

JOB DESCRIPTION

Reference Job #IS-03

Ministry: Forests
Branch: Information Systems
Location: Victoria

Working Title:
Level:
Classification:

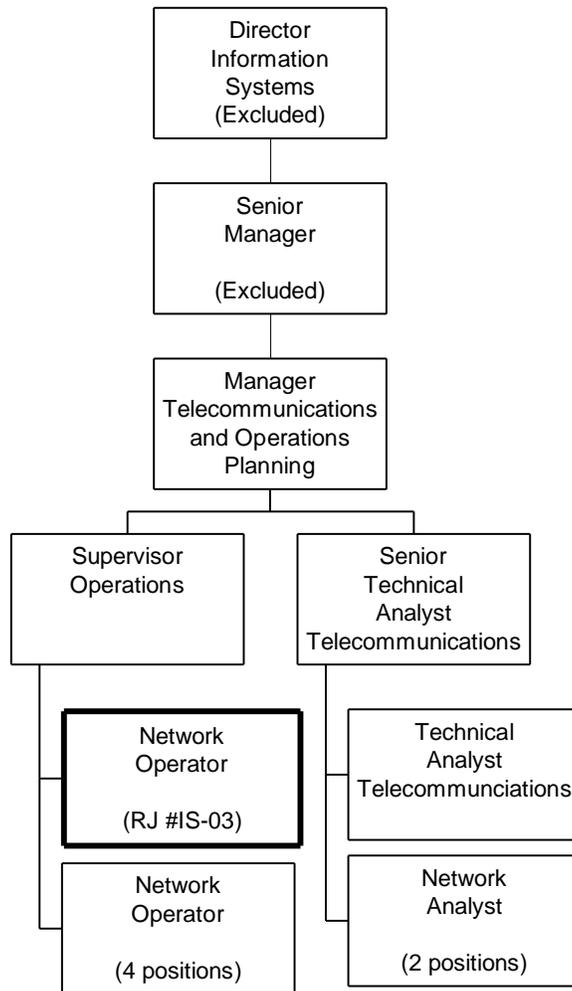
Network Operator
Range 15
Information Systems

PRIMARY FUNCTION

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

JOB DUTIES AND TASKS

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



REASON FOR CLASSIFICATION

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

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

Total Points: 574.5

Level: Range 15