

COMPUTER OPERATOR 1

GENERAL

This is the recruitment and training level for qualified but inexperienced Computer Operators employed in large and medium-sized complex computer installations. The employee will, under close supervision initially, operate computers and related equipment in accordance with established procedures. As competence increases, the employee may be promoted to the 2 level, upon recommendation of the department, after three months and successful completion of a Computer Centre examination.

OR

This is the full working level for an employee operating a departmental data transmission terminal or for an employee operating computers and associated equipment in small-sized computer installations.

TYPICAL DUTIES

May perform routine procedures utilizing various machines including sorters, interpreters, reproducing machines and computers.

May perform related clerical duties.

May initialize terminals for each problem and operate terminals in accordance with operating instructions.

Maintains neat, orderly equipment area.

May assist with control and retrieval of tapes and disks.

May be required to key punch data in bulk and individual job lots.

May be required to work on a shift basis.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of routine office practices and procedures.

Knowledge of data processing terminology.

Ability to think clearly and logically.

Ability to perform accurately, assigned routine operations on various data processing equipment.

Mechanical aptitude an asset.

Education, Training and Experience

Minimum of Grade XI or equivalent with some training and experience in computer operations.

Physical Standards

Physically capable of performing the duties assigned.

COMPUTER OPERATOR 2

GENERAL

This is the full working level for a computer operator working in a large or medium-sized computer installation. The employee exercises a moderate degree of independence in performing moderately complex tasks in the operation of computers and related equipment to facilitate an efficient, steady and accurate flow of production. An employee in this class may have some supervisory responsibility for staff having lower classification.

TYPICAL DUTIES

May monitor, control and operate computers and other data processing equipment in accordance with established procedures.

May record time and equipment utilization and log elapsed time.

May maintain a magnetic tape library.

May maintain a complex automated library system through a computer terminal.

May maintain detailed records, cards and machinery stationery.

May prepare computer for program processing.

May perform related clerical duties.

May assist in training and instruction of junior staff.

May be required to work on a shift basis.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of methods and techniques employed in computer processing and application programming.

Knowledge of routine office practices and procedures.

Mechanical ability would be an asset.

Ability to make diagnosis in the event of equipment malfunction.

Education, Training and Experience

Minimum of Grade XI with additional training and experience in computer operations, application programming.

Physical Standards

Physically capable of performing the duties assigned.

COMPUTER OPERATOR 3

GENERAL

This class will include two groups of employees:

(a) In a moderate-sized computer installation, this is the full supervisory level. An incumbent at this level works under general direction and is responsible for the overall operation of all computer and data processing equipment in the installation. Supervision of a number of junior staff is an important function of this level.

(b) In the Government's Computer Centre, an employee is a senior computer operator and is responsible for monitoring all computer activity and co-ordinates all available resources for the most effective use; controls and operates the master console; responds to system messages; allocates and monitors peripheral equipment; and supervises a shift in the absence of the supervisor.

TYPICAL DUTIES

Monitors activities on computer and co-ordinates all available resources.

Makes initial diagnosis in the event of malfunction.

Controls and operates master console.

Follows prescribed standards and procedures for initiating back up and recovery procedures for software and hardware functions.

May assist with maintenance of machinery, stock control, orderly equipment area, research, preparation of software instruction and personnel reports.

Supervises junior staff and provides instruction and assistance where necessary.

May log time and equipment utilization and perform other checking procedures.

Performs as assistant shift supervisor.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of office practices and procedures.

Thorough knowledge of principles and use of all data processing equipment in the installation.

Ability to instruct and supervise subordinates.

Ability to plan work flow to ensure an efficient and steady flow of production.

Ability to think clearly and logically and to communicate orally and in writing.

Ability to work on a shift basis.

Knowledge and understanding of types and levels of service required by the user.

Education, Training and Experience

Grade XII education with courses in computer operations, hardware and software and at least three years' related experience.

Physical Standards

Physically capable of performing the duties assigned.

COMPUTER OPERATOR 4

GENERAL

This is the senior level in a large, complex computer installation where the incumbent is required to supervise a shift of computer operations to ensure that proper operating procedures are followed and production objectives are met. The incumbent is required to plan and supervise schedules and workloads, set up job streams; interact with user departments; diagnose software and hardware malfunctions and institute recovery procedures; make split second decisions. An ability to work under extreme pressure is a requirement of this position.

TYPICAL DUTIES

Plans and supervises work of junior staff.

Enforces operation and procedures and standards.

Diagnoses hardware and software malfunctions and takes remedial action.

Monitors computer performance.

Arranges for and supervises equipment maintenance and repairs.

Ensures that all scheduled housekeeping chores are completed.

Creates job streams.

Acts as an all-round resource to employees under supervision.

Instructs and trains junior staff.

Performs other duties as assigned.

QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge and understanding of all types and levels of service required by user.

Managerial skills to effectively supervise staff.

Thorough knowledge of the installed equipment.

Must be able to react coolly to any arising emergency.

Must be decisive and able to make split second decisions.

Must be able to communicate effectively orally and in writing.

Ability to establish and maintain effective working relationships.

Education, Training and Experience

Grade XII education with a wide range of formal courses in computer science and data processing plus five or more years' practical experience in operations including at least two years as an operations supervisor.

Physical Standards

Physically capable of performing the duties assigned.