan
 - h. provides training on a wide variety of ministry systems and uses a variety of information technology to develop training materials and train users
2. Designs and develops in-house training materials
 - a. designs and produces training products, materials and manuals, and revises training product plans
 - b. edits tests and maintains training products to ensure they meet user requirements
 - c. determines the most suitable method of training (including classroom, on-site, self administered, computer based training and video) for each module
 - d. organizes and conducts reviews of the training model with project/training teams, and user groups
 - e. develops training exercises, scenarios and case databases and creates visual aids
 - f. develops case studies to be used in the delivery of each module
3. Delivers formal, in-house training to ministry staff at various locations
 - a. delivers formal standup training to groups on a variety of information systems at ministry training centres throughout the province
 - b. ensures self-administered training packages are available for all ministry job functions
 - c. develops and presents training to on-site users who support self-administered training in their offices (i.e., train the trainers)
 - d. develops, organizes and presents tailored training to user groups on request
 - e. attends centralized training events to respond to systems questions, present training materials and deliver information at conferences and through presentations
4. Performs other related duties
 - a. provides input into the purchase of new training technology by reviewing cost data
 - b. sets up and maintains a single user information system of training course material
 - c. verifies expenses such as central IT agency billings and timesheets



ORGANIZATION CHART

Reference Job #IS-05

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of computer systems and training development to identify ministry staff training requirements; design in-house training products for new or enhanced applications; deliver training to ministry staff at various locations or ensure self-administered training packages are available, and test and modify training products as required.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of new or enhanced applications developed in-house and training products and choose an approach using a combination of accepted procedures and systems to review technical design documents to determine staff training requirements and most suitable method of training; develop and modify training products and review cost data to provide input into the purchase of new training technology.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange technical information needing an explanation to train ministry staff on the use and features of various applications.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive to meetings and training sites across the province.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by training plans and ministry systems policy, applies accepted work methods in a different way to review technical design documents, identify staff training requirements and develop training products on new and enhanced applications developed in-house, deliver staff training and ensure accuracy and consistency between information products and training materials.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to provide cost data on new and available technology for input to purchasing decisions.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to set up and maintain a single user information system of training course material.</p>	C	15

ORGANIZATION CHART

Reference Job #IS-05

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility as a dedicated trainer to provide formal training as the main purpose of the job, check work quality, and provide performance feedback to students.	CE	15
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive a vehicle to training sites.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently coordinate training plans and concurrent projects to meet shifting deadlines.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently stand to present formal training sessions.	C	12
12	SURROUNDINGS Exposure to regular overnight travel to deliver training.	B	4
13	HAZARDS Moderate exposure to hazards from regular use of public transportation while travelling to training sites.	B	4

Total Points: 659.5

Level: Range 18

JOB DESCRIPTION

Reference Job #IS-06

Ministry: Attorney General
Branch: Office of the Chief Coroner
Location: Burnaby

Working Title:
Level:
NOC Code:

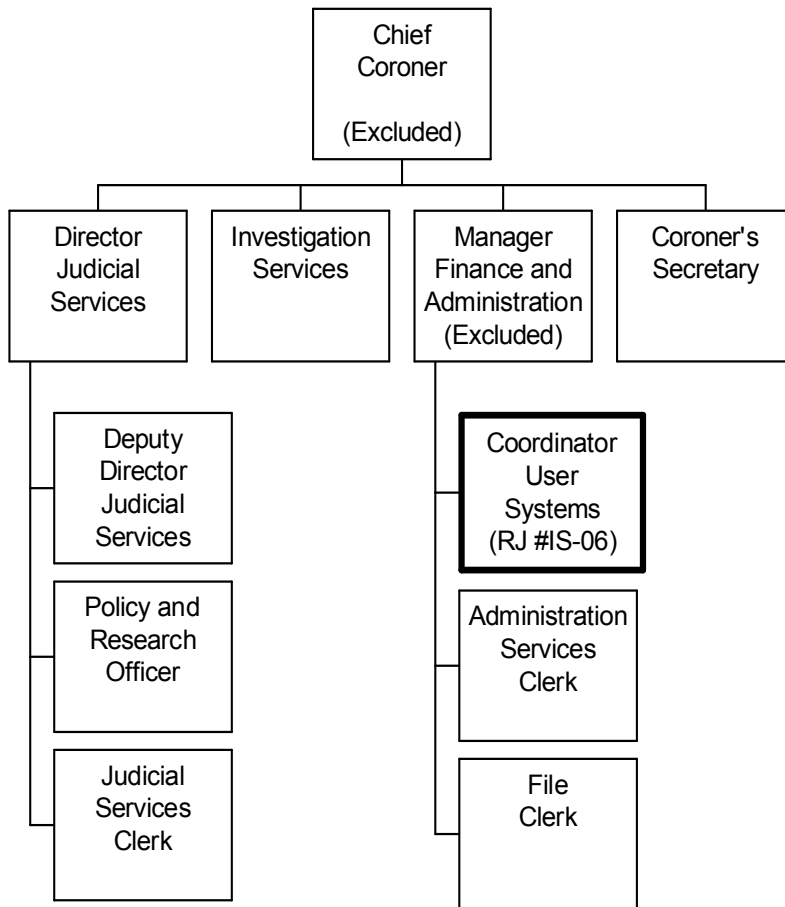
Coordinator, User Systems
Range 18
2282

PRIMARY FUNCTION

To provide standalone and application systems support for approximately 50 users in the Coroner's Office headquarters and eight regional offices; support users in development, enhancement and maintenance of computer applications; and deliver systems training to users.

JOB DUTIES AND TASKS

1. Provides hardware, software, network and application support for Coroner's Office headquarters and eight regional offices
 - a. supports users in the use of applications such as financial spreadsheets, word processing and custom applications
 - b. sets up LAN accounts and directories, identifies and resolves LAN issues, escalates unresolved LAN issues to ministry ISB or central systems agency, and backs up LAN
 - c. troubleshoots a wide variety of systems problems over the phone and solves users problem
 - d. responds to user questions on hardware configuration and software operation
 - e. responds to hardware and software failures by analyzing problems and resolving over the phone, conducting site visits, or contacting and authorizing use of support agency for service work
 - f. provides instruction and assistance to users requiring basic set up and systems maintenance
 - g. consults with the ministry ISB on technical issues/standards
 - h. delivers on-site systems training/orientation to new or current users
2. Participates in design, development, enhancement and maintenance of the Coroner's applications and functions as the sole local user system administrator
 - a. determines user requirements for changes or enhancements to databases and/or systems
 - b. handles computer and statistical requirements for new and/or existing systems by initiating program and system design changes with IS staff
 - c. participates in the design and development of new applications for the database
 - d. tests new applications prior to implementation
 - e. liaises with systems contractors, branch staff, vendors and central systems agency to resolve problems, recommend solutions, and provide or receive advice
 - f. establishes and maintains multiple security levels for systems and controls user access for new and/or existing systems
3. Recommends the purchase of software and hardware
 - a. analyzes user hardware/software requirements, provides cost input and recommends appropriate new technology and software/hardware purchases
 - b. determines the allocation and redeployment of new and used hardware
 - c. recommends type/quantity of computer equipment to purchase based on budget allocation
4. Functions as Systems Administrator
 - a. collects, compiles and assesses statistical information for publications and designs output reports for research
 - b. provides data and statistics to outside research projects (i.e. UBC, TSC)
 - c. performs periodic record/data audits to ensure adherence to branch policy and standards
 - d. maintains the consistency and integrity of databases
 - e. establishes/enters coding of relevant information in coroner case documents and closes files
 - f. uses a variety of software packages such as Oracle, SQL and DBASE
 - g. makes decisions on data fields to be included in new systems and reports required
 - h. reviews policy/procedures manual and recommends changes to business processes to reduce paperwork and improve efficiency within the office
 - i. represents the Coroner's Office on various committees, work groups and task forces
 - j. organizes electronic transfer of data/information with groups, such as ICBC, Traffic Inquiry Research Foundation and Ministry of Health



ORGANIZATION CHART

Reference Job #IS-06

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of PC hardware/software support, application development and maintenance to provide systems support to users in the Coroner's Office, participate in the development, enhancement and maintenance of the Coroner's Case database, analyze systems failures and resolve user problems.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of user needs and choose an approach using a combination of accepted procedures to provide standalone hardware and software support to staff of the Coroners' Office and eight regional offices, ensure adherence to data policy for the Coroner's database, analyze failures, resolve user problems and participate in the development of new applications.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding systems problems and solutions with users.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive to other offices to install new hardware and to keyboard with some requirement for speed to enter data and produce reports.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by policies and technical standards, applies accepted work and systems methods in a different way to provide standalone user desktop hardware/software support, administer systems support; ensure adherence to data policy and standards, make recommendations on development or enhancement of software, and participate in application development by designing screens and reports and determining appropriate fields.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to authorize service work on existing computer systems and provide cost data for input to purchase of hardware and software.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to control system security and data integrity of Coroner's database.</p>	D	22.5

ORGANIZATION CHART

Reference Job #IS-06

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training in office automation software to users.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive to other offices to install hardware or resolve problems.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused requirement to frequently respond to requests for urgent statistical information while dealing with hardware and software problems and focused sensory concentration to frequently view database on screen.	C	12
11	PHYSICAL EFFORT Moderate physical effort to occasionally lift and move moderate weight computer terminals.	C	12
12	SURROUNDINGS Exposure to occasional dealings with upset public making inquiries of the Coroner's Office or users.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding to enter data and produce reports.	B	4

Total Points: 659

Level: Range 18

JOB DESCRIPTION

Reference Job #IS-10

Ministry: Housing, Recreation and Consumer Services
Branch: Systems Services
Location: Victoria

Working Title: **Training Coordinator**
Level: Range 18
NOC Code: 4131

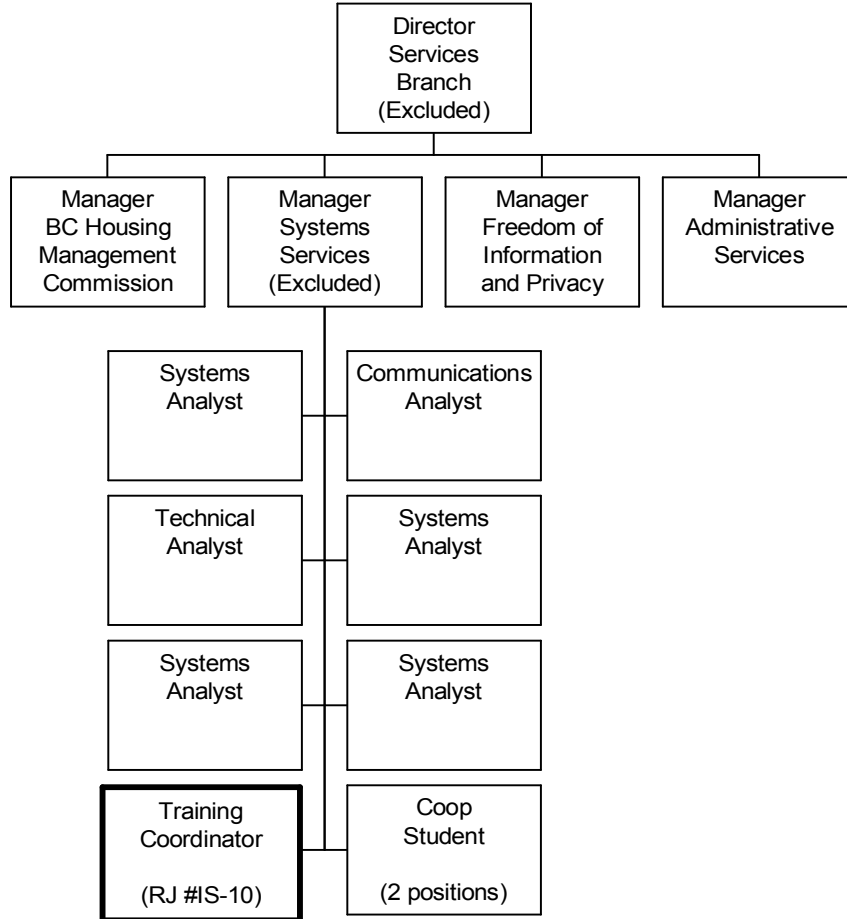
PRIMARY FUNCTION

To identify, develop and coordinate and provide computer office automation training programs and materials to all staff of the ministry.

JOB DUTIES AND TASKS

1. Develops, coordinates and delivers ministry computer related training courses and seminars
 - a. determines client requirements and best method for delivery of support to clients
 - b. determines the suitability and economy of in-house training versus contract training
 - c. recommends and selects vendors or agencies for training contracts
 - d. coordinates and/or provides one-on-one training and classroom client support sessions
 - e. coordinates off-site training when in-house training is not available
 - f. assesses client capabilities and recommends corrective or remedial training programs
 - g. maintains a record of client training requirements and courses completed
 - h. travels throughout the province to ensure all ministry staff receive required training
 - i. reviews new software and upgrades to prepare or revise course materials and training sessions
 - j. investigates and recommends needs and budget for training materials, equipment and off-site training
 - k. monitors the annual training budget and provides cost data input into training budget
2. Ensures the availability of training materials and equipment
 - a. develops and maintains a series of training manuals for client use
 - b. organizes, sets up and ensures availability of training manuals and guides
 - c. coordinates training schedules and maintains an on-site training room
 - d. purchases hardware, software, furniture and A/V equipment or materials required for training needs
 - e. maintains adequate supply of manuals and other training materials
3. Designs and produces an electronic newsletter
 - a. designs and produces an electronic newsletter to inform clients of systems information and related issues
 - b. maintains "Shared Folders" electronic bulletin board
 - c. develops and maintains on-line help notes for clients
4. Performs other related duties
 - a. provides guidance and support to the Help Desk function
 - b. monitors branch budget
 - c. produces monthly branch status reports
 - d. drives a vehicle to provide training sessions at off-site locations

ORGANIZATION CHART
Reference Job #IS-10



ORGANIZATION CHART

Reference Job #IS-10

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of adult education to interpret training needs to develop, coordinate and deliver training courses on office automation software for ministry staff; determine content and format of training materials; develop and maintain training manuals and on-line help notes; and reviews new software and upgrades to prepare course revisions.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of client needs and choose an approach using accepted procedures to develop and coordinate and deliver training courses to ministry staff; determine the suitability of in-house training versus contract training; recommend and select vendors/agencies for training contracts; assesses client capabilities and training requirements; and reviews new software and upgrades to prepare revisions to courses.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange technical information needing an explanation regarding office automation software applications with staff one on one or in a classroom setting.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive a vehicle to ministry offices.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general policies, applies accepted training methods in a different way to develop, coordinate and deliver ministry training courses and materials on office automation software, revise training programs to accommodate new software and upgrades, recommends purchase of all equipment and materials required for training and make recommendations on selection of training vendors and agencies for training contracts.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to purchase training, related materials and equipment and to provide cost data input into training budget.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility for informational assets to organize, set up and ensure availability of training manuals and guides both on-line and hard copy.</p>	D	22.5

ORGANIZATION CHART

Reference Job #IS-10

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction and training to ministry staff on office automation software products.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive a vehicle to ministry offices.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to trainees and to frequently observe computer screens when conducting training sessions.	C	12
11	PHYSICAL EFFORT Moderate physical effort to occasionally lift and carry moderate weight computer training equipment.	C	12
12	SURROUNDINGS Exposure to occasional overnight travel to conduct training sessions throughout the province.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 659

Level: Range 18

JOB DESCRIPTION

Benchmark Job #240

Ministry: Various
Branch: Information Technology
Location: Various

Working Title:
Level:
NOC Code:

Client Support Analyst
Range 18
2282

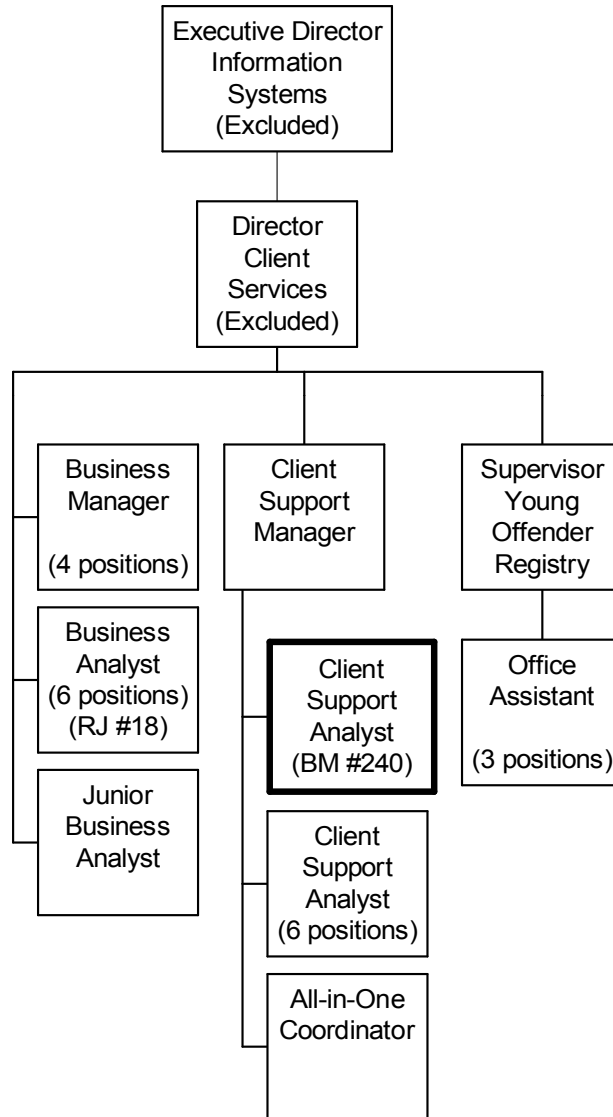
PRIMARY FUNCTION

To provide front-line information technology support and problem resolution services (help desk – tier 1 and tier 2) in a centralized ministry Client Support Team, to enable all ministry users and User Systems Administrators (USAs) to use computer resources in a multiple platform and multiple site environment.

JOB DUTIES AND TASKS

1. Provides hardware, software, network, custom application and training help desk front-line IT support to ministry users and user systems administrators
 - a. receives telephone, e-mail, written and in-person user and user systems administrator requests for assistance
 - b. identifies, analyzes and diagnoses specific problems for a variety of technologies, such as web based applications, wireless bridges, internet filters, firewalls, window servers, citrix winframe
 - c. uses on-line problem management system to record and track problem details, until resolution
 - d. resolves majority of problems including restarting software/hardware and performing software/hardware maintenance such as software reconfiguration
 - e. provides security/e-mail administration
 - f. identifies and resolves custom application problems by explaining application process to users and escalates, tracks and follows up on unresolved problems with application support staff, vendors or systems specialists
 - g. deals with and resolves user problems with a wide variety of software, hardware, operating systems, network and custom applications such as operating systems, database products and office automation products
2. Provides client support services
 - a. conducts internal and external client needs surveys
 - b. keeps clients aware of software and hardware upgrades
 - c. records and refers client requests for service for new hardware and software
 - d. advises clients of system down times and procedural changes and conducts post mortems on change management procedures
3. Trains clients in use of information technology
 - a. delivers remote training to users including office automation, network access/security and custom applications
 - b. assesses and identifies clients' training needs
 - c. refers clients to training courses or on-site trainers
 - d. trains new staff members in client support procedures
 - e. documents problems and resolutions on-line or manually
4. Performs other related duties
 - a. returns hardware to vendors for repair/servicing and validates completed work
 - b. provides cost data for input to repair/replacement costs
 - c. updates and maintains lists (e.g. vendor contact lists, client site data, application contact lists)
 - d. orders manuals on behalf of clients
 - e. participates on special information technology project teams to identify changes to IT hardware, software, custom application and training requirements

ORGANIZATION CHART
Benchmark Job #240



REASON FOR CLASSIFICATION

Benchmark Job #240

Job Title: Client Support Analyst

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of computer science to provide hardware, software, custom application and network help desk support to ministry users and USAs; identify and resolve majority of tier 1 and tier 2 problems; track, escalate and follow up on unresolved problems; and train users and USAs on use of information technology.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of a variety of hardware, software, network and custom application problems and choose an approach using a combination of accepted procedures to resolve majority of tier 1 and tier 2 problems; escalate unresolved problems to service providers or internal resources and record, track and follow up on problem details; provide user and USA training and conduct client needs surveys.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding problems and solutions with client users and service vendors.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use keyboard with some requirement for speed to enter data and resolve systems problems.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general systems policies and technical standards, applies accepted work methods in a different way to provide hardware, software, network and custom application help desk support for ministry users and USAs; escalate unresolved problems to appropriate resources and track to ensure resolution; make recommendations on repair and/or replacement of equipment.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to provide cost data for input to hardware repair/replacement decisions.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to ensure the repair and maintenance of hardware, software and network devices.</p>	D	22.5

REASON FOR CLASSIFICATION

Benchmark Job #240

Job Title: Client Support Analyst

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction in the use of office automation products and custom applications to users and USAs.	B	9
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 multiple screens.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost continuously apply visual attention to computer screens while resolving user problems.	D	18
12	SURROUNDINGS Exposure to noisy office setting with constantly ringing phones in a help desk environment.	B	4
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 668

Level: Range 18

JOB DESCRIPTION

Benchmark Job #076

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

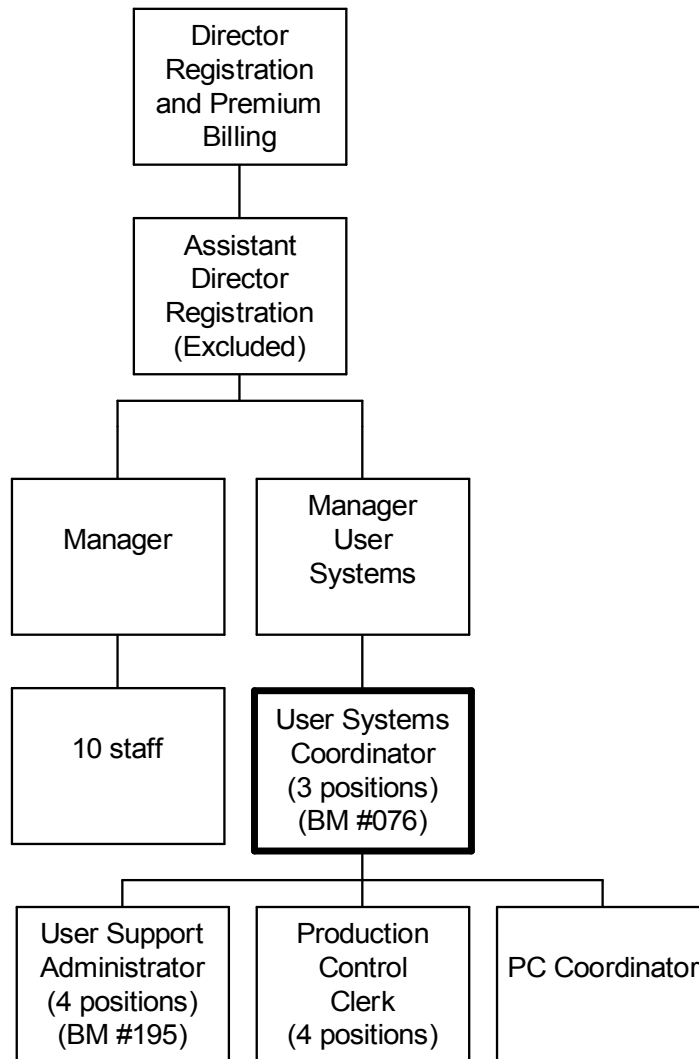
Working Title: **User Systems Coordinator**
Level: Range 18
NOC Code: 2282

PRIMARY FUNCTION

To supervise user support services for the provincial Medical Services Plan Registration and Premium Billing System which affects all BC residents.

JOB DUTIES AND TASKS

1. Supervises user support services for Registration and Premium Billing (R & PB) systems operations
 - a. resolves problems and determine whether changes to procedures or systems are required
 - b. implements policy and establishes guidelines for computer jobs requiring access to databases
 - c. approves and amends MSP production batch schedules developed by staff
 - d. maintains and updates computer system data dictionary for R & PB
 - e. provides advice and assistance to other programs and Ministries on methods to access databases
 - f. resolves systems and access and on-line transaction problems, or refers to appropriate resource
 - g. authorizes emergency overrides and program migrations due to systems failure, reviews systems/job failures and decides on an immediate fix or deferral to next day
 - h. stops on-line transactions during prime time to fix problems or escalates to the Information Systems Branch
2. Reviews and analyses security, operational policy and procedural issues for users
 - a. assesses information and drafts issue papers and briefing notes for proposals and projects
 - b. identifies issues provides advice to management on the development, implementation and modification of systems security, confidentiality, data integrity, policy and procedures
 - c. supervises security control, determines access requirements, creates user security profiles, authorizes access to restricted databases, monitors effectiveness of security measures and ensures users adhere to standards
 - d. evaluates projects/production efficiency of system to make recommendations to management
 - e. approves, authorizes and coordinates implementation of system changes and related documentation
 - f. develops/presents documentation to users, systems staff, manager, agencies, and participates in overall development of new operational policies and procedures
3. Supervises implementation of computer system changes and enhancements for concurrent projects
 - a. defines user requirements, determines priority of system changes, and recommends solutions
 - b. conducts cost benefit analysis, feasibility study and impact assessments
 - c. works with users and management to define and document business and systems needs
 - d. identifies effect of systems changes on R & PB and other systems
 - e. monitors testing of programs and system changes and ensures changes meet user requirements
 - f. researches and prepares initial business cases and options
 - g. sets, develops, monitors and maintains operating procedures
 - h. reviews/implements systems changes and ensures compatibility with Branch objectives
 - i. authorizes work and schedules enhancements and changes to new or amended systems
 - j. verifies test results and authorizes/schedules the implementation and migration of new or modified systems and changes, recommends priority of changes
 - k. uses software such as TSO, FILE AID, and CA Scheduler
4. Supervises user support staff (3 FTEs)
 - a. prepares project estimates and certifies requisitions/invoices for care card production
 - b. certifies contractor invoices and hardware/software purchases
 - c. coordinates professional service contract deliverables ensuring agreed upon services are met such as user manuals
 - d. adapts standardized language for vendor contractors and for systems project contracts
 - e. monitors cost of OV, TSO, spandial and on-line transactions and reports information to supervisor
 - f. supervises staff (3 FTEs), appraises performance and takes disciplinary action



ORGANIZATION CHART

Benchmark Job #076

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of computer systems to assess billing systems, and propose improvements; identify feasibility and impacts of proposals; approve and coordinate implementation of system changes.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply structured study, analysis and interpretation of business problems and choose an approach using accepted methods of accounting, auditing and computer operations to organize production changes to the computer system, resolve computer system problems and evaluate production efficiency of computer system.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Persuasion required to use basic counselling skills to discuss and explain employee performance problems with workers and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer to design system test changes and produce reports with some speed to meet project deadlines.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by ministry policies and computer systems standards, applies accepted work methods in a different way to supervise data bases for MSP billing and registrations, evaluate billing systems, define systems requirements, propose improvements, approve and coordinate implementation of system changes.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to adapt standardized or pre-approved language to prepare systems project contracts.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to supervise a multi-user information system of confidential information for the Medical Services Plan.</p>	D	22.5

ORGANIZATION CHART
Benchmark Job #076

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to supervise staff, appraise employee performance and take disciplinary action (3 FTEs).	DE	20
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 scrutinize financial documentation and data produced by the system.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view computer screen and printed materials to examine systems information for the MSP system.	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: 690.5

Level: Range 18

JOB DESCRIPTION

Reference Job #IS-11

Ministry: Government Services
Branch: Information Systems
Location: Victoria

Working Title:
Level:
NOC Code:

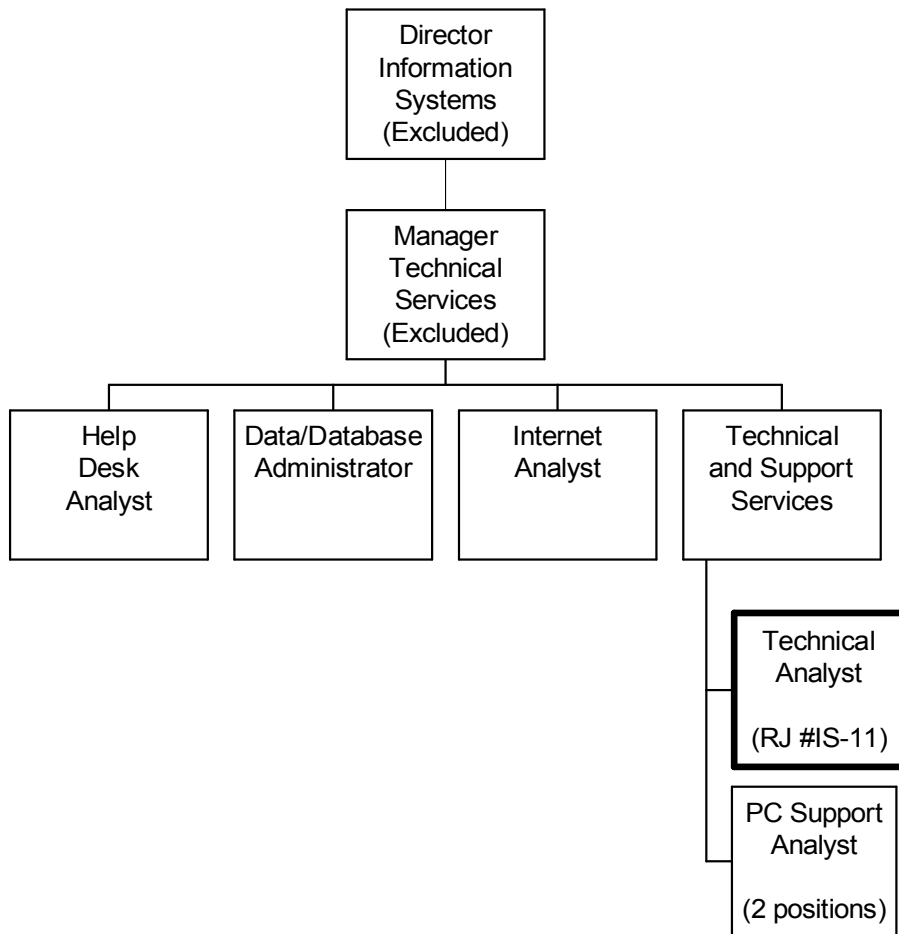
Technical Analyst
Range 18
2242

PRIMARY FUNCTION

To provide tier 2 and tier 3 technical support to ministry users for the configuration, installation and maintenance of multi-platform/environment hardware and software used on the ministry network, workstations and servers.

JOB DUTIES AND TASKS

1. Configures, installs and maintains ministry hardware and software for numerous local area networks, workstations and servers located in multiple sites across the province
 - a. receives escalated calls from the Help Desk and provide guidance on how to resolve problems
 - b. documents, analyzes and diagnoses technical problems
 - c. resolves tier 2 and tier 3 multi-environment/platform hardware, software, operations or network problems escalated by other staff
 - d. implements non-standard solutions and workarounds to provide short term problem resolution for ministry PC's, networks and servers
 - e. maintains ministry hardware and software by installing new hard drives and boards
 - f. sets priorities for problem resolution and escalates when attempted solutions are not satisfactory
 - g. conducts technical evaluations of hardware, software and network products
 - h. participates in joint technical projects
 - i. assists in development and maintenance of guidelines, standards and documentation in support of the ministry Wide Area Network (WAN) and LAN environments
 - j. fine tunes and tailors network and desktop operating systems
 - k. determines if different systems technologies can be used together
2. Works with users and systems administrators to resolve systems problems and determine user needs
 - a. provides technical advice and recommendations for systems, products and services available
 - b. automates software and hardware processes for staff such as developing macros, log-on processes, script programs, automatic installs and network drive selections
 - c. provides recommendations on the repair or replacement of equipment
 - d. provides guidance to users on needs definitions, cost estimates, selection criteria and requirements definitions
 - e. plans configuration, installations, maintenance, and upgrades of software and hardware used on ministry network workstations and servers, in consultation with users or systems administrators
 - f. explains systems standards and requirements to be used by contractors
 - g. validates receipt of systems services by outside suppliers or contractors
 - h. participates in post-implementation testing and reviews to ensure all agreed upon service levels/deliverables are achieved
3. Performs other related duties
 - a. attends vendor shows, symposiums, training programs, etc.
 - b. researches trade publications
 - c. uses a variety of tools (i.e. voltage/amp meter, wire crimpers, hand tools, LAN analyzer, etc.) to diagnose and resolve systems problems
 - d. provides cost data for input to repair and replacement decisions



ORGANIZATION CHART

Reference Job #IS-11

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of computer science to configure, install and maintain multi-environment/platform ministry hardware and software for networks, workstations and servers; analyze, diagnose and resolve tier 2 and tier 3 systems problems escalated from the Help Desk; conduct technical evaluations of hardware and software products; and assist with needs definitions, cost estimates, selection criteria and requirements definitions for users.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply technically exacting analysis of escalated ministry desktop network and server software, hardware, operating systems and data problems, using multiple stages of diagnosis, interpretation and predictive testing of possible systems solutions and alternatives to fine tune, evaluate, enhance and maintain ministry systems technologies.</p>	F	175
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding systems problems and solutions with ministry clients and vendors.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use hand tools such as volt meters, wire crimpers, LAN analyzers and screw drivers to set up systems and install hard drives and boards.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general systems policies and technical standards, applies accepted work methods in a different way to configure, install and maintain multi-platform/environment ministry hardware, software, peripherals and networks; make recommendations on repair/replacement decisions, conduct technical evaluations of hardware and software products; and assist in the development and maintenance of guidelines, standards and documentation for the ministry WAN and LAN.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to provide cost data for input to repair and replacement decisions.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Significant responsibility to provide short term problem resolution such as implementing temporary repairs and workarounds.</p>	D	22.5

ORGANIZATION CHART

Reference Job #IS-11

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction to contractors.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Limited care and attention to occasionally drive a vehicle to other offices to maintain network, workstations and servers.	B	10
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused attention to detail to frequently read input/output data and technical and electrical manuals.	C	12
11	PHYSICAL EFFORT Relatively heavy physical effort to regularly lift and move moderate weight boxes and hardware components.	D	18
12	SURROUNDINGS Exposure to occasional working in confined spaces such as behind shelves and in wiring closets.	B	4
13	HAZARDS Limited exposure to hazards from regular lifting of moderate weight materials.	B	4

Total Points: 692

Level: Range 18

Ministry: Energy, Mines & Petroleum Resources
Branch: Information Systems
Location: Victoria

Working Title:
Level:
NOC Code:

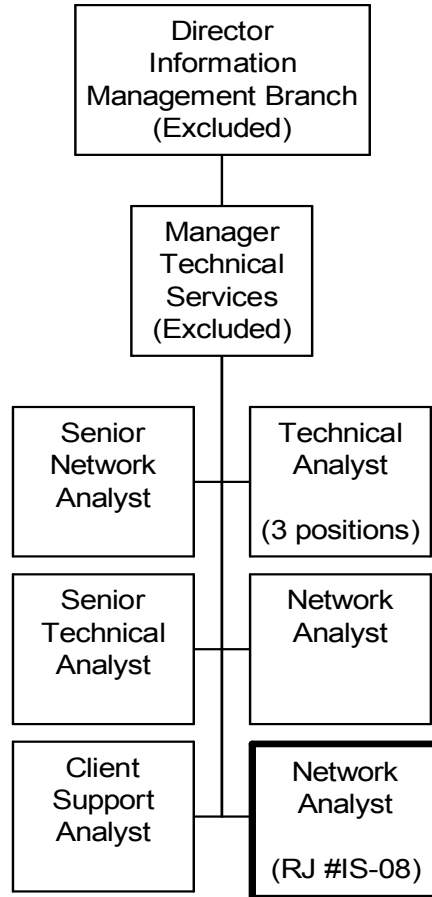
Network Analyst
Range 18
2242

PRIMARY FUNCTION

To support and maintain ministry hardware, software and internet facility for numerous Local Area Network (LAN) servers and to develop specific ministry applications for the LAN such as inventory tracking.

JOB DUTIES AND TASKS

1. Supports and maintains hardware and software for numerous ministry LAN servers
 - a. monitors, analyzes, maintains, tunes and reports on network performance and network cabling
 - b. investigates, tracks and resolves LAN problems
 - c. installs, sets up and tests new ministry network server hardware and software
 - d. schedules servers for upgrades, maintenance or repairs and performs the required changes
 - e. maintains, monitors and controls security access to ministry servers
 - f. backs up ministry servers by using backup hardware and software, creating and maintaining backup schedule and logs, developing and following off-site storage plans
 - g. develops and tests system recovery plan and procedures for servers
 - h. sets up LAN communications software on networked workstations
 - i. liaises with central systems agency's network personnel
 - j. coordinates changes with the client, central systems agency and BCBC such as new services
 - k. trains and supports staff to resolve LAN related problems/issues
 - l. maintains and recommends ministry LAN policy and practices documents
 - m. uses a wide variety of software and hardware for application/network management and data communications
2. Provides internet facility maintenance
 - a. identifies user requirements and develops intranet and internet designs, using JAVA and HTML
 - b. maintains and enhances various ministry internet application software
 - c. structures and organizes ministry internet file structures and homepages
 - d. provides technical advice to branch internet coordinators to establish and develop static and dynamic homepages, convert documents to internet formats, organize branch internet file structures, and use internet editing tools and other internet utilities and tools
 - e. sets up and monitors internet access and security, and responds to violations by notifying the appropriate supervisor
 - f. enforces ministry and government internet policies and internet standards
 - g. conducts presentations to ministry staff on the internet and intranet facilities
 - h. recommends internet procedures for management approval
3. Develops network and internet applications such as inventory tracking and correspondence tracking
 - a. identifies user requirements, develops data models and builds tables/screens
 - b. develops, maintains and enhances applications used on the network and/or internet/intranet
 - c. trains users in the use of network and internet applications and software products
 - d. performs end-user support of network and internet applications
 - e. determines costs of new network and internet applications
4. Performs other related duties
 - a. validates accuracy of invoice charges from vendors for equipment and parts
 - b. purchases hardware and software for Information Systems Branch
 - c. represents the ministry at the inter-ministry systems committees and participates in delivery of presentations



ORGANIZATION CHART

Reference Job #IS-08

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of data communications to support and maintain ministry local area network (LAN) servers; install, set up and test new or upgraded LAN server hardware and software; assess LAN performance; provide internet facility maintenance; develop, maintain and enhance ministry applications such as inventory tracking database; resolve user problems and train ministry staff on LAN and software products.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply technically exacting analysis of ministry servers and LAN systems hardware, software and data using methodical diagnosis, interpretation and predictive testing of possible systems solutions and alternatives, to enhance and/or maintain network efficiency.</p>	F	175
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information regarding systems problems with LAN users and to explain resolutions.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to use computer keyboard with some requirement for speed to resolve LAN problems.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general systems policies, guidelines and technical standards, applies accepted work methods in a different way to maintain and support the ministry LAN servers, provide problem resolution to ministry staff, grant security access rights, install and test new LAN hardware and software, enforce ministry and government internet policies; train staff and recommend changes and upgrades to ministry LAN servers, hardware and software.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Significant financial responsibility to perform financial estimates for the development of new network and internet applications requiring subject matter knowledge.</p>	E	33
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Considerable responsibility to ensure the day to day on-going operation, configuration and maintenance of ministry LAN server software and hardware.</p>	E	33

ORGANIZATION CHART

Reference Job #IS-08

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal training to ministry LAN users on supported software and hardware products.	B	9
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 sensory concentration to frequently monitor network operations on computer screen and to frequently listen to users calling about systems problems.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently view computer screen.	C	12
12	SURROUNDINGS Exposure to occasional unpleasant dealings with users unable to access LAN and/or internet.	A	2
13	HAZARDS Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 700

Level: Range 18

JOB DESCRIPTION

Benchmark Job #241

Ministry: Social Services
Branch: Systems Services
Location: Victoria

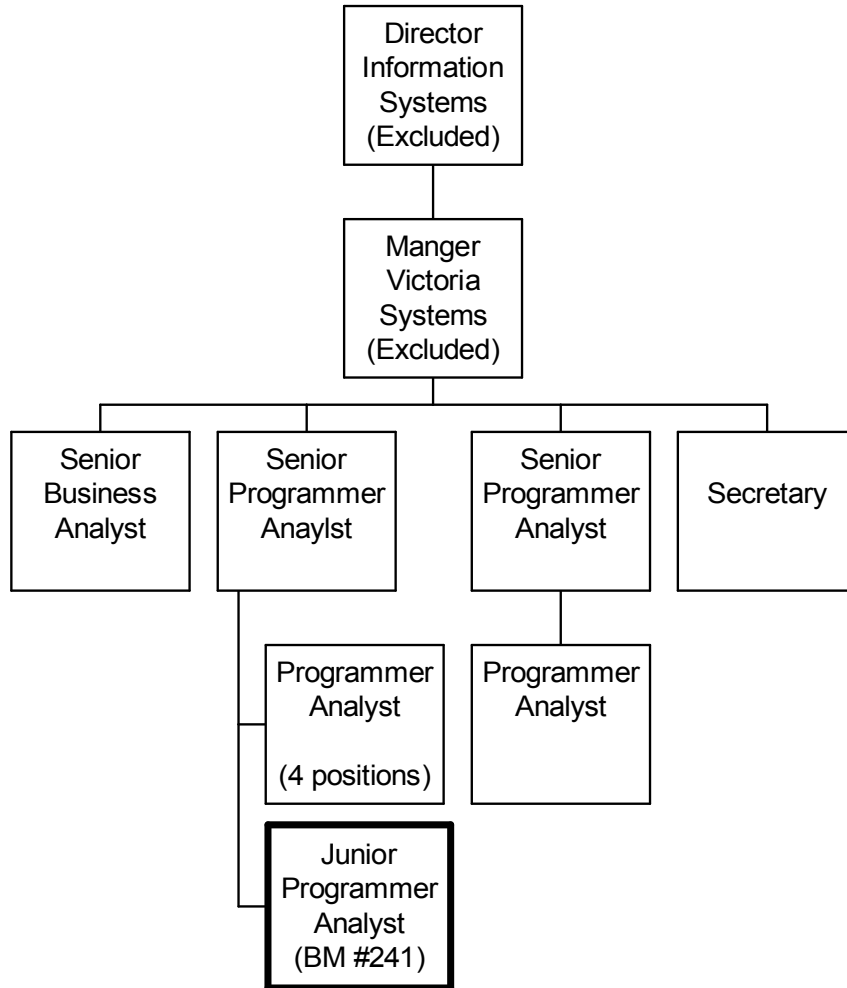
Working Title: **Junior Programmer Analyst**
Level: Range 18
NOC Code: 2162

PRIMARY FUNCTION

To analyze, program, test and document enhancements to the Ministry Financial Management Information System, Bus Pass System and Senior Citizen Support System.

JOB DUTIES AND TASKS

1. Participates in business area analysis and business systems design projects
 - a. works with supervisor and clients to determine system requirements
 - b. designs and develops appropriate technical/procedural solutions for assigned projects
 - c. uses technology and business analysis tools to develop solutions
 - d. conducts project/progress reviews with clients
 - e. evaluates test results and reviews with clients
 - f. produces user documentation
2. Programs, tests and documents enhancements for ministry systems
 - a. develops and codes new programs or modifies existing programs using 3rd and 4th generation programming languages (e.g. financial reports, batch processing, inter and intra ministry interfaces)
 - b. develops test plans and test criteria for new or modified programs
 - c. performs all testing pertaining to assigned projects
 - d. develops new or modifies existing job control language (JCL)
 - e. ensures Quality Assurance Analyst reviews all deliverables for compliance with ministry quality assurance standards
 - f. develops new or modifies existing operational documentation (e.g., job preparation instructions, run dependencies, recovery procedures)
 - g. develops and maintains code for financial systems reports
3. Provides primary support to non-technical users of "Information Expert" programming language
 - a. assists users to develop ad hoc reports or retrieve information from the ministry's Financial Management Information System (FMIS)
 - b. identifies, clarifies and resolves problems from assigned service requests



ORGANIZATION CHART

Benchmark Job #241

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Understand the principles of programming and analysis and interpret technical requirements to design, develop and program code, and test, evaluate, document and implement appropriate technical or procedural solutions to ministry information systems applications including the Financial Management Information System, Bus Pass System and Senior Citizen Support System.</p>	G	250
2	<p>MENTAL DEMANDS Judgement to apply technically exacting analysis of details of user business and systems specifications using multiple stages of structural analysis, programming and testing of possible systems solutions and alternatives to design and implement modifications and new modules and programs for ministry applications and systems of limited impact.</p>	F	175
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Discretion required to exchange information needing an explanation regarding technical specifications and project schedules with supervisor and client users.</p>	C	30
4	<p>PHYSICAL COORDINATION AND DEXTERITY Significant coordination and dexterity required to use computer keyboard and mouse with speed and accuracy to produce design documents and programming code.</p>	D	22.5
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by systems plans, design specifications and technical standards, applies accepted techniques in a different way to plan, design and code new programs or modify existing programs, perform quality assurance testing, evaluate test results and review with clients, make recommendations to supervisor for acceptance of work plans and test plans, implement enhancements and assist users to develop ad hoc reports and retrieve information.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to verify the effectiveness and necessity of contract servicing and maintenance of hardware.</p>	D	22.5
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Considerable responsibility to initiate enhancements to the financial management information system.</p>	E	33

ORGANIZATION CHART
Benchmark Job #241

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 attention to detail to almost always program code, read user requirements and code specifications.	D	18
11	PHYSICAL EFFORT Relatively heavy physical effort to almost continuously apply visual attention to computer screen and printed material to produce programming code.	D	18
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: 705

Level: Range 18