

# JOB DESCRIPTION

Benchmark Job #244

Ministry: Aboriginal Affairs  
Branch: Information Management  
Location: Victoria

Working Title:  
Level:  
Classification:

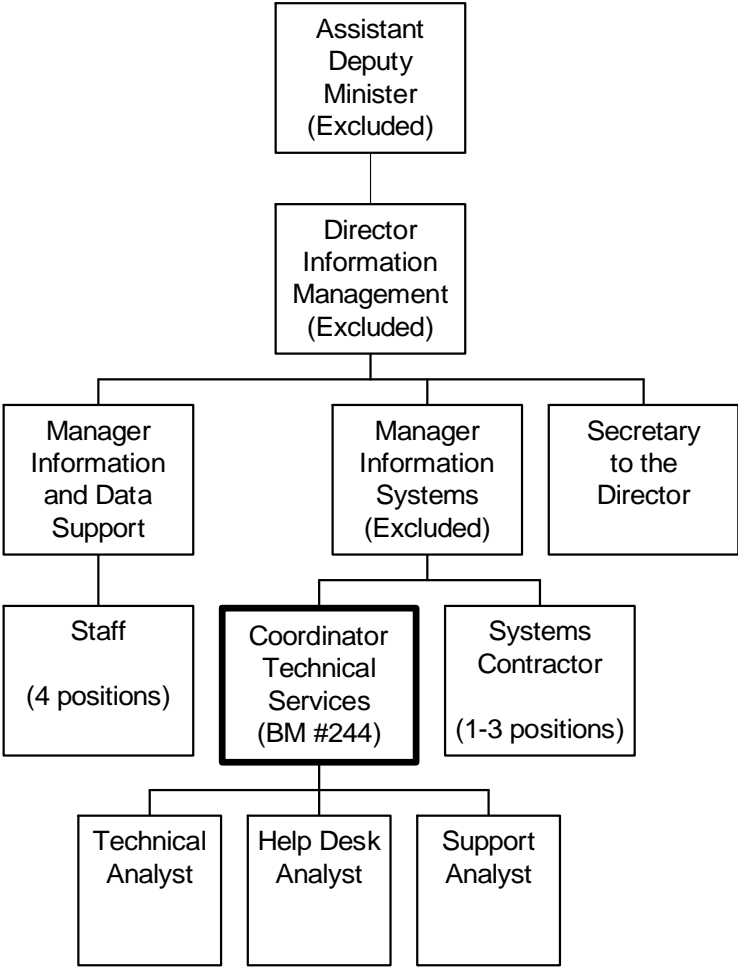
**Coordinator, Technical Services**  
Range 24  
Information Systems

## 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



## REASON FOR CLASSIFICATION

Benchmark Job #244

Job Title: Coordinator, Technical Services

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

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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**