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## FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

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**Job Family:** Clerical  
**Grid:** SC18

**Class Series:** Data Processing  
**Class Title:** Computer Operator III

### **I. Level Definition**

Positions at this level perform computer operating duties in a centralized computing operations environment, where control of computer systems is held by one functional area of the organization, which runs concurrent multi-application systems and serves a variety of internal and/or external users and resolve known, routine problems according to established procedures or vendor provided instructions.

### **II. Typical Duties**

1. Initiates computer jobs by loading disks/tapes in disk/tape drives and entering commands to the computer. Prepares printing equipment to receive printed output by loading paper and/or forms. Distributes printed output.
2. Controls established time schedule to ensure maximum job scheduling and production; produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
3. Monitors operating consoles; responds to command and error messages; identifies and resolves known, routine systems problems according to established procedures; reviews operating system logs; refers problems according to established procedures.
4. Under direction, modifies operating command language and job control language.
5. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
6. Maintains a tape and/or disk library ; retrieves tapes for production as required; prepares media for processing; arranges for off-site storage and retrieval as required.
7. Establishes and maintains procedures for processing and distributing user data by conferring with senior personnel, designing a variety of forms such as user request forms and establishing and maintaining controls such as input and output logs.
8. Responds to user enquiries and identifies and resolves known, routine problems such as workstation hardware and software failures according to established procedures or vendor provided instructions. Refers problems according to established procedures.
9. Under direction, installs, configures and tests workstations and printers. Refers problems as required.
10. Under direction, loads workstation software according to established procedures or vendor provided instructions. Refers problems as required.
11. Assigns work tasks to designated staff and provides related training and orientation.
12. Maintains materials and supplies such as tapes, cartridges, forms and paper.
13. Performs other related duties as assigned.

### **III. Qualifications**

#### **(1) Education, Training and Experience**

Grade 12, successful completion of recognized courses related to computer operating systems and three years' recent related experience or an equivalent combination of education, training and experience.

#### **(2) Skills and Abilities**

- (i) Ability to keyboard at 20 w.p.m.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.