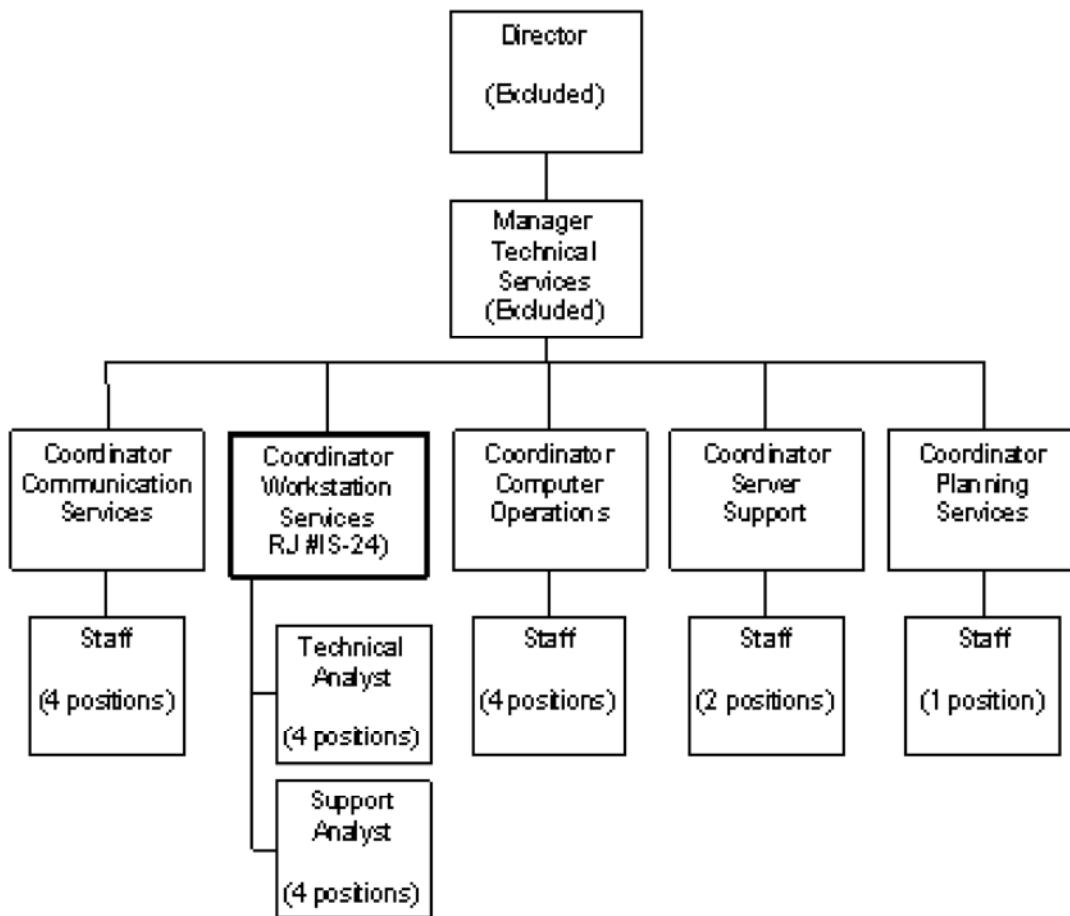|	
Position:	**Reference Job #IS24**
Ministry:	Health
Working Title:	**Coordinator, Workstation Services**
Branch:	Information Systems
Level:	Range 27
Location:	Victoria
NOC Code:	2242

PRIMARY FUNCTION

To coordinate technical support, configuration, installation and integration services for all multiple desktop computing platforms in the ministry, including hardware, operating systems and communications interfaces.

JOB DUTIES AND TASKS

1. Coordinates technical support for the Ministry's multiple desktop computer platforms including hardware, operating systems and communication interfaces such as (Intel, Disc architecture, DOS and Windows
   a. ensures support resources are being applied effectively
   b. establishes and determines support requirements and service levels for specific products and/or technology
   c. troubleshoots problems and supports various groups in resolving chronic network problems which originate at the desktop
   d. coordinates and follows up on problem resolution for desktop problems escalated by group and/or help desk staff

2. Coordinates and plans provision of services for configuration, installation and integration
   a. coordinates and plans installation, redeployment and integration of all desktop hardware, operating systems and communications components for the Ministry
   b. coordinates and initiates the claim process for all computer equipment under warranty
   c. prioritizes resources and schedules over 100 work orders, which may affect up to 200 installations per work order
   d. conducts field office visits to oversee and/or provide technical support or planned installations

3. Leads and provides technical consultation on issues related to the ministry's desktop platforms
   a. coordinates purchasing configuration decisions, platform migration plans and the selection of desktop communications options
   b. provides advice to senior management on the deployment of new desktop technologies, products and services for all ministry locations
   c. leads the identification and resolution of integration issues with existing operational environment including evaluating alternatives
   d. coordinates the development of ministry standards for chosen computing platforms and products including hardware/software configuration/integration standards

4. Supervises staff and contractors
   a. supervises recruits and trains 8 FTE technical and support analyst staff
   b. plans, schedules, assigns and reviews work

    c. sets work priorities and standards

    d. conducts formal appraisals of work performance

5. Performs other related duties

    a. coordinates the development and maintenance of support documentation for internal/external use

    b. arranges purchase of desktop platforms and peripherals

    c. provides contract administration, verifies technical requirements and certifies satisfactory contract performance

    d. provides input into contract resources required, monitors and certifies work of contractors

    e. verifies technical requirements for all contracts impacting desktop computing platforms

```
                          ┌──────────────┐
                          │   Director   │
                          │  (Excluded)  │
                          └──────┬───────┘
                                 │
                          ┌──────┴───────┐
                          │   Manager    │
                          │  Technical   │
                          │   Services   │
                          │  (Excluded)  │
                          └──────┬───────┘
   ┌─────────────┬───────────────┼───────────────┬─────────────┐
┌──┴───────┐ ┌───┴──────┐ ┌──────┴────┐ ┌─────────┴──┐ ┌────────┴──┐
│Coordinator│ │Coordinator│ │Coordinator│ │Coordinator│ │Coordinator│
│Communication│ │Workstation│ │ Computer │ │  Server  │ │ Planning │
│  Services │ │ Services │ │Operations│ │ Support  │ │ Services │
│          │ │RJ #IS-24)│ │          │ │          │ │          │
└────┬─────┘ └────┬─────┘ └────┬─────┘ └────┬─────┘ └────┬─────┘
┌────┴─────┐  ┌───┴──────┐  ┌──┴───────┐ ┌──┴──────┐ ┌──┴──────┐
│  Staff   │  │Technical │  │  Staff   │ │  Staff  │ │  Staff  │
│          │  │ Analyst  │  │          │ │         │ │         │
│(4 positions)│ │(4 positions)│ │(4 positions)│ │(2 positions)│ │(1 position)│
└──────────┘  └──────────┘  └──────────┘ └─────────┘ └─────────┘
              ┌──────────┐
              │ Support  │
              │ Analyst  │
              │(4 positions)│
              └──────────┘
```

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	**JOB KNOWLEDGE** Understand the theory of computer science and ministry networks, hardware, operating systems and communication software to plan the support, configuration, installation and integration of the ministry multiple desktop computing platforms, advise on the deployment of new desktop technology, services and products; and coordinate testing for computing platforms and products.	H	280
2	**MENTAL DEMANDS** Judgement to plan and organize the ministry desktop computing support service for users located in multiple sites, resolve problems escalated by staff; provide technical advice on deployment of desktop technology, products and services; identify and resolve integration issues and coordinate development of computing platform standards and support documentation for new equipment.	H	250
3	**INTERPERSONAL COMMUNICATIONS SKILL** Persuasion required to use basic counselling skills to discuss and explain performance problems with employees supervised and provide advice for improvement.	D	45
4	**PHYSICAL COORDINATION AND DEXTERITY** Moderate coordination and dexterity required to use computer keyboard and mouse with some requirement for speed to resolve desktop problems.	C	15
5	**RESPONSIBILITY FOR WORK ASSIGNMENTS** Guided by general ministry policies, technical standards and guidelines, plan and organize the support, configuration, installation and integration for the ministry's multiple desktop computing platforms; direct and review work of section staff; coordinate the development of computing platform standards for chosen computer platforms and products and coordinate evaluation and testing of new products and services.	F	160
6	**RESPONSIBILITY FOR FINANCIAL RESOURCES** Significant financial responsibility to certify satisfactory contract performance and completion of technical requirements.	E	33

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	**RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION** Considerable responsibility for physical assets by coordinating the maintenance and repair of ministry desktop hardware, operating systems and peripherals.	E	33
8	**RESPONSIBILITY FOR HUMAN RESOURCES** Responsibility to supervise staff, appraise employee performance (8 FTEs).	DF	21
9	**RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS** Limited care and attention to occasionally drive a light vehicle to other job sites while overseeing technical repairs or planned installations.	B	10
10	**SENSORY EFFORT/MULTIPLE DEMANDS** Focused requirement to frequently deal with numerous concurrent installation projects with differing deadlines and priorities.	C	12
11	**PHYSICAL EFFORT** Moderate physical effort to occasionally lift and carry moderate weight computer equipment while performing equipment installations and repairs.	C	12
12	**SURROUNDINGS** Exposure to occasional overnight travel while in the field to oversee computer installations or repairs.	A	2
13	**HAZARDS** Limited exposure to hazards from frequent keyboarding while producing documentation.	B	4

Total Points: 877

Level: Range 27