

# JOB DESCRIPTION

Reference Job #IS-03

Ministry: Forests  
Branch: Information Systems  
Location: Victoria

Working Title:  
Level:  
Classification:

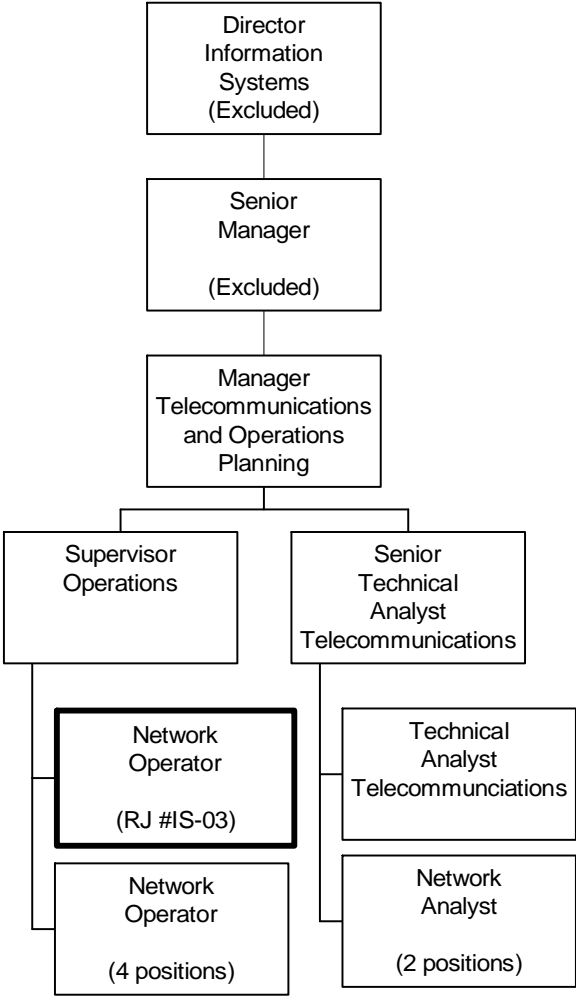
**Network Operator**  
Range 14  
Information Systems

## 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><b>JOB KNOWLEDGE</b>            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><b>MENTAL DEMANDS</b>            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><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            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><b>PHYSICAL COORDINATION AND DEXTERITY</b>            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><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            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><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Financial responsibility to requisition supplies.</p>	A	5
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            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	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Limited responsibility for human resources to give informal guidance on procedures to co-workers.	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 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	<b>PHYSICAL EFFORT</b> 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	<b>SURROUNDINGS</b> Exposure to regular machinery noise from equipment such as bursters, decollaters.	B	4
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding to perform backup of tapes and monitoring of systems.	B	4

**Total Points: 574.5**

**Level: Range 14**