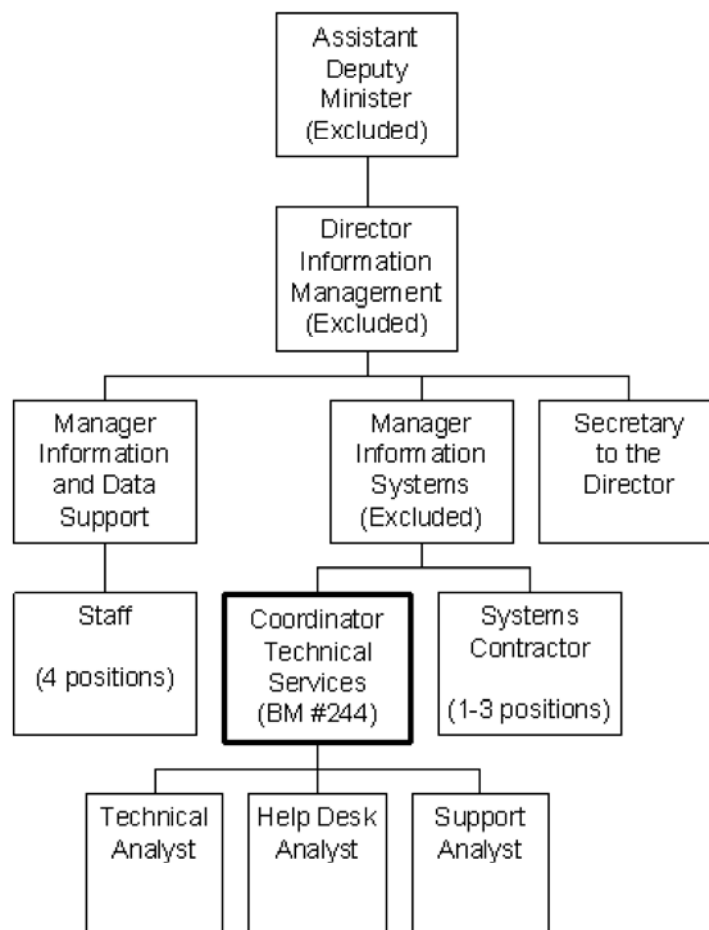|	
Position:	**Benchmark Job #244**
Ministry:	Aboriginal Affairs
Working Title:	**Coordinator, Technical Services**
Branch:	Information Management
Level:	Range 24
Location:	Victoria
NOC Code:	2242

PRIMARY FUNCTION

To provide office automation technology, operations management, technology planning, database administration and hardware/software acquisition services for the ministry of Aboriginal Affairs comprised of approximately 200 users, 3 LAN's, and a single platform/environment.

JOB DUTIES AND TASKS

1. Provides operations management and technology planning for the ministry
    a. plans the ministry's technical architecture
    b. defines and analyzes business and systems needs for ministry users
    c. analyses ministry systems requirements and proposes appropriate and innovative solutions
    d. develops and maintains business continuation and data security plans, policies and procedures
    e. develops maintenance and contingency plans for hardware, software and communications infrastructures
    f. defines policies and procedures for LAN and e-mail administration and user support
    g. monitors network reliability and plans for replacements and enhancements
    h. monitors network load and ensures adequate capacity
    i. plans and manages the evaluation and implementation of software updates and new technologies
    j. leads staff in logging, analyzing and resolving hardware, software and communications problems
    k. adapts standardized contract language for systems development, participates in contractor selection, monitors contract performance, and certifies for payment
2. Provides database administration for ministry applications
    a. recommends appropriate database technology for use in ministry
    b. develops policies to ensure security, integrity, availability and efficiency of applications and data
    c. applies database modeling and design techniques in application development
    d. manages database tuning, software release and hardware and communications infrastructures
3. Coordinates the acquisition and maintenance of ministry hardware and software
    a. maintains contact with technology suppliers and service providers
    b. recommends, monitors and evaluates supplier services
    c. oversees the receipt, inventory, testing, maintenance and installation of hardware/software
4. Supervises technical support staff (3 FTEs) and contractors, and performs other related work
    a. supervises staff, including hiring and training

b. plans, assigns and review work

c. sets work priorities and standards

d. appraises work performance

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	**JOB KNOWLEDGE** Understand the theory of computer science to plan and review the technical architecture of the ministry of Aboriginal Affairs comprised of 3 LAN's, and a single platform/environment; provide database, LAN and e-mail administration; evaluate user requirements, assist ministry users to define systems needs; recommend business solutions; coordinate provision of user support, problem resolution and training; and manage and maintain hardware and software.	H	280
2	**MENTAL DEMANDS** Judgement to modify techniques in working with user requirements in the ministry of Aboriginal Affairs to provide, maintain and support ministry information systems technology comprised of 3 LAN's and a single platform/environment; analyze systems requirements and recommend	G	200

	solutions; defines policies and procedures for LAN/E-mail administration, business continuation and security; and evaluate and implement software upgrades and new technologies.		
3	**INTERPERSONAL COMMUNICATIONS SKILL** Persuasion required to use basic counselling skills to discuss performance problems with employees supervised and provide advice for improvement.	D	45
4	**PHYSICAL COORDINATION AND DEXTERITY** Moderate coordination and dexterity required to install cards and disk drives and to use hand tools to build data cables.	C	15
5	**RESPONSIBILITY FOR WORK ASSIGNMENTS** Guided by guidelines and technical standards, plan and evaluate information systems operations and user support services; assist users to define systems needs and requirements and recommend solutions; define operational procedures for the LAN, PCs and peripherals, develop data security policies and business continuation plans and make recommendations on technology planning.	F	160
6	**RESPONSIBILITY FOR FINANCIAL RESOURCES** Significant financial responsibility to adapt standardized contract language for systems development and monitor contract performance.	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	**RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION** Considerable responsibility to coordinate, install, configure, maintain and arrange for the maintenance of Ministry hardware and server operating software.	E	33
8	**RESPONSIBILITY FOR HUMAN RESOURCES** Responsibility to supervise staff and appraise employee performance (3 FTEs).	DE	20
9	**RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS** Responsibility for safe work practice of others in a low risk environment.	A	5
10	**SENSORY EFFORT/MULTIPLE DEMANDS** Focused attention to detail to frequently focus on computer screen to troubleshoot software, hardware and database problems using software tools.	C	12
11	**PHYSICAL EFFORT** Moderate physical effort to occasionally lift and carry moderate weight computer equipment.	C	12
12	**SURROUNDINGS** Exposure to noise in computer room regularly.	B	4
13	**HAZARDS** Minimal exposure to hazards from occasional lifting of moderate weight computer equipment.	A	2

Total Points: 821

Level: Range 24