


Job Evaluation Rating Documentation

<p>CUPE, SEIU, SGEU, SAHO</p> 	<p>Job Title <u>Information Technology Technician</u></p> <p>Date <u>October, 2000</u></p> <p>Revised Date <u>2004</u></p> <p>Revised Date _____</p>	<p>Code</p> <p><u>057</u></p>
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<p>Decision Making</p> <p>Provides solutions where there are no manuals or guidelines. Certifies applications. Coordinates installation and configuration of computers. Transfers data between computers and configures hard drive.</p>	<p>Degree</p> <p><u>3.5</u></p>
<p>Education</p> <p>Grade 12. Computer Systems Technology diploma (2220 hours).</p>	<p><u>4.5</u></p>
<p>Experience</p> <p>No previous experience. Twelve (12) months on the job to develop an understanding of region information, applications and operations, and become familiar with region/facility/department policies and procedures.</p>	<p><u>4.0</u></p>
<p>Independent Judgement</p> <p>Computer support work is defined by standard practice. Desktop failures 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.</p>	<p><u>3.5</u></p>
<p>Working Relationships</p> <p>Provides technical support for all computer systems and network users. Contacts with staff can be difficult or emotional.</p>	<p><u>4.0</u></p>

Impact of Action	Degree
<p>Coordinates certification, installation, upgrading, configuration and deployment of new/used computer equipment to meet quality and service requirements. Misjudgment may cause substantial delays in service. Poor documentation on service calls results in improper prioritization of services. Improper configuration of hubs, switches and routers could cause delay in a phase of work of others.</p>	<p><u>2.5</u></p>
<p>Leadership and/or Supervision Provides occasional functional guidance to students and provides advice on computer hardware and software to operating personnel. Provides training for staff.</p>	<p><u>2.0</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 reading, report writing, training, instruction, research, analysis, visual/listening attention while dealing with competing multiple sensory demands.</p>	<p><u>2.5</u></p>
<p>Environment Occasional minor hazards such as interruptions, multiple deadlines, VDT, and some travel.</p>	<p><u>2.0</u></p>