

# JOB DESCRIPTION

Reference Job #IS-13

Ministry: Attorney General  
Branch: Information Technology  
Location: Victoria

Working Title:  
Level:  
NOC Code:

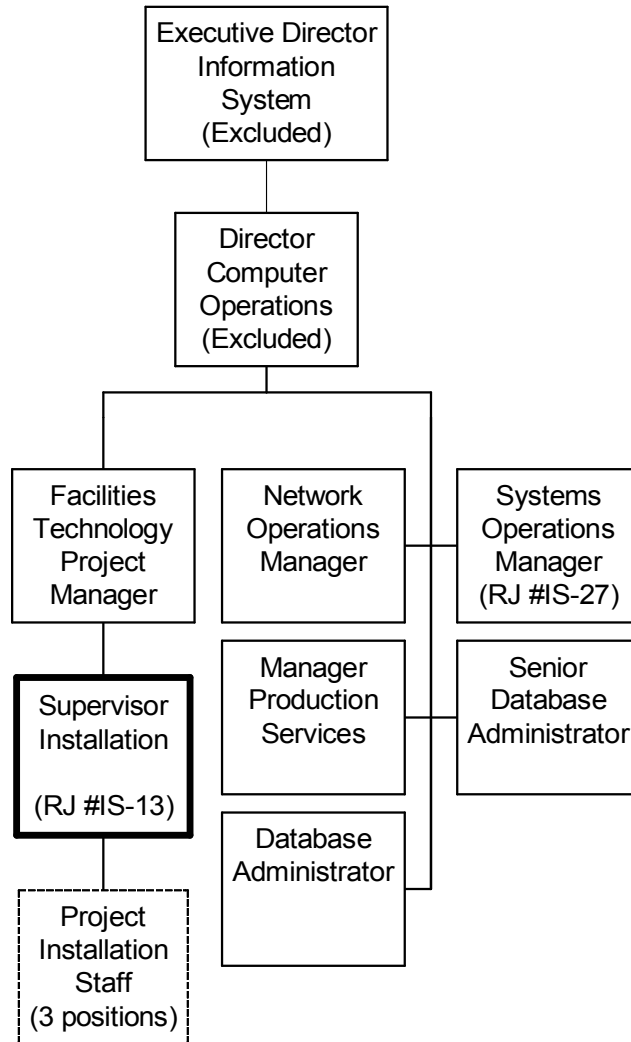
**Supervisor, Installation**  
Range 21  
2242

## PRIMARY FUNCTION

To assist with the planning, and to lead the implementation and commissioning of all ministry projects, office reorganizations, optimizations and relocations involving facilities requirements including cabling, site installations, data and telecommunications needs, and software/hardware installations and upgrades.

## JOB DUTIES AND TASKS

1. Assists with the planning, and leads the implementation and commissioning of ministry projects, office reorganizations, optimizations and relocations involving facilities requirements
  - a. participates with Business Managers in identifying and evaluating risk and success factors
  - b. identifies, estimates and schedules project activities and resource contingencies and consolidates into a facilities installation project plan
  - c. receives, completes, forwards and tracks all data communication and telecommunication service requests
  - d. determines solutions to telecommunication issues in consultation with operating groups and central systems agency
  - e. varies ministry wiring, product and other technology applications within established standards
  - f. works with Business Managers to compile budget estimates for facilities components of projects
2. Directs the work of ministry and contract resources involved in facilities installation projects
  - a. receives and processes requests for service requiring cabling, adapters, patch cords and other hardware
  - b. drafts specifications and quotations for cabling work
  - c. assigns, monitors and examines work of project staff (3 FTEs) performing installations
  - d. dispatches and coordinates the work of installation contractors or ministry personnel assigned to projects
  - e. logs and tracks work requests and resolves outstanding issues with clients
  - f. performs quality assurance for facility projects including assessing work done by ministry staff and contractors
  - g. negotiates installation contracts and provides financial estimates for future purchases of hardware/software up to \$1.0 million dollars
  - h. coordinates and examines the installation of computer cabling, electrical work, hardware, software and peripherals for facilities projects (i.e. new court houses)
3. Performs other related duties
  - a. assists with Help Desk open alerts by resolving end user problems
  - b. maintains and updates technical documents on pinouts, cabling and adapter specifications for all ministry supported hardware/software
  - c. maintains and ships an inventory of cabling accessories as required
  - d. uses penta-scanner and meters to troubleshoot installation problems



## REASON FOR CLASSIFICATION

Reference Job #IS-13

Job Title: Supervisor, Installation

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand the principles of electronics and computer science to interpret blueprints and coordinate the installation of information technology such as cabling, hardware/software, and data/telecommunications into ministry facilities projects; assess business requirements to draft contract specifications, estimate facilities budget and develop installation project plans; commission contractors or ministry project teams and document pinout, cabling and adapter specifications.</p>	G	250
2	<p><b>MENTAL DEMANDS</b>            Judgement to apply structured study and analysis of data relating to client requirements and choose an approach using a combination of accepted procedures to coordinate installations of cabling, hardware/software and data/telecommunications for ministry facilities projects; and interpret ministry wiring, product and other technology standards for contractors or project teams.</p>	F	175
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Persuasion required to use basic negotiation skills to reach agreement on installation contract terms with contractors.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to use tools and testing equipment such as penta-scanner and meters to troubleshoot systems installation problems.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general systems policies and electronic cabling, product and technology standards, applies accepted work methods in a different way to coordinate and direct cabling, hardware/software and data/telecommunications installations, varies wiring and installations within established standards, make recommendations on cost effective solutions that meet business needs.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Significant financial responsibility to perform financial estimates for future purchases of hardware/software up to \$1,000,000 requiring subject matter knowledge.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Considerable responsibility to coordinate and examine the installation of computer cabling, electrical work, hardware, software and peripherals for facilities projects.</p>	E	33

## REASON FOR CLASSIFICATION

Reference Job #IS-13

Job Title: Supervisor, Installation

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of ministry project staff (3 FTEs) performing installations.	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to drive a light vehicle occasionally to other work sites.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently scrutinize blueprints and electrical drawings while implementing facilities installations.	C	12
11	<b>PHYSICAL EFFORT</b> Relatively heavy physical effort to occasionally lift and carry heavy computer equipment and cabling.	D	18
12	<b>SURROUNDINGS</b> Exposure to regular overnight travel when coordinating and examining facilities installations.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding while developing facilities installation plans and documenting pinout and cabling specifications.	B	4

**Total Points: 733**

**Level: Range 21**

# JOB DESCRIPTION

## Benchmark Job #242

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Ministry: Forests  
Branch: Information Systems  
Location: Victoria

Working Title:  
Level:  
NOC Code:

**Supervisor, Operations**  
Range 21  
2162

### PRIMARY FUNCTION

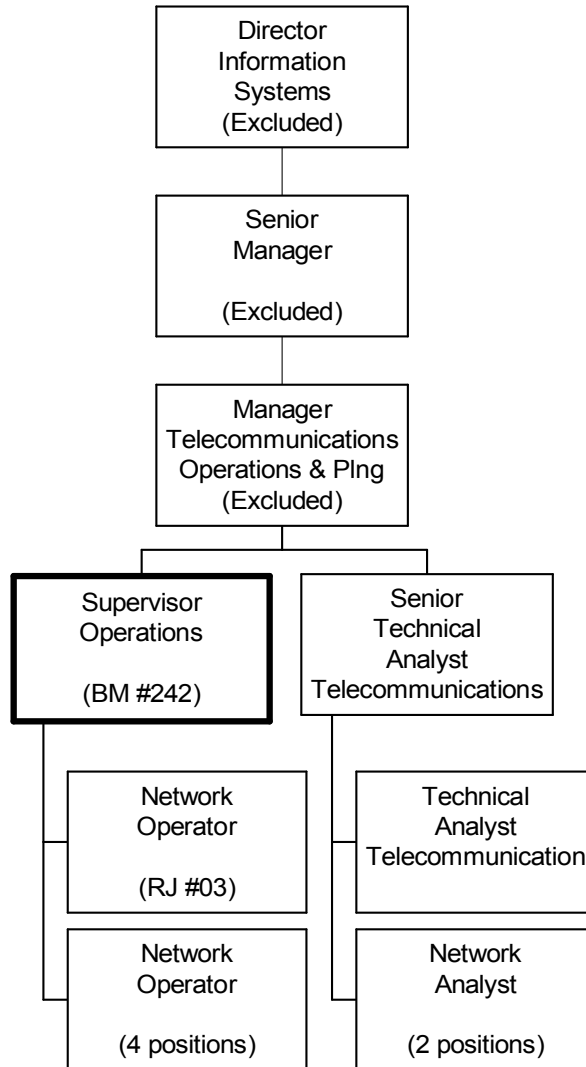
To supervise the operation of the ministry data centre housing a variety of Local Area Networks and servers; coordinate support and monitoring of a network attached mainframe (VM) system and numerous LAN's located across the province; and administer facilities management contracts.

### JOB DUTIES AND TASKS

1. Coordinates the maintenance of stable performance levels for all ministry network systems
  - a. organizes and performs systems back up, restores and overall computer room security
  - b. analyses problems and takes corrective action or recommends replacing/servicing of equipment
  - c. plans controlled shutdowns on network systems
  - d. monitors availability of tapes for backup purposes and organizes preparation of additional tapes
  - e. directs start-up routines to recover systems following unscheduled system down condition
  - f. ensures disc pack reorganizations are performed on schedule
  - g. ensures provision of operational and network support to users and Technology Support Centre by ensuring staff raise, close and respond to alerts
  - h. meets with clients and/or Information Systems staff to resolve service issues, answer requests for information and consult on new equipment or applications being installed
  - i. contacts users regarding scheduled system unavailability and emergency system requirements
  - j. organizes staff to perform local area network administration support, including remote administrative functions for distributed data centres in the regions and districts
  - k. administers e-mail functions, printer definitions and network database
  - l. monitors the Data Delivery System on all distributed data centre sites
  - m. administers and validates two facilities management contracts for systems support (i.e., IBM OS/2) and other related service or maintenance contracts
2. Coordinates system change management of all systems in the data centre
  - a. ensures change procedures for installation of software or hardware are carried out
  - b. ensures beta testing of new system/procedures is completed
  - c. develops and maintains operational procedures
  - d. organizes backup, restoration and archiving activities
  - e. maintains operational logs and system procedures
  - f. updates phone lists, logs, schedules and printer lists
3. Supervises staff (5 FTEs)
  - a. supervises staff, including hiring and training
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards for section
  - d. appraises work performance
  - e. ensures adequate training of staff on all systems
4. Performs other related duties
  - a. maintains all peripheral equipment such as high speed printers, decollator and burster by arranging for repairs
  - b. orders, maintains and shelves stock for the operations section

ORGANIZATION CHART  
Benchmark Job #242

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## REASON FOR CLASSIFICATION

Benchmark Job #242

Job Title: Supervisor, Operations

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the principles of operating systems and network infrastructure to supervise the operations of a ministry data centre housing multiple platforms and supporting LANs located across the province, analyze and resolve user problems, lead a Beta test site, plan controlled shutdowns of systems and organize backup, recovery and security of data, and change procedures.</p>	G	250
2	<p><b>MENTAL DEMANDS</b> Judgement to modify operational approaches in working with changing circumstances to coordinate the delivery of support to ministry network systems, including distributed LAN's and provide technical support services, such as, resolving systems problems, planning controlled shutdowns and change procedure of computer systems, and following up on equipment and systems failures; and ensure beta testing of new systems and procedures are complete.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic counselling skills to discuss and explain employee performance problems and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to use screwdrivers to troubleshoot systems problems and upgrade equipment.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by ministry policies and technical standards, applies accepted work methods in a different way to coordinate ministry data centre activities, make recommendations on new applications being installed and on replacement, purchasing or servicing of equipment and develop operational procedures.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to certify service and facilities management contract work for Wang and IBM OS/2 operations for release of payment.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility for informational assets to ensure the security of data and organize backup, restoration and recovery functions in the ministry data centre.</p>	E	33

# REASON FOR CLASSIFICATION

Benchmark Job #242

Job Title: Supervisor, Operations

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff and appraise employee performance (5 FTEs).	DE	20
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for safe work practice of others in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently monitor all systems in the ministry data centre via computer screen.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to occasionally lift moderate weight boxes of computer supplies to stock shelves.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular machine noise from peripheral equipment such as bursters and decollators.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 753**

**Level: Range 21**

# JOB DESCRIPTION

Reference Job #IS-15

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Ministry: Transportation and Highways  
Branch: Information Systems  
Location: Victoria

Working Title:  
Level:  
NOC Code:

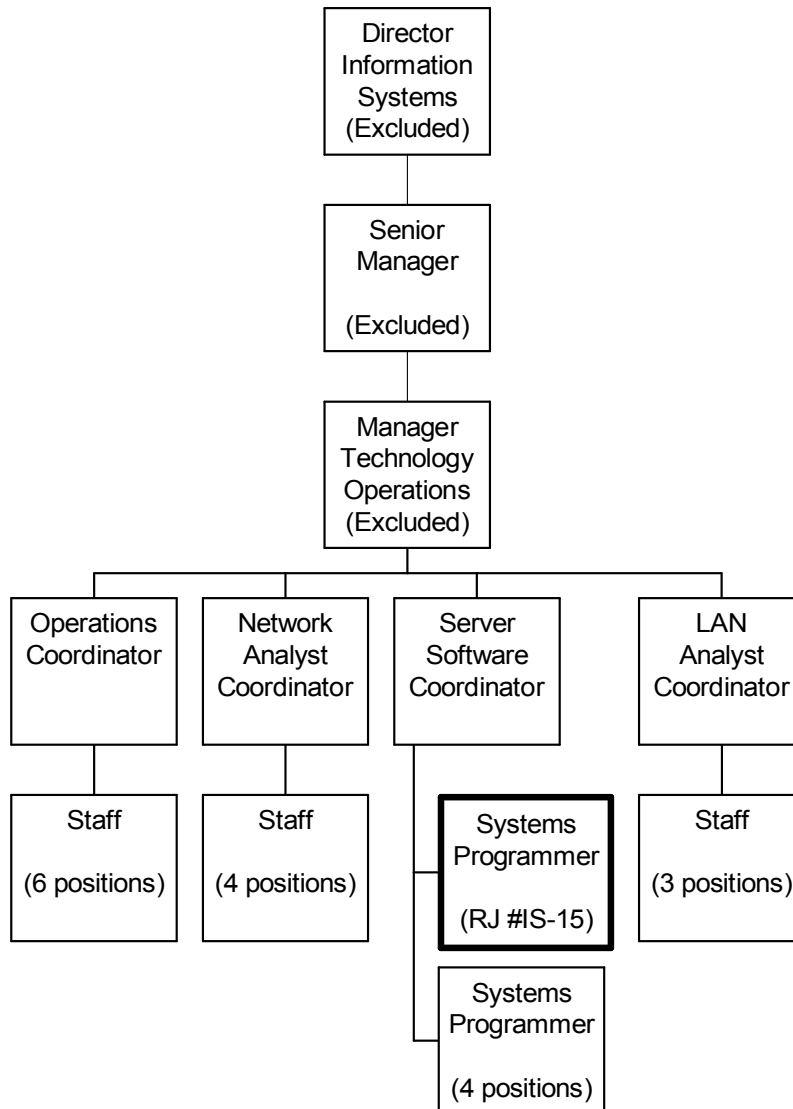
**Systems Programmer**  
Range 21  
2162

## PRIMARY FUNCTION

To provide installation, technical support, integration and administration of shared software and applications, such as operating systems and e-mail on the ministry's shared systems platforms, which consists of 35 mini-computers and 76 Local Area Network (LAN) servers, located in numerous locations across the province.

## JOB DUTIES AND TASKS

1. Provides installation, technical support, integration and administration of shared software and applications on shared systems
  - a. reviews, tests and provides performance reviews on existing, updated or new systems applications, tools or software products
  - b. researches and provides recommendations on how to improve operating systems performance
  - c. analyzes, plans and implements systems configuration upgrades, changes and set up
  - d. monitors and ensures proper use of resources including CPU, printer disk space and capacity
  - e. responds and takes action to resolve problems/issues escalated by other systems staff
  - f. maintains software products that integrate mainframe/mini-computer systems and LANs for approximately 3000 ministry staff and external users
  - g. provides an interface between end users, ministry technical staff and vendor support staff for the resolution of system or application problems and for access to new software or techniques
2. Performs other related systems programming functions
  - a. monitors system usage and prepares performance statistics/reports
  - b. monitors the availability and performance of all disk drives attached to shared systems
  - c. tunes and enhances operating systems, software and hardware configurations to maintain and maximize systems performance and availability
  - d. purges and reorganizes data files residing on the ministry's shared systems to enhance system performance and reliability
  - e. oversees the shared systems administration database configurations and specific system information to ensure database(s) are accurate and current
  - f. evaluates new software to support the Ministry's current or future needs and ensure that new software is compatible with existing software
  - g. verifies completion of contracted work for operating systems modifications and performance analyses
3. Carries out and supports systems programming projects and enhancements
  - a. provides technical advice and guidance to other staff on systems programming requirements, performance impacts, implementation schedules and advanced tools
  - b. resolves shared systems technical issues resulting from technical changes



# ORGANIZATION CHART

Reference Job #IS-15

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand theory of systems technical architecture and operating systems to provide installation, technical support, integration and administration of Ministry shared operating software and applications, anticipate and correct systems programming hardware and software problems, research improvements to systems performance, tune and enhance operating systems software and hardware configurations to maximize performance.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to modify techniques in working with changing circumstances to determine, analyze and resolve problems with shared software and applications on shared systems, monitor and evaluate operating systems performance, tune and enhance operating systems, software and hardware configurations, analyze, plan and implement configuration upgrades and changes.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Discretion required to exchange information needing an explanation regarding technical problems with clients and vendors.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to keyboard with some requirement for speed to resolve operating systems application, hardware and software problems.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry policies and technical standards, provide installation, technical support, integration and administration of Ministry shared software and applications on shared systems to anticipate and resolve problems, evaluate applications, tools and software products, recommend improvements to systems performance; tune and enhance operating systems, software and hardware configurations; and plan and implement configuration upgrades, changes and set up.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Moderate financial responsibility to verify completion of contracted work for operating systems modifications and performance analyses.</p>	D	22.5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to coordinate the installation, technical support and integration of Ministry's shared software and applications on shared systems to tune and enhance systems performance.</p>	E	33

# ORGANIZATION CHART

Reference Job #IS-15

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited or no responsibility for human resources.	A	5
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration and attention to detail to frequently view computer screen to configure changes, tune operating systems and resolve shared software and application problems.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to apply frequent visual attention to computer screen to monitor systems performance, tune operating systems and resolve shared software and application problems.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding while tuning systems and resolving shared software and application problems.	B	4

**Total Points:                    780.5**

**Level:                                    Range 21**

# JOB DESCRIPTION

Reference Job #IS-22

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Ministry: Health  
Branch: Information Systems  
Location: Victoria

Working Title:  
Level:  
NOC Code:

**Database Administrator**  
Range 24  
2162

## PRIMARY FUNCTION

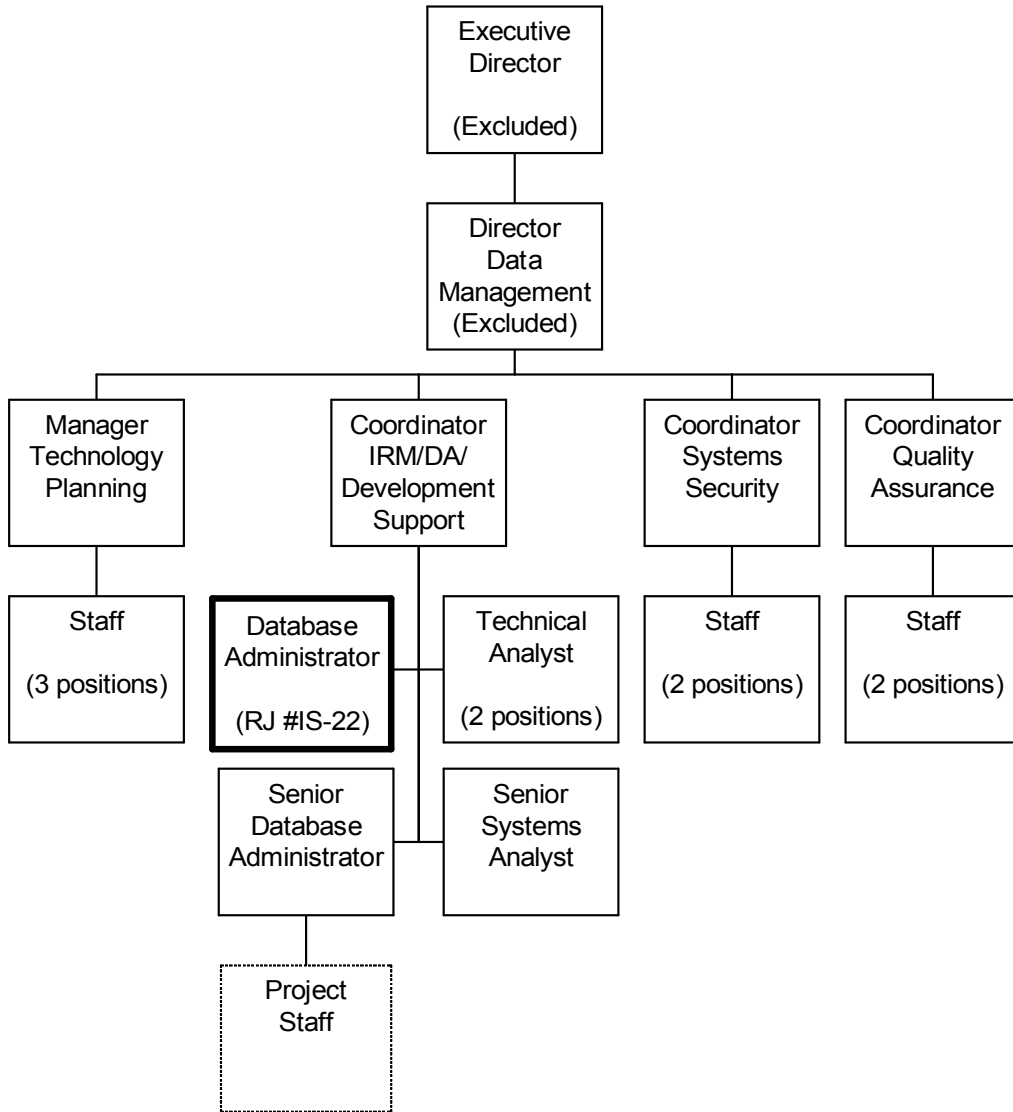
To provide database administration, operational and user support, data administration, schema definition and data standards activities for the Ministry's corporate Data Dictionary used by systems specialists (e.g., Database Administrators) in the development of databases and applications such as Medical Services Plan (MSP) system(s) or Pharmanet.

## JOB DUTIES AND TASKS

1. Provides corporate database administration for the Ministry's data dictionary
  - a. performs installation, backup/recovery, tuning and reorganization of dictionary databases
  - b. designs and implements appropriate security controls including audit, access privileges and recovery
  - c. develops and implements policies, procedures and standards for the use and operation of the data dictionary
  - d. develops and maintains documentation related to administration of the data dictionary
  - e. adapts contract language for requests for proposals (RFPs)
2. Delivers data administration support for the Ministry
  - a. provides advice and direction on meta-data standards
  - b. designs and maintains the dictionary schema or rule set
  - c. tailors the functionality of the Dictionary to support data naming conventions, edit rules, business functions and documentation requirements
  - d. adapts dictionary functionality to new technologies and systems development life cycle
  - e. participates in data administrator, data base administrator and user working groups
  - f. provides data dictionary interface to external systems and applications
3. Provides end-user support to Ministry systems specialists using the data dictionary to develop databases and applications such as MSP and Pharmanet
  - a. provides operational support and training to Information Systems staff and dictionary users
  - b. uses the dictionary executive language to implement computer programs, menus and help screens to support update, query and reporting functions
  - c. assists users in loading and/or extracting data from the dictionary
  - d. develops and maintains user documentation
  - e. makes technical presentations to users groups
  - f. uses a variety of software such as PL/1, COBOL, DB2

ORGANIZATION CHART  
Reference Job #IS-22

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# ORGANIZATION CHART

Reference Job #IS-22

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand the theory of computer science and data storage to plan and provide database administration for the corporate data dictionary, tuning and reorganization, provide operational support to ministry systems specialists (such as Data Administrators) using the data dictionary, adapt data dictionary functionality to new technology, and develop and implements policies, procedures and standards for the data dictionary.</p>	H	280
2	<p><b>MENTAL DEMANDS</b>            Judgement to modify and to develop improvements for the use and operation of the ministry data dictionary; administer and support Data Dictionary databases containing the ministry meta-data inventory; design and maintain the dictionary schema and adapt dictionary functionality to new technologies and design and implement ministry data dictionary security controls including audit, access privileges and recovery.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Persuasion required to use basic negotiation skills to gain cooperation and consensus on data dictionary policies, procedures and standards with other IS staff and users.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to use keyboard with some requirement for speed to tune and reorganize data dictionary databases and perform data recovery to meet specific deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general ministry policies, technical standards and guidelines, organize the delivery of the Ministry data dictionary database administration, support and security to systems specialists using the data dictionary; develop and implement operational policies, procedures and standards specific to the data dictionary.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Significant financial responsibility to adapt contract language for requests for proposals (RFP).</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Considerable responsibility to guide the implementation of corporate policies, procedures and standards for use and operation of the ministry's data dictionary.</p>	E	33

# ORGANIZATION CHART

Reference Job #IS-22

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training to data dictionary users.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently scrutinize data dictionary documentation and databases and to perform database tuning.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to apply frequent visual attention to computer screens and printed material while developing data dictionary documentation and tuning databases.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding while producing documentation and tuning databases.	B	4

**Total Points: 810**

**Level: Range 24**

# JOB DESCRIPTION

Benchmark Job #021

Ministry: Labour and Consumer Services  
Branch: Information Systems  
Location: Victoria

Working Title:  
Level:  
NOC Code:

**Programmer Analyst**  
Range 24  
2162

## PRIMARY FUNCTION

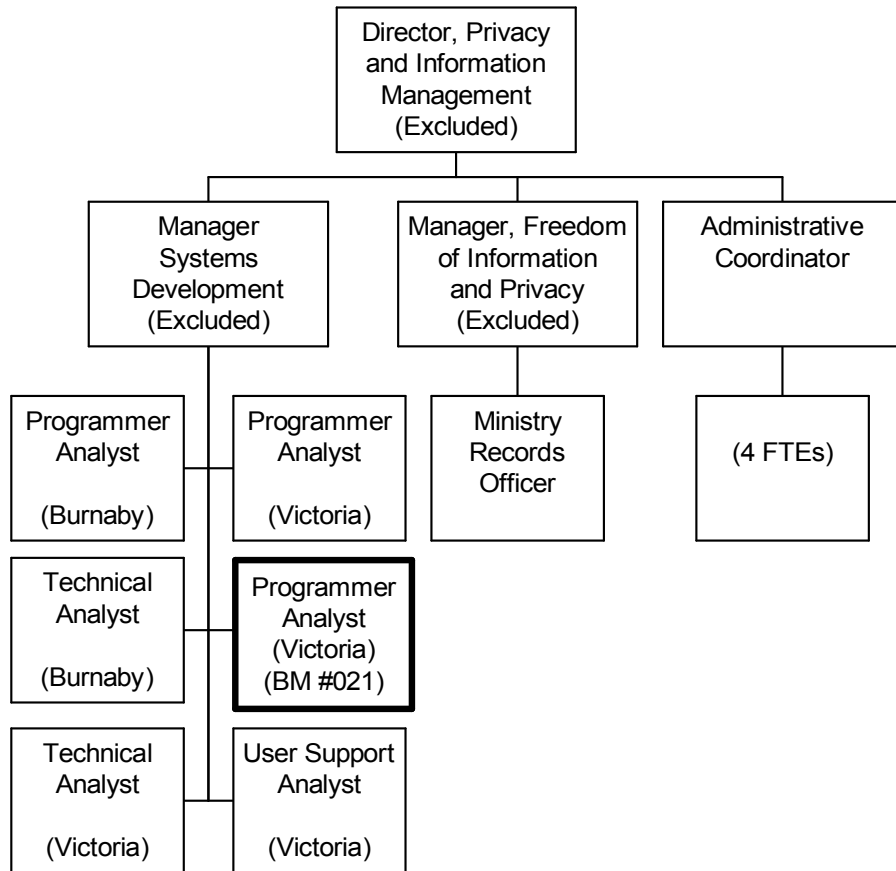
To analyze and review systems used by clients in the Ministry in support of systems development and maintenance and to lead project teams in the development of new branch information systems or enhancements to major systems.

## JOB DUTIES AND TASKS

1. Provides analytical and programming support for the development, maintenance and enhancement of specific systems and/or applications used by clients in the Ministry
  - a. analyzes and reviews existing systems to identify potential enhancements and/or changes necessary to resolve user problems or improve operating efficiency
  - b. develops recommendations for systems solutions, alternatives and improvements including proposals, estimates and cost-benefit analyses
  - c. designs, develops, tests and implements system enhancements to meet new or changing user needs
  - d. prepares detailed project specifications and consults with users to diagnose operating problems
  - e. documents solutions and user requirements to facilitate ongoing application management and maintenance, and implements recommended solutions
  - f. provides ongoing support to users by monitoring application performance, identifying problems, initiating corrective actions and recommending improvements
  - g. persuades clients to give commitment to computer projects
  - h. provides systems maintenance by monitoring the performance of existing systems, identifying systems failures, taking corrective action and recommending improvements and modifications
  - i. develops and tests or leads the development and testing of new program requirements and support users in the implementation of application modifications and enhancements
  - j. maintains and enhances Ministry financial computer systems including change management and problem solving activities
2. Leads project teams in the development of new/enhanced systems
  - a. leads and manages the development and testing of computer systems
  - b. assigns, monitors and reviews the work of up to 3 FTE project staff
  - c. negotiates terms and certifies satisfactory contract performance for release of payment
  - d. provides guidance, direction and assistance to Ministry staff and consultants working on systems
  - e. participates in the review of development proposals from consultants
3. Ensures information technology solutions meet defined business needs
  - a. produces systems specifications such as software, hardware, technical environments, functions, information files, data load
  - b. specifies user and system interfaces, such as menu, screen dialogue, inputs, reports, corrections, process rules, security, audit controls, recovery routines, contingency procedures
  - c. translates logical designs into physical designs, taking into consideration environment, performance requirements, existing system and safety/security requirements using tools and techniques that may include object oriented analysis, design and programming
  - d. documents all work in compliance with required standards, methods and tools
  - e. produces logical designs and identifying common processes
  - f. works with other technical staff (i.e. DA, DBA, Security Analyst, etc.), to produce, update, or translate models into appropriate corporate models or DB schemas.
4. Performs other related duties
  - a. reviews software packages and makes recommendations on their applicability for the Ministry
  - b. participates in the preparation of standards and procedures for the development process including translating technical documentation into user terms for the user manuals
  - c. designs, prepares and presents training programs and modules for Ministry staff
  - d. ensures technical and quality assurance standards are applied
  - e. participates in the evaluation of hardware/software to assess their applicability to business needs
  - f. provides "trouble shooting" technical advice to users and the Help Desk

ORGANIZATION CHART  
Benchmark Job #021

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# ORGANIZATION CHART

Benchmark Job #021

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of computer science to review and modify existing computer systems and user requirements, anticipate problems and develop and implement solutions for branch systems or parts of major systems.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to modify computer system development techniques in working with differing systems and customer requirements to recommend areas for computerization, improvement and modification and develop and implement recommended systems solutions.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic negotiation skills to gain consensus and cooperation on ministry computer systems projects with client users.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to use computers to develop programs with some speed requirement to meet project deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by systems technology and user requirements, plan computer projects for a branch or for part of a major system, propose cost effective alternatives and develop and implement recommended systems solutions.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to certify contract performance for release of payment requiring discretion as to whether expected results have been achieved.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to provide guidance on the development of new branch information systems or enhancements to major systems.</p>	E	33

ORGANIZATION CHART  
Benchmark Job #021

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of co-op students and auxiliary workers (up to 3 FTEs) on projects.	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently review reports and screens.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently view computer screens and printed material.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 815**

**Level: Range 24**

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

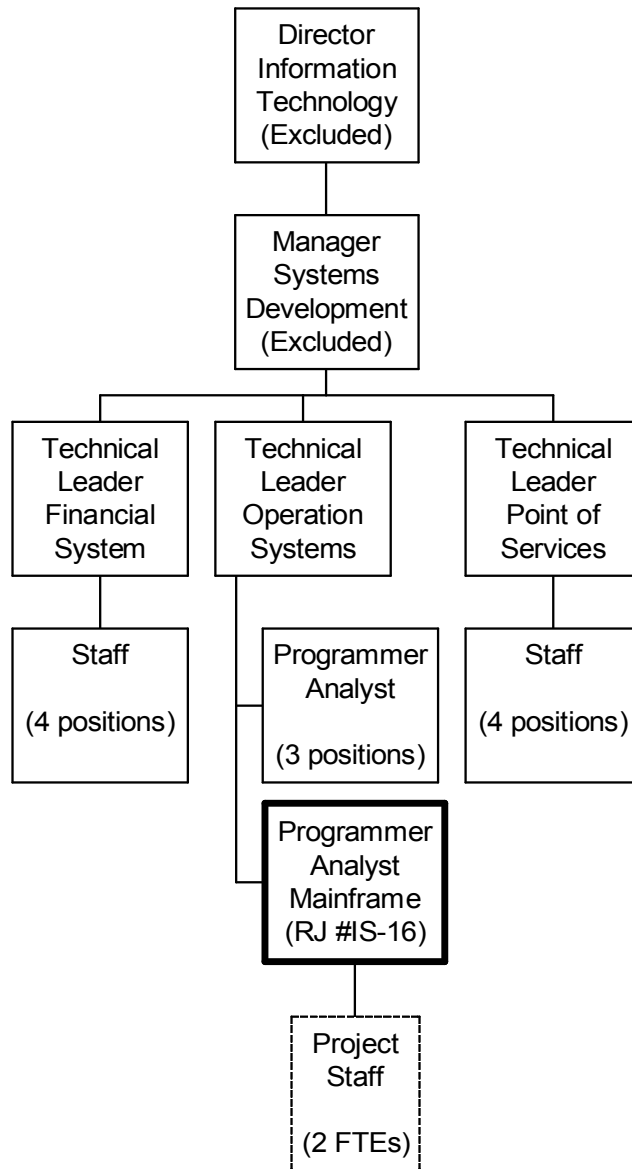
Working Title: **Programmer Analyst, Mainframe**  
Level: Range 24  
NOC Code: 2162

## PRIMARY FUNCTION

To develop, maintain and enhance new or existing Motor Vehicle Branch (MVB) mainframe systems applications used by internal and external users for provincial projects, such as the Traffic Safety Initiatives (TSI).

## JOB DUTIES AND TASKS

1. Develop, maintain and enhance MVB mainframe applications, such as information system applications for the provincial Drivers License which affects ICBC, private insurance agencies and all licensed drivers in the province
  - a. designs and implements new or enhanced application modules for applications to optimize efficiency, maintenance and ease of use
  - b. designs, constructs and implements enhancements and new requirements
  - c. works within a MVS (mainframe) and/or Unix (LAN-client server) environment and uses computer language such as DB2, PL/1, C
  - d. analyzes and determines best method of modifying or integrating enhancements to existing applications
  - e. develops and maintains modules of province-wide applications such as photo radar
  - f. prepares detailed specifications for projects
  - g. documents completed applications and enhancements, and prepares user manuals
  - h. provides ongoing application support including problem resolution and emergency maintenance
  - i. analyzes and implements systems changes
  - j. responds to production emergencies, determines solutions or work-arounds
  - k. determines when and how failed production jobs are to be re-started, and advises central systems agency when to restart jobs
2. Liaises with users in defining design specifications and test requirements
  - a. consults with and advises users on operational problems, and assesses project risk
  - b. determines and documents application requirements which meet user business needs
  - c. provides users with alternative design solutions and cost benefit analysis and estimates
  - d. facilitates solutions with clients/users to gain consensus on "best" technical solution
  - e. identifies and supports information technology requirements of special projects, such as TSI
  - f. guides users and testers during test and implementation phases of development
  - g. works with users to determine workable resolutions to software errors and deficiencies and ensure compliance to systems standards and specifications
  - h. works with central systems agency staff to facilitate consensus on changes, timelines, costs and specification for new or enhanced application module
3. Guides the work of junior staff and contractors on project basis
  - a. guides programmer/analysts or contractors in use of MVB standards
  - b. schedules and monitors the work of staff and contractors
  - c. trains staff and contractors in MVB software development techniques
  - d. leads staff (1+-3 FTEs) and contractors on a project basis
  - e. verifies the completion of contract work where results are defined in general terms
4. Performs other related duties
  - a. participates in planning software maintenance releases
  - b. evaluates hardware and software tools
  - c. contributes to technical standards development
  - d. supports test environment and Help Desk services
  - e. supports online and batch production mainframe systems



# ORGANIZATION CHART

Reference Job #IS-16

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of computer science to develop, enhance and maintain mainframe applications, such as for the provincial Drivers Licence, for MVB internal/external users; determine user business requirements; translate business requirements into technical specifications; implement enhancements and new requirements; develop systems documentation and guide the work of project team.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to modify application development and enhancement methods in working with business requirements to analyze and design new application modules and enhancements; provide ongoing application support including emergency maintenance; determine and resolve application software problems; develop systems documentation and coordinate programming tasks with project team.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic negotiating skills to facilitate solutions with clients/users to gain consensus on the "best" technical solution.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to use computer keyboard and mouse to program with requirement for some speed to meet deadlines.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry policies, guidelines and technical standards, plan, design, construct and implement new modules and enhancements to MVB mainframe applications such as for the provincial Drivers License; provide ongoing application support and problem resolution and guide project team involved in programming.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to verify contract work for release of payment and satisfactory performance where results are defined in terms of a general statement of requirements.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to develop new modules, or to enhance and maintain MVB mainframe applications.</p>	E	33

# ORGANIZATION CHART

Reference Job #IS-16

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of project team members (1+-3 FTEs).	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for own well-being and safety in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently program, edit and compile code.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently view computer screens and printed material.	C	12
12	<b>SURROUNDINGS</b> Exposure to office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 815**

**Level: Range 24**

Ministry: Attorney General  
Branch: Information Technology  
Location: Vancouver

Working Title:  
Level:  
NOC Code:

**Business Analyst**  
Range 24  
2162

## PRIMARY FUNCTION

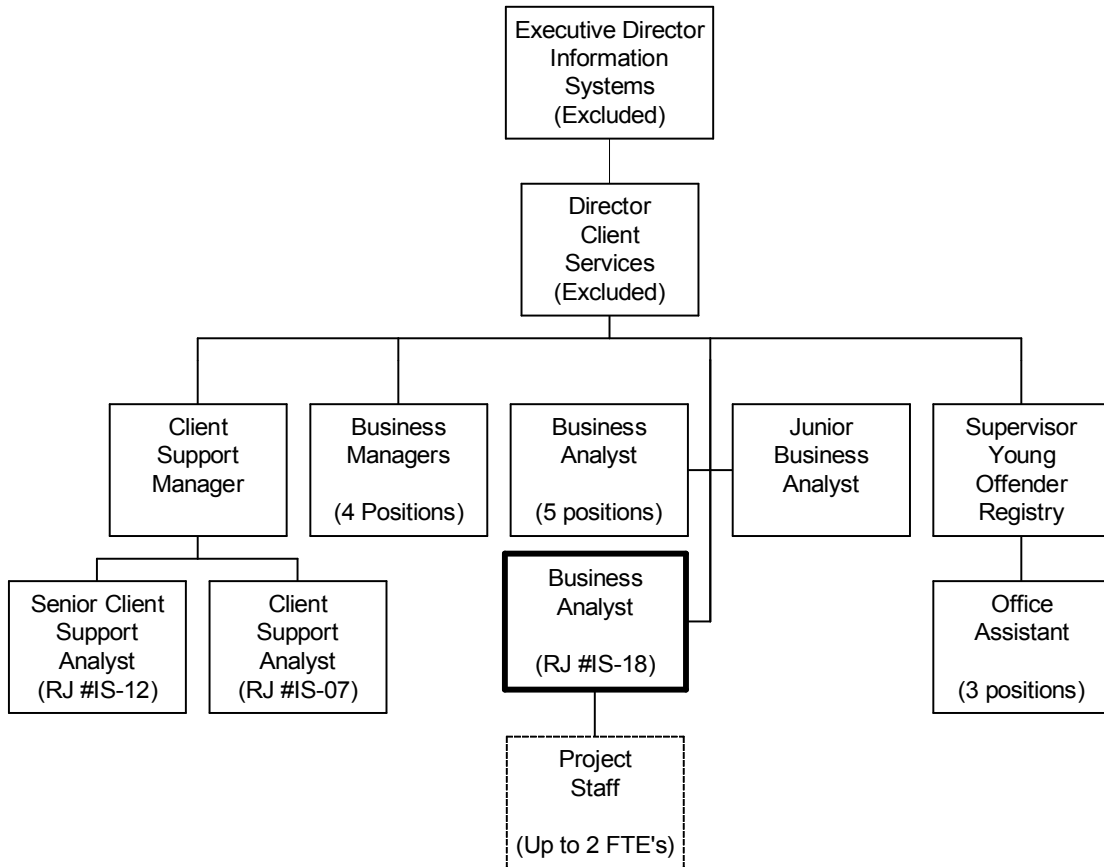
To provide technology planning, business analysis, systems design and client support services to Court Services Branch and related Agencies, Boards and Commissions in locations across the province.

## JOB DUTIES AND TASKS

1. Participates in joint technology planning sessions with client
  - a. identifies and documents business situations that require technological solutions
  - b. researches and develops business cases including technological alternatives, cost benefit analysis, revenue implications, program area resources and policy/procedural enhancements
  - c. estimates costs of operating/ownership for applications and development/enhancement of branch projects
  - d. supports clients with preparation and content of submissions to Branch/Ministry Executive or Treasury Board
  - e. translates business processes into technical specifications
  - f. prepares feasibility studies, requirements analyses, information strategy plans and project proposals ensuring government, ministry and industry IT standards are adhered to
  - g. outlines and presents alternatives to senior management and executive
2. Plans and coordinates systems projects (i.e. Justin) for the Court Services Branch
  - a. provides direction to project teams (2-3 FTEs)
  - b. prepares project initiation documents (including history, business environment, technical framework and restrictions)
  - c. determines business feasibility, project plans, schedules, time frames and availability of resources
  - d. prepares models, diagrams, layouts, definitions and specifications to show processes
  - e. identifies, estimates and schedules project activities, assesses project risk, resource contingency, and creates a comprehensive project plan
  - f. obtains commitment from all groups and recommends project plan to Business Manager
3. Performs work to defined specifications, standards and methods
  - a. conceptually designs the logical model to meet client information technology requirements
  - b. prepares contracts, monitors contract deliverables and certifies for release of payment
  - c. ensures compliance with project management and systems development standards
  - d. monitors and controls project progress and resource usage
  - e. ensures completions and/or completes technical reviews, quality assurance checks and post-implementation reviews
  - f. ensures program logic and specifications are adhered to
  - g. reviews project history, identifies potentially reusable systems components and completes project completion document
4. Documents procedures and operating methods
  - a. identifies inputs, outputs and outcomes using a variety of methods and procedures
  - b. represents procedures and data flow in graphic and narrative format
  - c. depicts functions in logical sequence and graphically
  - d. develops and implements procedures (i.e. naming conventions, data dictionary management, transaction definitions, testing/operational procedures, client training, etc.)
  - e. documents changes to IT systems and costs of producing new manuals, reports, etc.
5. Provides advice to clients regarding problem resolution and support issues
  - a. ensures availability, accessibility and usability of client support services/technology training info
  - b. places requests for hardware and software on behalf of the client
  - c. determines costs and prepares requests for hardware and contract services

ORGANIZATION CHART  
Reference Job #IS-18

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# ORGANIZATION CHART

Reference Job #IS-18

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of computer science to plan and coordinate development projects; develop and document user requirements and technical specifications for new and enhanced systems for Court Services Branch; research and develop business cases; conduct cost benefit analyses; and resolve client user problems.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement to modify techniques in working with client business requirements to develop technical specifications for new and enhanced systems; perform cost benefit analyses and conduct feasibility studies; plan project team activities and resources; and design, track and implement project plans.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic negotiation skills to gain acceptance and cooperation of project plans with clients.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive to client sites across the province in order to conduct JAD sessions.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by general ministry policies, guidelines and technical standards, plan and organize systems projects for Court Services Branch and various agencies and commissions; develop project plans and document business requirements and technical specifications; conduct cost benefit analyses, feasibility studies and risk assessment; and make recommendations to ministry executive and Treasury Board.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to determine costs and prepare requests for hardware and contract services, monitor contract deliverables and certify for release of payment.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to recommend user requirements and IT solutions to develop new and enhanced Court Services Branch information systems.</p>	E	33

# ORGANIZATION CHART

Reference Job #IS-18

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to assign, monitor and review work of project team members (2-3 FTEs).	CD	14
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to occasionally drive a vehicle to attend user meeting to conduct JAD sessions in offices or court facilities across the province.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently manage concurrent projects and focused sensory concentration to frequently view computer screen while developing project plans and specifications.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to apply frequent visual attention to computer screen and to occasionally carry moderate weight materials to client sites.	C	12
12	<b>SURROUNDINGS</b> Exposure to occasional overnight travel, to visit court facilities across the province in order to conduct JAD sessions.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

**Total Points: 820**

**Level: Range 24**

# JOB DESCRIPTION

## Benchmark Job #244

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Ministry: Aboriginal Affairs  
Branch: Information Management  
Location: Victoria

Working Title:  
Level:  
NOC Code:

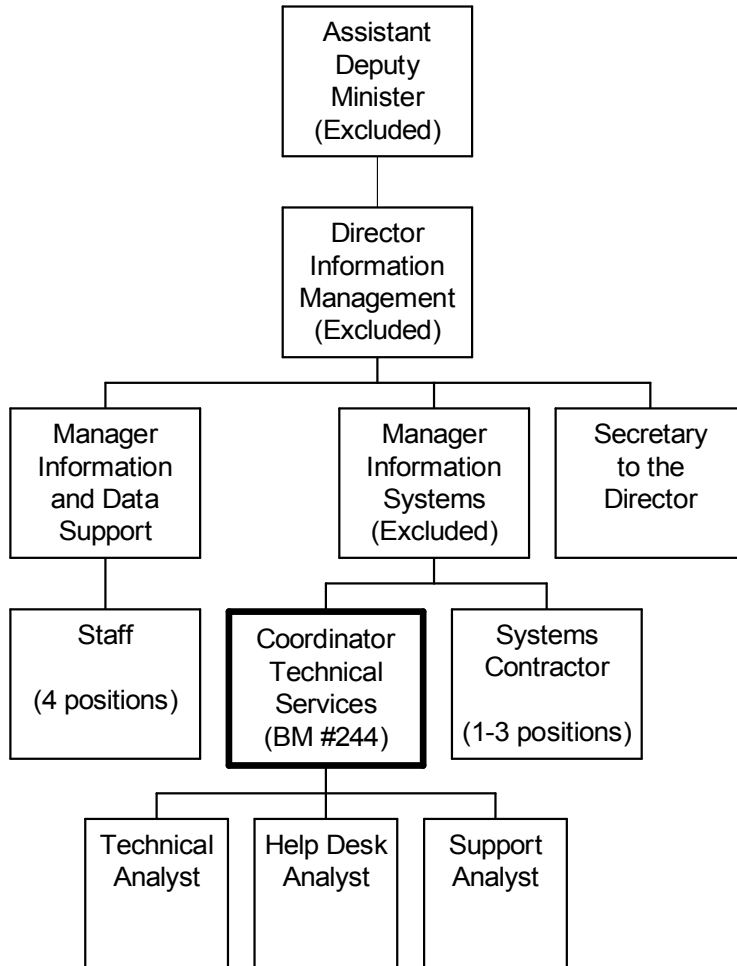
**Coordinator, Technical Services**  
Range 24  
2242

### PRIMARY FUNCTION

To provide office automation technology, operations management, technology planning, database administration and hardware/software acquisition services for the ministry of Aboriginal Affairs comprised of approximately 200 users, 3 LAN's, and a single platform/environment.

### JOB DUTIES AND TASKS

1. Provides operations management and technology planning for the ministry
  - a. plans the ministry's technical architecture
  - b. defines and analyzes business and systems needs for ministry users
  - c. analyses ministry systems requirements and proposes appropriate and innovative solutions
  - d. develops and maintains business continuation and data security plans, policies and procedures
  - e. develops maintenance and contingency plans for hardware, software and communications infrastructures
  - f. defines policies and procedures for LAN and e-mail administration and user support
  - g. monitors network reliability and plans for replacements and enhancements
  - h. monitors network load and ensures adequate capacity
  - i. plans and manages the evaluation and implementation of software updates and new technologies
  - j. leads staff in logging, analyzing and resolving hardware, software and communications problems
  - k. adapts standardized contract language for systems development, participates in contractor selection, monitors contract performance, and certifies for payment
2. Provides database administration for ministry applications
  - a. recommends appropriate database technology for use in ministry
  - b. develops policies to ensure security, integrity, availability and efficiency of applications and data
  - c. applies database modeling and design techniques in application development
  - d. manages database tuning, software release and hardware and communications infrastructures
3. Coordinates the acquisition and maintenance of ministry hardware and software
  - a. maintains contact with technology suppliers and service providers
  - b. recommends, monitors and evaluates supplier services
  - c. oversees the receipt, inventory, testing, maintenance and installation of hardware/software
4. Supervises technical support staff (3 FTEs) and contractors, and performs other related work
  - a. supervises staff, including hiring and training
  - b. plans, assigns and review work
  - c. sets work priorities and standards
  - d. appraises work performance



# ORGANIZATION CHART

Benchmark Job #244

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand the theory of computer science to plan and review the technical architecture of the ministry of Aboriginal Affairs comprised of 3 LAN's, and a single platform/environment; provide database, LAN and e-mail administration; evaluate user requirements, assist ministry users to define systems needs; recommend business solutions; coordinate provision of user support, problem resolution and training; and manage and maintain hardware and software.</p>	H	280
2	<p><b>MENTAL DEMANDS</b>            Judgement to modify techniques in working with user requirements in the ministry of Aboriginal Affairs to provide, maintain and support ministry information systems technology comprised of 3 LAN's and a single platform/environment; analyze systems requirements and recommend solutions; defines policies and procedures for LAN/E-mail administration, business continuation and security; and evaluate and implement software upgrades and new technologies.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Persuasion required to use basic counselling skills to discuss performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to install cards and disk drives and to use hand tools to build data cables.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by guidelines and technical standards, plan and evaluate information systems operations and user support services; assist users to define systems needs and requirements and recommend solutions; define operational procedures for the LAN, PCs and peripherals, develop data security policies and business continuation plans and make recommendations on technology planning.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Significant financial responsibility to adapt standardized contract language for systems development and monitor contract performance.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Considerable responsibility to coordinate, install, configure, maintain and arrange for the maintenance of Ministry hardware and server operating software.</p>	E	33

ORGANIZATION CHART  
Benchmark Job #244

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff and appraise employee performance (3 FTEs).	DE	20
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Responsibility for safe work practice of others in a low risk environment.	A	5
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently focus on computer screen to troubleshoot software, hardware and database problems using software tools.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to occasionally lift and carry moderate weight computer equipment.	C	12
12	<b>SURROUNDINGS</b> Exposure to noise in computer room regularly.	B	4
13	<b>HAZARDS</b> Minimal exposure to hazards from occasional lifting of moderate weight computer equipment.	A	2

**Total Points: 821**

**Level: Range 24**

# JOB DESCRIPTION

Benchmark Job #243

Ministry: Social Services  
Branch: Systems Services  
Location: Vancouver

Working Title:  
Level:  
NOC Code:

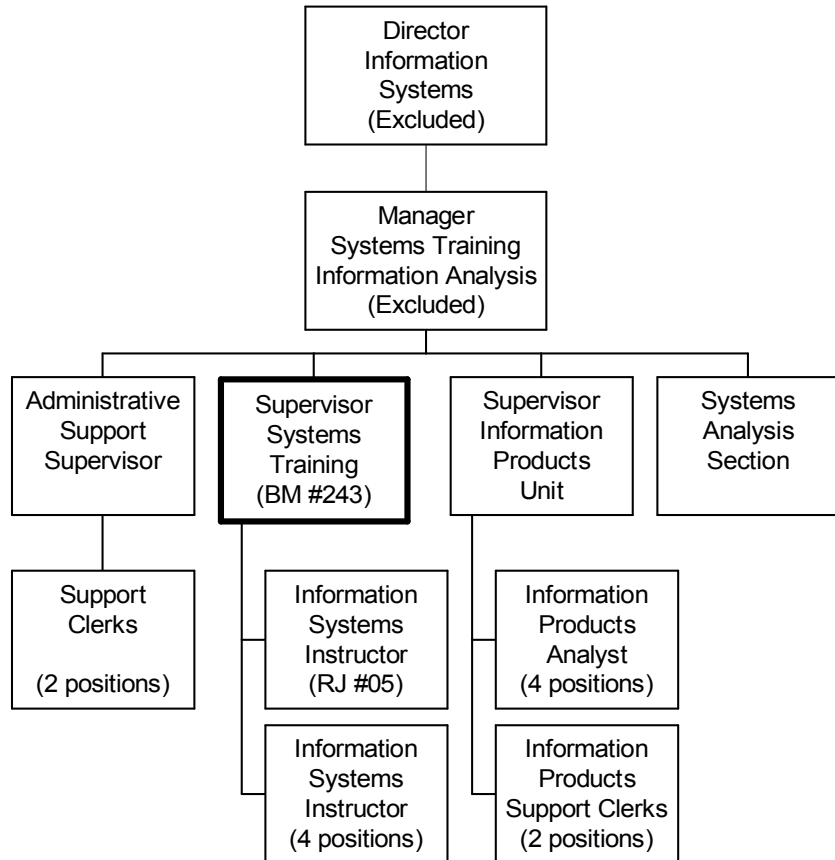
**Supervisor, Systems Training**  
Range 24  
4131

## PRIMARY FUNCTION

To supervise and function as project leader in the production of written and electronic training materials for ministry staff on new or enhanced custom major applications, (i.e. GAIN, SWIS) developed in-house for ministry staff located in various sites across the province.

## JOB DUTIES AND TASKS

1. Supervises the development of effective systems training products for the ministry
  - a. specifies learning objectives and expected outcomes of systems training
  - b. establishes priorities for training product development and training presentations
  - c. liaises with other training groups within the ministry to ensure an integrated training program
  - d. develops and maintains a quality assurance process to ensure training products meet ministry and division standards and participates in systems reviews to ensure proposed designs meet the ministry's, system, screen presentation and mechanics standards
  - e. liaises with development staff to ensure training products are developed according to systems and application design requirements and standards
  - f. liaises with development staff/divisions to resolve outstanding issues which affect training products
  - g. researches feasibility and cost benefit analysis of different training mediums and training initiatives
  - h. reviews the training component of application implementation plans to ensure detailed training requirements and design specifications are completed
2. Ensures training products meet user needs
  - a. develops and implements procedures for the evaluation of existing training products
  - b. leads the development, integrity, maintenance, access and security of the automated training database
  - c. reviews training database after systems enhancements/changes to ensure it reflects the production system
  - d. identifies changes to business processes to improve training, work flow, financial control and client services
  - e. delivers all workshops the unit presents to keep abreast of materials being used and to evaluate workshop effectiveness
  - f. use computer based training software to support training on mainframe and PC based systems
  - g. understands program and systems requirements and translates user needs into training requirements
3. Supervises the Information Systems Training Unit (5 FTEs) and performs other related duties
  - a. supervises IS instructors, including hiring and training
  - b. sets training priorities for IS Instructors, release/project teams and user groups
  - c. reviews expectations and appraises performance of staff
  - d. reviews and approves training product plans developed by staff and/or contractors, approves costs for training initiatives and mediums for input to budget
  - e. reviews and edits training products, ensures all system change/enhancement issues have been included, and reviews documents developed by develop teams during life cycle process
  - f. provides training on the development of materials and delivery of training to team members



ORGANIZATION CHART  
Benchmark Job #243

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b> Understand the theory of computer training development and adult education to interpret client requirements and to supervise the development of systems training products for the ministry; specify learning objectives and expected outcomes; establish priorities for the training unit; approve training plans and products and develop and maintain the automated training database.</p>	H	280
2	<p><b>MENTAL DEMANDS</b> Judgement required to modify training methods, techniques or approaches to work with new or changed ministry systems training service for province-wide custom applications, review and approve training work plans developed by Unit staff; evaluate new and existing training products for quality assurance and analyze ministry needs to recommend changes to training service.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b> Persuasion required to use basic counselling skills to discuss and explain performance problems with employees and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b> Moderate coordination and dexterity required to drive a vehicle to meetings and training sessions across the province.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b> Guided by policies, plans and guidelines to coordinate training project activities for the ministry systems training unit; establish training priorities and objectives; assign projects to trainers; review and approve ministry-wide information systems training products and plans.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b> Significant financial responsibility to approve training product plans from contractors.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Considerable responsibility to provide guidance on the development, maintenance, integrity, access and security of the ministry's automated multi-user training database and system(s).</p>	E	33

ORGANIZATION CHART  
Benchmark Job #243

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff and appraise employee performance (5 FTEs).	DE	20
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to drive vehicle as the driver of convenience to conduct training sessions across the province.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused requirement to frequently balance conflicting deadlines and priorities on multiple systems training projects.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently apply visual attention to computer screen and printed documentation while reviewing and editing products and plans produced by project teams.	C	12
12	<b>SURROUNDINGS</b> Exposure to regular overnight travel while conducting training sessions.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from regular driving or use of public transportation while travelling to training sites.	B	4

**Total Points: 828**

**Level: Range 24**

# JOB DESCRIPTION

Reference Job #IS-19

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

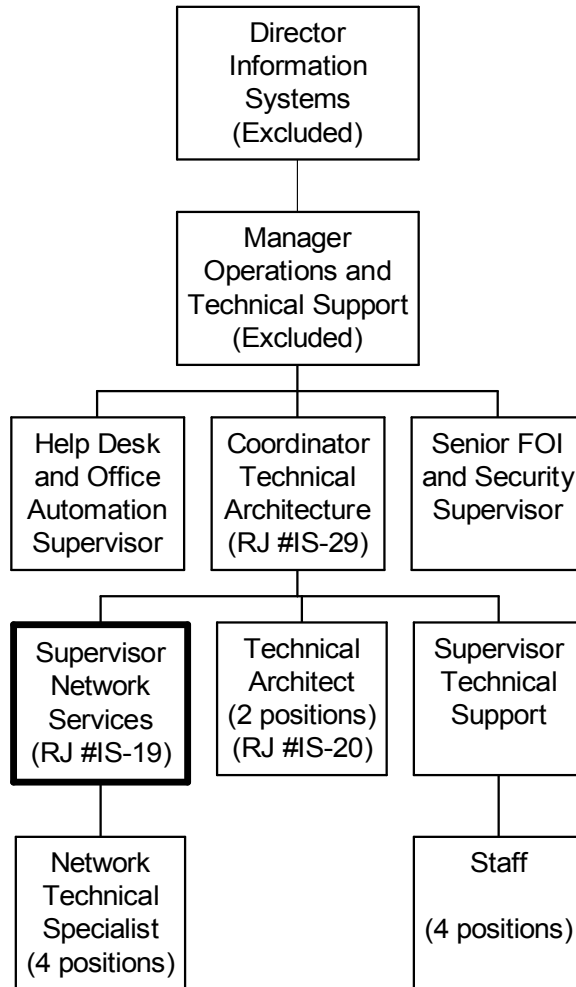
Working Title: **Supervisor, Network Services**  
Level: Range 24  
NOC Code: 2242

## PRIMARY FUNCTION

To provide technical support for various Motor Vehicle Branch (MVB) computer platforms and communications structures located at headquarters and numerous remote sites throughout the province.

## JOB DUTIES AND TASKS

1. Coordinates problem resolution for MVB network data communications software, hardware, cabling or environment to maintain network up-time and Point of Service hardware running the provincial Driver's Service Centre System and other systems
  - a. coordinates the installation support of the network infrastructure (based on fibre optics)
  - b. prioritizes work, sets procedures, and oversees the resolution of tier 2 and tier 3 network problems
  - c. provides technical support for issues escalated by Help Desk
  - d. escalates unresolved problems to vendors, as required
  - e. refers non-network related problems to other systems support groups within MVB
  - f. provides technical data, reports, responses and other services to clients and users, including Canadian Imperial Bank of Commerce, Motor Carrier Commission, ICBC and MOTH
2. Plans and coordinates changes to the communications infrastructure for network services
  - a. plans the communications infrastructures for remote office locations
  - b. coordinates projects for office moves, openings and closures by arranging for contractors and vendors, installation of cabling, power, data communications, hardware and security
  - c. implements disaster recovery and business resumption contingencies
  - d. communicates changes involving software upgrades, hardware modifications or network access to users, systems staff and others
  - e. coordinates the roll out of new developments or changes and implements changes
3. Responds to operational network needs or issues
  - a. provides technical guidance for data communications and networking devices and technology
  - b. investigates and assesses alternative communication options for existing network configurations to minimize costs and maintain functionality
  - c. reviews monthly network billing report and advises service provider of required corrections
  - d. investigates pricing, availability and warranties for new network technologies and recommends the purchase of hardware, software and consumables
  - e. controls the inventory for all provincially distributed computer equipment which is maintained by vendors
  - f. trains and provides information/documentation to the Network Group on structured wiring standards, operating procedures and troubleshooting techniques
  - g. negotiates renewals of maintenance contracts between vendors and MVB for items such as volume discounts, surcharges, hours of coverage, standby, warranty and length, and monitors, guides and verifies contract services
  - h. utilizes a variety of data communication and operating systems software and hardware such as SNA, Ethernet, TCP/IP
  - i. utilizes variety of computer emulation software such as IBC PC 3270, DEC Excursion, LA Workgroups
  - j. utilizes a wide variety of software such as Dbase, Oracle, TS
4. Supervises network technical specialists (4 FTEs)
  - a. supervises staff, including hiring and training
  - b. plans, assigns and review work
  - c. sets work priorities and standards
  - d. appraises worker performance and takes disciplinary action, as required



# ORGANIZATION CHART

Reference Job #IS-19

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p><b>JOB KNOWLEDGE</b>            Understand the theory of computer science to plan technical support for communication networks and operating systems across multiple operating systems and platforms, lead staff in day-to-day technical support for network problems to maintain network up time and Point-of-Service hardware; plan the installation of communications infrastructures such as data cabling, power and hardware in office moves, ensure repair and maintenance of hardware and software.</p>	H	280
2	<p><b>MENTAL DEMANDS</b>            Judgement to modify operational methods in working with changing circumstances to coordinate technical support for network and communications problems, plan and coordinate installation of communications infrastructures for office moves and openings, investigate options and pricing for new network technologies and analyze network operations for cost savings.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to occasionally drive a vehicle to other work sites.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            Guided by general ministry policies, technical standards and guidelines, plan and organize technical support for MVB network problems, escalate unresolved problems to vendors, plan and coordinate communications infrastructure requirements such as data cabling for office move projects and make recommendations for cost savings on network operations.</p>	F	160
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Significant financial responsibility to negotiate renewals of existing maintenance contracts between vendors and the Motor Vehicle Branch.</p>	E	33
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            Considerable responsibility to ensure the installation, maintenance and repair of network hardware, software, communications and cabling.</p>	E	33

# ORGANIZATION CHART

Reference Job #IS-19

FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to supervise staff, appraise employee performance and take disciplinary action (4 FTEs).	DE	20
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to occasionally drive a light vehicle to other work sites to resolve network problems or coordinate installation projects.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently read reports, spreadsheets, databases, financial calculations and technical specifications.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to occasionally lift and carry moderate weight computer equipment.	C	12
12	<b>SURROUNDINGS</b> Exposure to occasionally working in confined space to pull and install cables in ceilings, walls, behind furniture and under floors.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding while preparing reports, spreadsheets and network documentation.	B	4

**Total Points: 828**

**Level: Range 24**