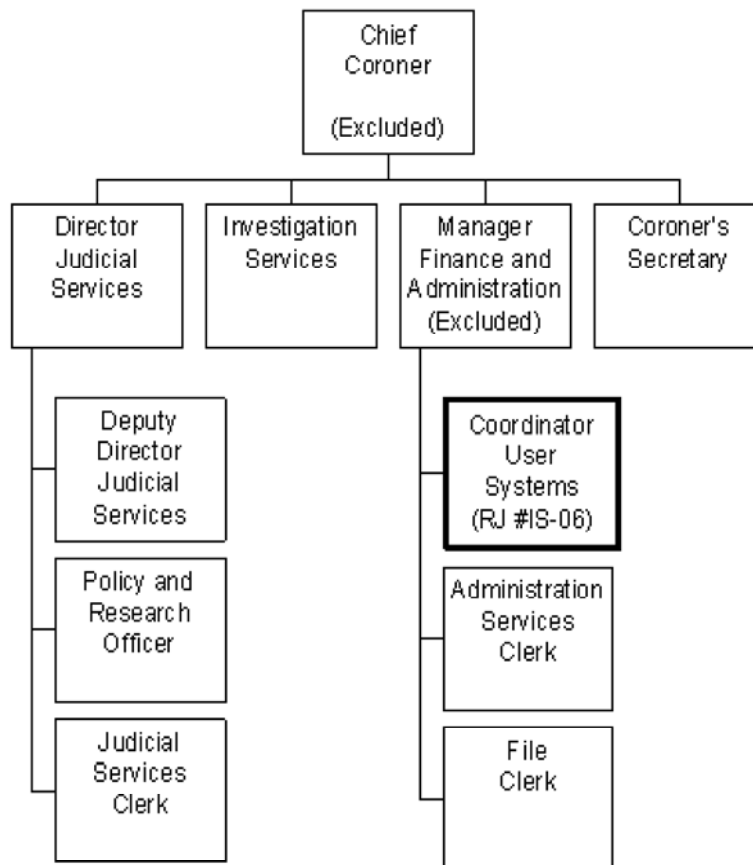|	
Position:	**Reference Job #IS06**
Ministry:	Attorney General
Working Title:	**Coordinator, User Systems**
Branch:	Office of the Chief Coroner
Level:	Range 18
Location:	Burnaby
NOC Code:	1421

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

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	**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.	G	250
2	**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.	E	150
3	**INTERPERSONAL COMMUNICATIONS SKILL** Discretion required to exchange information needing an explanation regarding systems problems and solutions with users.	C	30
4	**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.	C	15
5	**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.	E	120
6	**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.	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	**RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION** Significant responsibility to control system security and data integrity of Coroner's database and ensure maintenance of personal computers and peripherals.	D	22.5
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