
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical
Grid: SC23

Class Series: Data Processing
Class Title: Computer Operator IV

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, resolve known, routine problems according to established procedures or vendor provided instructions, perform related administrative duties and supervise Computer Operators II and/or Computer Operators III and other designated staff.

II. Typical Duties

1. Supervises Computer Operators II and/or Computer Operators III and other designated staff by performing duties such as scheduling and coordinating work assignments, evaluating employee performance and determining related training and orientation requirements.
2. Performs administrative functions such as formulating and updating departmental procedures, compiling statistical reports on departmental activity, liaising with other departments on work flows and other matters and coordinating transactions with external agencies on behalf of the department.
3. 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.
4. Establishes schedules for computer jobs to meet user department needs; produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
5. Monitors operating consoles; responds to command and error messages; identifies and resolves known, routine systems problems according to established procedures; reviews operating system logs; and refers problems according to established procedures.
6. Under direction, modifies operating command language and job control language.
7. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
8. Establishes and 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.
9. 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.
10. 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.
11. Under direction, installs, configures and tests workstations and printers. Refers problems as required.
12. Under direction, loads workstation software according to established procedures or vendor provided instructions. Refers problems as required.
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 four 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 supervise.
- (vi) Ability to organize work.
- (vii) Ability to operate related equipment.