


## Job Evaluation Rating Documentation

<b>CUPE, SEIU, SGEU, SAHO</b>  	<b>Job Title</b> <u>Information Technology Hardware Systems Technician</u> <b>Date</b> <u>October, 2000</u> <b>Revised Date</b> <u>2004</u> <b>Revised Date</b> _____	<b>Code</b>  <u>275</u>
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<b>Decision Making</b> Provides general maintenance to office equipment, facsimile machines, embossers, etc., within clearly prescribed practices. Has some choice of action when troubleshooting, inspecting, repairing and servicing equipment.  Determines the most cost-effective way to repair equipment.	<b>Degree</b>  <u>2.5</u>
<b>Education</b> Grade 12. Electronics Service Technician-Advanced certificate (1515 hours).	<u>3.5</u>
<b>Experience</b> No previous experience. Nine (9) months on the job to develop knowledge of facility-specific equipment including vendor-specific training and to become familiar with region/facility/department policies and procedures.	<u>3.0</u>
<b>Independent Judgement</b> Repair and maintenance of processing equipment is performed according to vendor manuals and troubleshooting guides. Seeks direction when unable to repair or access vendor-specific parts.	<u>3.0</u>
<b>Working Relationships</b> Has regular contact with other employees requiring tact and discretion, regarding equipment failure and timely repairs.	<u>3.0</u>

<b>Impact of Action</b>	<b>Degree</b>
Repairs and maintains facsimile machines, printers, embosses and office equipment to meet quality and service requirement. Inability to repair equipment in a timely manner may cause delays in service. Misjudgments in installation procedures may cause damage to expensive equipment.	<u>2.0</u>
<b>Leadership and/or Supervision</b> Provides functional guidance to end-users and co-workers.	<u>1.5</u>
<b>Physical Demands</b> Regular physical effort lifting, moving, carrying tools, printer, requiring accurate hand-eye coordination while maintaining and repairing equipment.	<u>2.0</u>
<b>Sensory Demands</b> Regular sensory effort with concentration of performing mechanical repairs, computer operation and listening to equipment sounds.	<u>2.0</u>
<b>Environment</b> Occasional minor conditions such as congested work place, oil and multiple deadlines.	<u>2.0</u>