



# *Provincial Job Description*

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***TITLE:*** (438) Switchboard Application Support Administrator  
***PAY BAND:*** 13

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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Responsible for assisting with the maintenance, support, monitoring and testing of switchboard computer software application and database for the region. Provides regular direction to staff.

***QUALIFICATIONS:***

- ◆ Office Education certificate

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Intermediate computers skills
- ◆ Advanced keyboarding skills
- ◆ Communication skills
- ◆ Organizational skills
- ◆ Interpersonal skills
- ◆ Analytical skill
- ◆ Problem solving skills
- ◆ Ability to work independently and as a member of a team
- ◆ Valid driver's license, where required by the job

***EXPERIENCE:***

- ◆ Previous: Twenty-four (24) months previous experience working with switchboard and information management software.

## ***KEY ACTIVITIES:***

### **A. Application Maintenance/Support/Administration**

- ◆ Maintains database (e.g., data entry, updates).
- ◆ Ensures documentation and configuration information is maintained.
- ◆ Prepares test scripts for software testing.
- ◆ Assists in testing and implementation of new modules/updates.
- ◆ Analyzes, troubleshoots and assists end users in solving hardware and software problems.
- ◆ Acts as an information specialist (resource person concerning application functionality and guidance).
- ◆ Logs and monitors new issues that impact the business process.

### **B. Training**

- ◆ Develops and maintains user guides and training programs.
- ◆ Provides complete application training for new users.
- ◆ Provides training for upgrade implementation.

### **C. System Planning Process**

- ◆ Identifies required improvements to service delivery.
- ◆ Ensures minimal impact on end users during implementation phases.
- ◆ Reviews and recommends changes in policies and procedures.
- ◆ Compiles and submits reports and statistics.

### **D. Related Key Work Activities**

- ◆ Ensures up-to-date information is available to staff.
- ◆ Coordinates and documents all pager services (purchase, repair, changes) between business units and vendors.

*The above statements reflect the general details considered necessary to describe the principle functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

**Validating Signatures:**

**CUPE:**

**SEIU:**

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**SGEU:**

**SAHO:**

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**Date: March 8, 2016**