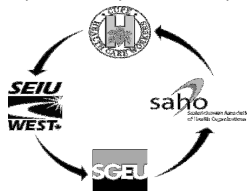


## Job Evaluation Rating Documentation

<b>CUPE, SEIU, SGEU, SAHO</b> 	<b>Job Title</b> <u>Information Technology Telecommunications Technician</u> <b>Date</b> _____ <b>Revised Date</b> <u>2004</u> <b>Revised Date</b> <u>Mar 22/12</u>	<b>Code</b> <u>333</u>
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<b>Decision Making</b> Arranges and delivers the timely installation, modification and repair of telecommunicaiton equipment. Sets short term goals to meet user-specific needs by troubleshooting/problem solving and adapting systems solutions, to support telecommunications initiatives.	<b>Degree</b> <u>3.5</u>
<b>Education</b> Grade 12. Computer Systems Technology diploma (2218 hours).	<u>4.5</u>
<b>Experience</b> No previous experience. Twelve (12) months on the job to develop an understanding of regional telecommunicaitons systems, applications, equipment, related computer software and to become familiar with region/facility/department policies and procedures.	<u>4.0</u>
<b>Independent Judgement</b> Telecommunications support work is defined by standard practice and established procedure in planning and fullfilling user requirements. Judgement is used in modifications and repair of equipment and changes to the voice mail system (e.g., analysis, troubleshooting/problem solving). When problems/solutions go beyond standard practice direction is sought.	<u>3.5</u>
<b>Working Relationships</b> Provides technical explanation and instruction for all telecommunications systems users. Requires tact to ensure cooperation and achieve desired outcomes.	<u>4.0</u>

<b>Impact of Action</b>	<b>Degree</b>
<p>Participates in the planning, operation, utilization, maintenance, training and support for telecommunications systems to meet quality and service requirements. Improper installation, modification or repair of telecommunications equipment could cause delay in a phase of work of others.</p>	<p><u>2.5</u></p>
<p><b>Leadership and/or Supervision</b> Provides occasional functional guidance on telecommunications equipment and software to operating personnel.</p>	<p><u>2.0</u></p>
<p><b>Physical Demands</b> Regular physical effort such as driving, standing and lifting with fine movements associated with telecommunication equipment operation.</p>	<p><u>2.0</u></p>
<p><b>Sensory Demands</b> Regular effort reading, writing, repairing equipment, operating computer, and visual/listening attention required with little choice of action. Periods of competing multiple sensory demands when keyboarding and answering phone, talking on phone and writing information, and when repairing/listening to equipment.</p>	<p><u>2.5</u></p>
<p><b>Environment</b> Occasional minor hazards such as interruptions, exposure to rudeness, multiple deadlines and some travel.</p>	<p><u>2.0</u></p>