

Position: **Benchmark Job #242**

Ministry: Forests

Working Title: **Supervisor, Operations**

Branch: Information Systems

Level: Range 21

Location: Victoria

NOC Code: 2162

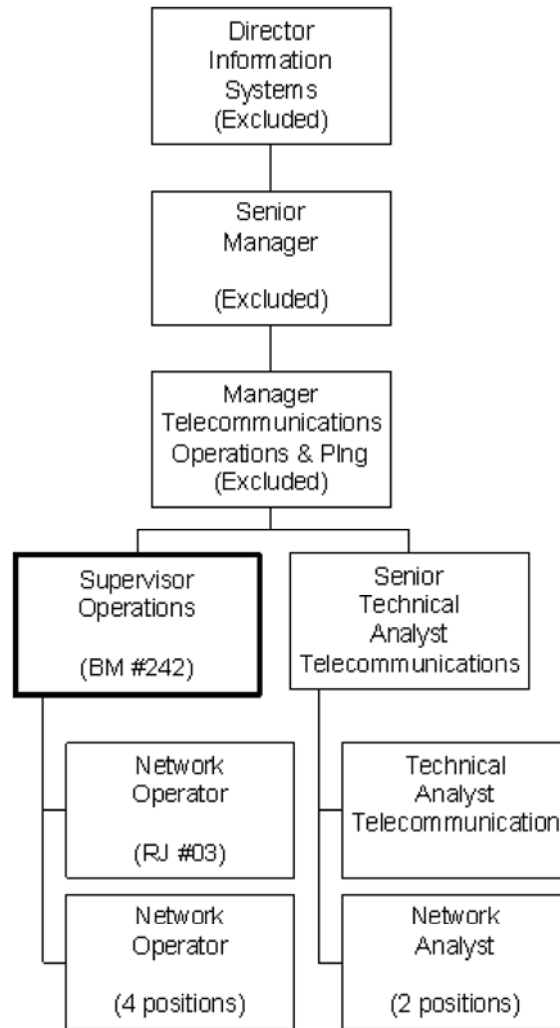
## PRIMARY FUNCTION

To supervise the operation of the ministry data centre housing a variety of Local Area Networks and servers; coordinate support and monitoring of a network attached mainframe (VM) system and numerous LAN's located across the province; and administer facilities management contracts.

## JOB DUTIES AND TASKS

1. Coordinates the maintenance of stable performance levels for all ministry network systems
  - a. organizes and performs systems back up, restores and overall computer room security
  - b. analyses problems and takes corrective action or recommends replacing/servicing of equipment
  - c. plans controlled shutdowns on network systems
  - d. monitors availability of tapes for backup purposes and organizes preparation of additional tapes
  - e. directs start-up routines to recover systems following unscheduled system down condition
  - f. ensures disc pack reorganizations are performed on schedule
  - g. ensures provision of operational and network support to users and Technology Support Centre by ensuring staff raise, close and respond to alerts
  - h. meets with clients and/or Information Systems staff to resolve service issues, answer requests for information and consult on new equipment or applications being installed
  - i. contacts users regarding scheduled system unavailability and emergency system requirements
  - j. organizes staff to perform local area network administration support, including remote administrative functions for distributed data centres in the regions and districts
  - k. administers e-mail functions, printer definitions and network database
  - l. monitors the Data Delivery System on all distributed data centre sites
  - m. administers and validates two facilities management contracts for systems support (i.e., IBM OS/2) and other related service or maintenance contracts
2. Coordinates system change management of all systems in the data centre
  - a. ensures change procedures for installation of software or hardware are carried out
  - b. ensures beta testing of new system/procedures is completed
  - c. develops and maintains operational procedures
  - d. organizes backup, restoration and archiving activities
  - e. maintains operational logs and system procedures
  - f. updates phone lists, logs, schedules and printer lists

- 3. Supervises staff (5 FTEs)
  - a. supervises staff, including hiring and training
  - b. plans, assigns and reviews work
  - c. sets work priorities and standards for section
  - d. appraises work performance
  - e. ensures adequate training of staff on all systems
- 4. Performs other related duties
  - a. maintains all peripheral equipment such as high speed printers, decollator and burster by arranging for repairs
  - b. orders, maintains and shelves stock for the operations section



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<b>JOB KNOWLEDGE</b>  Understand the principles of operating systems and network infrastructure to	G	250

	supervise the operations of a ministry data centre housing multiple platforms and supporting LANs located across the province, analyze and resolve user problems, lead a Beta test site, plan controlled shutdowns of systems and organize backup, recovery and security of data, and change procedures.		
2	<p><b>MENTAL DEMANDS</b></p> <p>Judgement to modify operational approaches in working with changing circumstances to coordinate the delivery of support to ministry network systems, including distributed LAN's and provide technical support services, such as, resolving systems problems, planning controlled shutdowns and change procedure of computer systems, and following up on equipment and systems failures; and ensure beta testing of new systems and procedures are complete.</p>	G	200
3	<p><b>INTERPERSONAL COMMUNICATIONS SKILL</b></p> <p>Persuasion required to use basic counselling skills to discuss and explain employee performance problems and provide advice for improvement.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b></p> <p>Moderate coordination and dexterity required to use screwdrivers to troubleshoot systems problems and upgrade equipment.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b></p> <p>Guided by ministry policies and technical standards, applies accepted work methods in a different way to coordinate ministry data centre activities, make recommendations on new applications being installed and on replacement, purchasing or servicing of equipment and develop operational procedures.</p>	E	120
6	<p><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b></p> <p>Significant financial responsibility to certify service and facilities management contract work for Wang and IBM OS/2 operations for release of payment.</p>	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Considerable responsibility for informational assets to ensure the security of data and organize backup, restoration and recovery functions in the ministry data centre.</p>	E	33
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to supervise staff and appraise employee performance (5 FTEs).</p>	DE	20
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Responsibility for safe work practice of others in a low risk environment.</p>	A	5
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused attention to detail to frequently monitor all systems in the ministry data centre via computer screen.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Moderate physical effort to occasionally lift moderate weight boxes of computer supplies to stock shelves.</p>	C	12
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to regular machine noise from peripheral equipment such as bursters and decollators.</p>	B	4
13	<p><b>HAZARDS</b></p> <p>Limited exposure to hazards from frequent keyboarding.</p>	B	4

Total Points: 753

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