

Position: Reference Job #IS11  
Ministry: Government Services  
Working Title: Technical Analyst  
Branch: Information Systems  
Level: Range 18  
Location: Victoria  
NOC Code: 2242

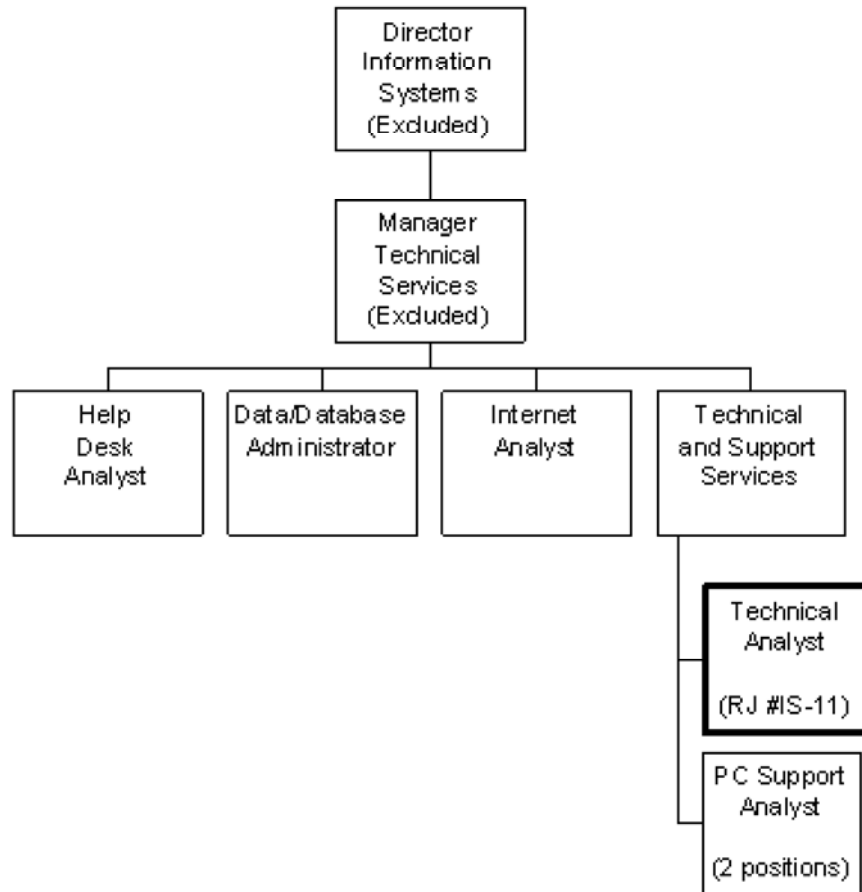
## PRIMARY FUNCTION

To provide tier 2 and tier 3 technical support to ministry users for the configuration, installation and maintenance of multi-platform/environment hardware and software used on the ministry network, workstations and servers.

## JOB DUTIES AND TASKS

1. Configures, installs and maintains ministry hardware and software for numerous local area networks, workstations and servers located in multiple sites across the province
  - a. receives escalated calls from the Help Desk and provide guidance on how to resolve problems
  - b. documents, analyzes and diagnoses technical problems
  - c. resolves tier 2 and tier 3 multi-environment/platform hardware, software, operations or network problems escalated by other staff
  - d. implements non-standard solutions and workarounds to provide short term problem resolution for ministry PC's, networks and servers
  - e. maintains ministry hardware and software by installing new hard drives and boards
  - f. sets priorities for problem resolution and escalates when attempted solutions are not satisfactory
  - g. conducts technical evaluations of hardware, software and network products
  - h. participates in joint technical projects
  - i. assists in development and maintenance of guidelines, standards and documentation in support of the ministry Wide Area Network (WAN) and LAN environments
  - j. fine tunes and tailors network and desktop operating systems
  - k. determines if different systems technologies can be used together
2. Works with users and systems administrators to resolve systems problems and determine user needs
  - a. provides technical advice and recommendations for systems, products and services available
  - b. automates software and hardware processes for staff such as developing macros, log-on processes, script programs, automatic installs and network drive selections
  - c. provides recommendations on the repair or replacement of equipment
  - d. provides guidance to users on needs definitions, cost estimates, selection criteria and requirements definitions
  - e. plans configuration, installations, maintenance, and upgrades of software and hardware used on ministry network workstations and servers, in consultation with users or systems administrators
  - f. explains systems standards and requirements to be used by contractors
  - g. validates receipt of systems services by outside suppliers or contractors

- h. participates in post-implementation testing and reviews to ensure all agreed upon service levels/deliverables are achieved
- 3. Performs other related duties
  - a. attends vendor shows, symposiums, training programs, etc.
  - b. researches trade publications
  - c. uses a variety of tools (i.e. voltage/amp meter, wire crimpers, hand tools, LAN analyzer, etc.) to diagnose and resolve systems problems
  - d. provides cost data for input to repair and replacement decisions



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Understand the principles of computer science to configure, install and maintain multi-environment/platform ministry hardware and software for networks, workstations and servers; analyze, diagnose and resolve tier 2 and tier 3 systems problems escalated from the Help Desk; conduct technical evaluations of hardware and software products; and assist with needs definitions, cost estimates, selection criteria and requirements definitions for users.</p>	G	250
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to apply technically exacting analysis of escalated ministry desktop network and server software, hardware, operating systems and data problems, using multiple stages of diagnosis, interpretation and predictive testing of possible systems solutions and alternatives to fine tune, evaluate, enhance and maintain ministry systems technologies.</p>	F	175
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Discretion required to exchange information needing an explanation regarding systems problems and solutions with ministry clients and vendors.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to use hand tools such as volt meters, wire crimpers, LAN analyzers and screw drivers to set up systems and install hard drives and boards.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general systems policies and technical standards, applies accepted work methods in a different way to configure, install and maintain multi-platform/environment ministry hardware, software, peripherals and networks; make recommendations on repair/replacement decisions, conduct technical evaluations of hardware and software products; and assist in the development and maintenance of guidelines, standards and documentation for the ministry WAN and LAN.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to provide cost data for input to repair and replacement decisions.</p>	D	22.5

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7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Significant responsibility to provide short term problem resolution such as implementing temporary repairs and workarounds.</p>	D	22.5
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to provide formal instruction to contractors.</p>	B	9
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Limited care and attention to occasionally drive a vehicle to other offices to maintain network, workstations and servers.</p>	B	10
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused attention to detail to frequently read input/output data and technical and electrical manuals.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Relatively heavy physical effort to regularly lift and move moderate weight boxes and hardware components.</p>	D	18
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to occasional working in confined spaces such as behind shelves and in wiring closets.</p>	B	4
13	<p><b>HAZARDS</b></p> <p>Limited exposure to hazards from regular lifting of moderate weight materials.</p>	B	4

Total Points: 692

Level: Range 18