

Position: **Benchmark Job #087**

Ministry: Health

Working Title: **Systems Administrator**

Branch: Community and Family Health

Level: Range 13

Location: Nanaimo

NOC Code: 1421

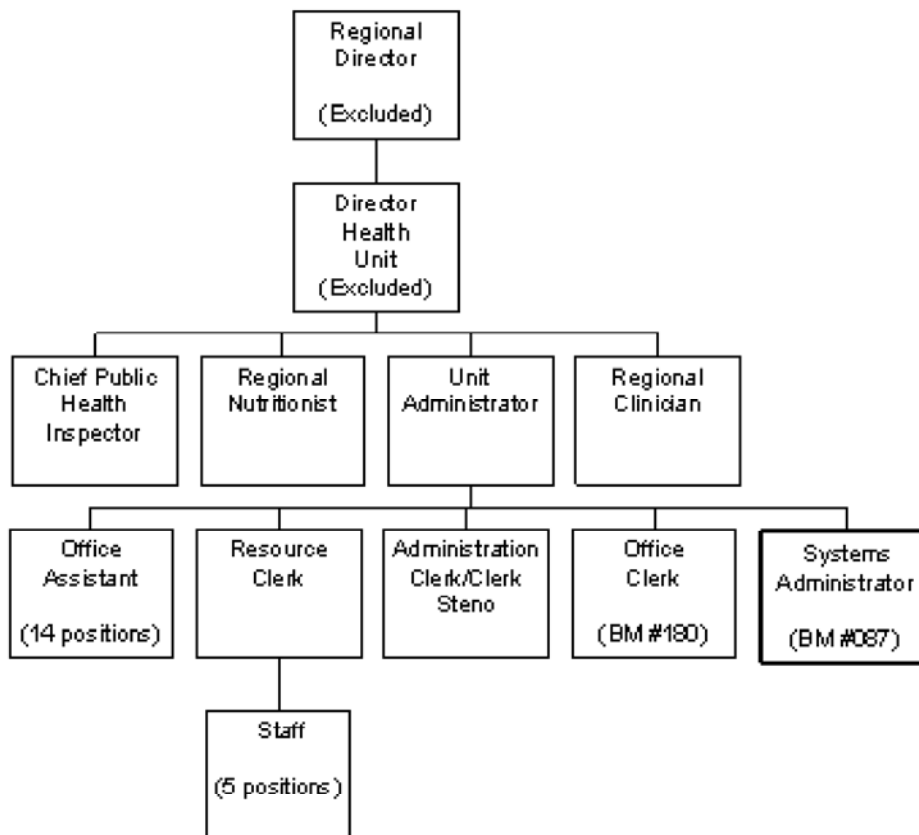
## PRIMARY FUNCTION

To provide in-house computer training, resolve software/hardware problems, and advise on computer applications for all Health Unit staff.

## JOB DUTIES AND TASKS

1. Provides systems operations and troubleshooting services for the Health Unit and branch offices
  - a. investigates/resolves software and hardware problems with users in person or by telephone and resolves by fixing, providing advice on solution or by arranging repairs
  - b. exchanges information with Ministry systems and central systems agency personnel to support existing and/or facilitate implementation of new systems and applications such as the Public Health Inspection System, Facilities Licensing System, Asset Management System, and Government Management Accounting System
  - c. consults with staff in the operation of software programs and recommend changes
  - d. exchanges information with users and vendors on technical and procedural application problems
  - e. arranges, receives and sets up computer hardware and software
  - f. provides input into new computer hardware and software
  - g. identifies how new software/hardware interacts with the system as a whole to resolve problems
  - h. monitors equipment usage/costs to determine if inventory is being effectively used and ensure security of all equipment
  - i. determines what IT solution best meets the needs of programs and their staff and recommends proposed changes
  - j. maintains, updates and distributes computer software manuals and user guides
  - k. determines program growth to assess systems needs, assesses costs of computer hardware and software, elicits best price of hardware and software with suppliers and recommends purchase
  - l. researches various products and equipment currently on the market for ease of use, cost factors and compatibility with existing hardware and software
2. Provides and arranges computer systems training for Health Unit staff
  - a. provides one-to-one training to Health Unit staff on computer software and computer operations
  - b. installs and implements new technology and instructs/trains users in the use of new systems, hardware and software
  - c. provides advice to staff using software including assist in setting up report formats
  - d. develops and monitors Health Unit Systems Training Plan, including training requirements and needs for staff, training aids, list of courses and training facilities

- e. maintains, monitors and updates health unit training budget/databases (7 sections) by entering training cost information and providing information upon request to managers
  - f. travels to satellite branch offices to resolve computer problems
  - g. prepares and submits monthly and quarterly training reports
3. Set up and maintains a single user computerized asset management system
- a. maintains and updates commitment control ledger for spending on stationary supplies (\$35,000/yr)
  - b. maintains and orders stockroom supplies for photocopier paper, office supplies and pamphlets
  - c. initiates minor purchasing orders (POs), master standing offer agreements (MSOs), etc.
  - d. arranges for repairs of equipment such as photocopiers, fax machines and telephones
  - e. arranges building maintenance with BCBC and initiated telecomm service requests for telephone lines
  - f. receives, labels and enters assets onto computer system and conducts inventory reviews
  - g. provides ARCS training and arranges off-site storage



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p><b>JOB KNOWLEDGE</b></p> <p>Have a practical understanding of computer systems to provide in-house computer training to health unit staff, facilitate implementation of computer applications, and resolve software and hardware problems.</p>	F	190
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to assess program needs and choose an approach using accepted computer techniques and computer terminology to provide computer systems training, systems operations and troubleshooting services for software and hardware, and facilitates implementation of computer applications.</p>	D	100
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Discretion required to exchange information needing an explanation of computer system problem resolution with health unit users.</p>	C	30
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to use computer keyboard with some speed to meet project deadlines and resolve computer problems.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by general procedures or instructions, selects alternative course of action to implement and monitor a training plan, provide in-house computer training to Health Unit staff, facilitate implementation of computer applications, troubleshoot and resolve software and hardware problems.</p>	D	75
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Moderate financial responsibility to identify costs of computer hardware and software and recommend purchases requiring Health Unit information systems knowledge.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b> Moderate responsibility to organize a project information system by maintaining a computerized asset management system.	C	15
8	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal training to unit staff on computer operations.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Limited care and attention to drive a light vehicle as the driver of convenience to satellite offices to resolve computer problems.	B	10
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused attention to detail to frequently visually focus on screen to troubleshoot computer problems.	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 office setting with minimal disagreeable elements.	A	2
13	<b>HAZARDS</b> Limited exposure to hazards from frequent keyboarding.	B	4

Total Points: 496.5

Level: Range 13