


Job Evaluation Rating Documentation

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Information Technology Support Working Supervisor</u> Date <u>October, 2000</u> Revised Date <u>2004</u> Revised Date _____	Code <u>058</u>
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Decision Making Meets support centre objectives and short term goals by responding to client issues in a timely manner and when coordinating deployment and configuration of support systems. Decision affecting the support centre are made on an exceptional basis when prioritizing and resolving urgent technical problems. Provides solutions where there are no manuals or guidelines.	Degree <u>4.0</u>
Education Grade 12. Computer Systems Technology diploma (2220 hours).	Degree <u>4.5</u>
Experience Thirty-six (36) months previous experience as a systems technician in a highly integrated network environment to consolidate knowledge and skills. Eighteen (18) months on the job to develop an understanding of region information systems, applications, operations including vendor-specific training and region/facility/department policies and procedures.	Degree <u>8.0</u>
Independent Judgement Computer support work is carried out in accordance with generally accepted practices. Solutions to problems that occur on a regular basis require analysis and troubleshooting to determine the cause of the problem and choosing the necessary action to achieve desired outcomes. Responsible for prioritizing requests for service.	Degree <u>4.0</u>
Working Relationships Provides technical support for all computer systems and network users. Contacts with staff can be difficult or emotional.	Degree <u>4.0</u>

Impact of Action	Degree
<p>Coordinates technical support for computer systems and network users. Poor documentation on service calls results in improper prioritization of services. Inadequate planning and implementation of service delivery models can result in improper or untimely handling of support calls. The inability to promptly deal with support issues will result in staff losing faith in the ability of the computer network to serve their needs.</p>	<p><u>2.5</u></p>
<p>Leadership and/or Supervision Provides regular direction to other technicians and provides advice on computer hardware and software to operating personnel. Provides functional guidance on a variety of complex support calls and ensures documentation and follow-up are completed.</p>	<p><u>4.0</u></p>
<p>Physical Demands Regular physical effort such as standing and lifting with fine movements associated with computer operation.</p>	<p><u>2.0</u></p>
<p>Sensory Demands Regular effort with report writing, training, instruction, research, analysis, listening while dealing with competing multiple sensory demands.</p>	<p><u>2.5</u></p>
<p>Environment Occasional minor hazards such as interruptions, multiple deadlines and some travel.</p>	<p><u>2.0</u></p>