

Position: **Reference Job #IS19**

Ministry: Transportation and Highways

Working Title: **Supervisor, Network Services**

Branch: Information Technology, MVB

Level: Range 24

Location: Victoria

NOC Code: 2242

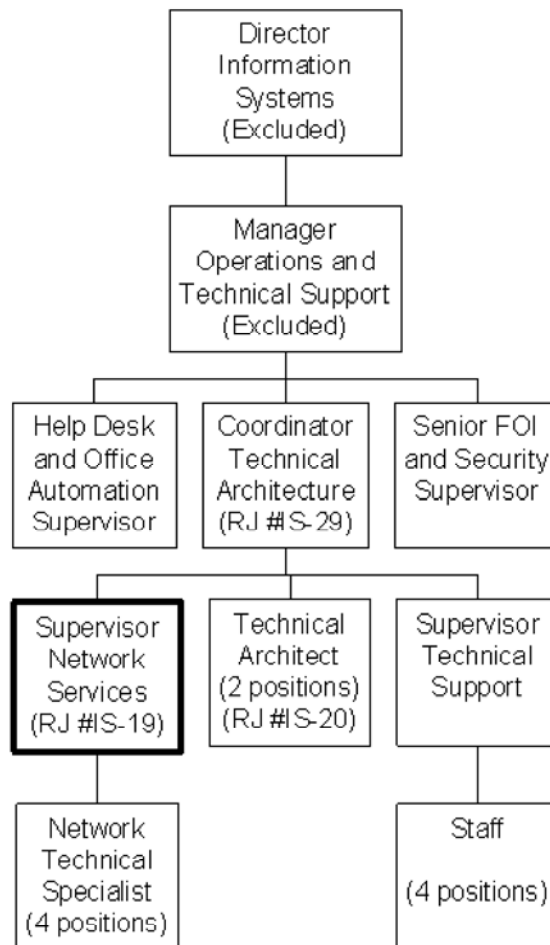
PRIMARY FUNCTION

To provide technical support for various Motor Vehicle Branch (MVB) computer platforms and communications structures located at headquarters and numerous remote sites throughout the province.

JOB DUTIES AND TASKS

1. Coordinates problem resolution for MVB network data communications software, hardware, cabling or environment to maintain network up-time and Point of Service hardware running the provincial Driver's Service Centre System and other systems
 - a. coordinates the installation support of the network infrastructure (based on fibre optics)
 - b. prioritizes work, sets procedures, and oversees the resolution of tier 2 and tier 3 network problems
 - c. provides technical support for issues escalated by Help Desk
 - d. escalates unresolved problems to vendors, as required
 - e. refers non-network related problems to other systems support groups within MVB
 - f. provides technical data, reports, responses and other services to clients and users, including Canadian Imperial Bank of Commerce, Motor Carrier Commission, ICBC and MOTH
2. Plans and coordinates changes to the communications infrastructure for network services
 - a. plans the communications infrastructures for remote office locations
 - b. coordinates projects for office moves, openings and closures by arranging for contractors and vendors, installation of cabling, power, data communications, hardware and security
 - c. implements disaster recovery and business resumption contingencies
 - d. communicates changes involving software upgrades, hardware modifications or network access to users, systems staff and others
 - e. coordinates the roll out of new developments or changes and implements changes
3. Responds to operational network needs or issues
 - a. provides technical guidance for data communications and networking devices and technology
 - b. investigates and assesses alternative communication options for existing network configurations to minimize costs and maintain functionality
 - c. reviews monthly network billing report and advises service provider of required corrections
 - d. investigates pricing, availability and warranties for new network technologies and recommends the purchase of hardware, software and consumables
 - e. controls the inventory for all provincially distributed computer equipment which is maintained by vendors
 - f. trains and provides information/documentation to the Network Group on structured wiring standards,

- operating procedures and troubleshooting techniques
 - g. negotiates renewals of maintenance contracts between vendors and MVB for items such as volume discounts, surcharges, hours of coverage, standby, warranty and length, and monitors, guides and verifies contract services
 - h. utilizes a variety of data communication and operating systems software and hardware such as SNA, Ethernet, TCP/IP
 - i. utilizes variety of computer emulation software such as IBC PC 3270, DEC Excursion, LA Workgroups
 - j. utilizes a wide variety of software such as Dbase, Oracle, TS
4. Supervises network technical specialists (4 FTEs)
- a. supervises staff, including hiring and training
 - b. plans, assigns and review work
 - c. sets work priorities and standards
 - d. appraises worker performance and takes disciplinary action, as required



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the theory of computer science to plan technical support for communication networks and operating systems across multiple operating systems and platforms, lead staff in day-to-day technical support for network problems to maintain network up time and Point-of-Service hardware; plan the installation of communications infrastructures such as data cabling, power and hardware in office moves, ensure repair and maintenance of hardware and software.</p>	H	280
2	<p>MENTAL DEMANDS</p> <p>Judgement to modify operational methods in working with changing circumstances to coordinate technical support for network and communications problems, plan and coordinate installation of communications infrastructures for office moves and openings, investigate options and pricing for new network technologies and analyze network operations for cost savings.</p>	G	200
3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to occasionally drive a vehicle to other work sites.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by general ministry policies, technical standards and guidelines, plan and organize technical support for MVB network problems, escalate unresolved problems to vendors, plan and coordinate communications infrastructure requirements such as data cabling for office move projects and make recommendations for cost savings on network operations.</p>	F	160
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Significant financial responsibility to negotiate renewals of existing maintenance contracts between vendors and the Motor Vehicle Branch.</p>	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Considerable responsibility to ensure the installation, maintenance and repair of network hardware, software, communications and cabling.</p>	E	33
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to supervise staff, appraise employee performance and take disciplinary action (4 FTEs).</p>	DE	20
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Limited care and attention to occasionally drive a light vehicle to other work sites to resolve network problems or coordinate installation projects.</p>	B	10
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently read reports, spreadsheets, databases, financial calculations and technical specifications.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to occasionally lift and carry moderate weight computer equipment.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to occasionally working in confined space to pull and install cables in ceilings, walls, behind furniture and under floors.</p>	B	4
13	<p>HAZARDS</p> <p>Limited exposure to hazards from frequent keyboarding while preparing reports, spreadsheets and network documentation.</p>	B	4

Total Points: 828

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