

Computer Operations – Subsidiary 12

APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
Computer Operations 2 (Point Range 228 - 268)												
012	125CP01	Service Alberta	Team Leader	D	I	2	152	29	43	R1	50	245
Computer Operations 1 (Point Range 192 - 227)												
012	124CP01	Service Alberta	Sr. Computer Operator	D	I	1	132	25	33	R1	38	203

Last Review / Update: 2015-02-17

Subsidiary 12

Benchmark Evaluation - 125CP01

Identification Section

Working Title:	Team Leader
Department:	Service Alberta
Division, Branch/Unit:	Information Technology, Computer Operations
Reports To:	Operations Manager
Levels to D.M.:	4
Job Description:	125CP01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Computer Operations
Job Code:	125CP - Computer Operations 2

Comments on Role

The Team Leader is responsible for ensuring the effective operation of a large multi-host computing centre. Position supervises a large number of computer operators. During normal working hours the position assists the Operations Manager with managing the computer centre and is independently responsible at other times.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI2 152	29% 43	R1 50	245

Comments on Evaluation

- **Knowledge:**

Position requires a thorough knowledge of mainframe operating systems (hardware and software), problem determination steps and when to escalate a problem. Plans and organizes the work of a number of operators. Requires high-level human relations skills to motivate the team.

- **Creativity/Problem Solving:**

Issues dealt with can be technically complex. However, documented procedures exist for most problems and position has access to assistance when required. Judgement is exercised to determine when and if to refer an issue to the next level.

- **Responsibility:**

Position is responsible for supervising a computer centre.

Last Reviewed: May 23, 2003

Last Review / Update: 2015-02-17

Subsidiary 12 Benchmark Job Description - 125CP01

Identification Section

Working Title:	Team Leader
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Information Technology, Computer Operations
Reports To:	Operations Manager
Levels to D.M.:	4

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

The Team Leader is responsible for ensuring that the ACSC Computing Centre in Edmonton is providing a high level of service to customers. Position ensures strong employee participation, development and achievement.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Oversees the operation of the ACSC Computing Centre in Edmonton (and the Calgary Computing Centre and ACSC Service Desk during their non-manned times) system activities in collaboration with computer operators, customers, vendors and support staff. Facilitates problem determination and escalation (communication). Stays current with operational procedures, application systems, hardware and software. Provides technical support and assistance to computer operators in performing their duties.

2. Supervises Computing Centre Operators by investigating operational errors and taking corrective action, evaluating employee performance, maintaining records of attendance, scheduling staff, updating job descriptions, orienting new operators and ensuring staff are progressing through the training program. Provides recommendations in regards to the training program and assists staff with training course material.
3. Assists the Operations Manager and participates in planning for new hardware, software, procedures and recruiting operations staff.
4. Creates, maintains and ensures updates are made to computer operational aids such as: computer operations manuals, staff schedules, tour handouts, hardware device labels and operator software tools.
5. Represents the Division outside of prime time hours on issues concerning procedure, policies and public relations. Position responds to emergency situations and security violations taking appropriate action based on the nature of the situation or threat. Conducts tours for the client community.
6. Assigned projects/tasks.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position is responsible for the day-to-day operations of the ACSC Computing Centres - a large scale (multiple sites, hosts, and operating systems) 24/7 computer environment. Much of its responsibility is focused on supervising Computer Operators. The area has clearly documented procedures for escalating problems and errors to superior levels.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Requires the ability to establish and maintain good rapport with customers, vendors and support staff. Position has the challenge of conveying a sense of participation to employees.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Position requires a thorough knowledge of operating software and hardware, problem determination steps, escalation procedures and emergency procedures.
- Must be able to work independently or with a team.
- Interpersonal and communication skills to establish relationships with co-workers, vendors and the customers.
- Strong customer focus.
- Broad knowledge of ACSC structure, procedure, policies and ability to react in a good public relations mode.
- Requires supervisory and technical (computer related) training.
- Continuous re-education.
- Position requires communication skills for developing and updating internal manuals.
- Supervisory skills. (Supervise staff working various shifts.)
- Employee performance management skills.

Organization

(Working titles of positions reporting directly to this position.)

Position supervises several entry, intermediate and senior Computer Operators.

Organizational Chart

BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Director, Data Centre Services
Classification:	Senior Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Operations Manager
Classification:	Manager



PEER POSITION	
Working Title:	Team Leader
Classification:	Computer Operations 2



BENCHMARK POSITION	
Working Title:	Team Leader
Classification:	Computer Operations 2



SUBORDINATE POSITION(S)	
Working Title:	Senior Computer Operator
Classification:	Computer Operations 1

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Subsidiary 12

Benchmark Evaluation - 124CP01

Identification Section

Working Title:	Senior Computer Operator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Information Technology, Computer Operations
Reports To:	Team Leader
Levels to D.M.:	5
Job Description:	124CP01
Minimum Recruitment Standard:	See the Minimum Recruitment Standard for Computer Operations
Job Code:	124CP - Computer Operations 1

Comments on Role

Operates a large scale, multiple host computer environment. Technically, this position will be able to operate all equipment and operating software in order to diagnose technical and equipment failures and take appropriate action to resolve the problem or refer to appropriate resources. Communicates with end users and less experienced operators to diagnose problems.

Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
DI1 132	25% 33	R1 38	203

Comments on Evaluation

- **Knowledge:**

This is technical computer operations work requiring considerable knowledge of installed hardware, mainframe and microcomputer operating systems as well as automated and manual procedures. An understanding of the software applications running on the systems is also required. Position is an individual contributor who must be well aware of the computing centre's impact on end users. Requires basic communication skills to exchange information with users and contractors.

- **Creativity/Problem Solving:**

Position relies on past practice and system documentation to resolve most problems and issues. Position has access to assistance from Team Leader and other experts for more complex problems.

- **Responsibility:**

Position is highly operational. Its main focus is to ensure the system is up and running 24/7.

Last Reviewed: May 23, 2003

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Subsidiary 12 Benchmark Job Description - 124CP01

Identification Section

Working Title:	Senior Computer Operator
Department:	Service Alberta
Division, Branch/Unit:	ACSC, Information Technology, Computer Operations
Reports To:	Team Leader
Levels to D.M.:	5

Purpose

(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)

As a Senior Computer Operator, under the direction of the Team Leader, operates a large scale (multiple sites, hosts and operating systems) computer environment. Position must be able to quickly diagnose technical and/or mechanical failures of all kinds and take appropriate action to resolve the problem or summon support from the proper area. The operator works in a rotating shift environment and may be required to work alone. Computer Operations is a continuous operation - 24 hours/day, 7 days/week.

Responsibilities and Activities

(Purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework, and what the added value is.)

1. Operates the main operating consoles by applying system commands, practicing common operator procedures and recognizing problem situations.
2. Ensures customer access to system(s) and application, and maintains batch job flow.

3. Monitors system and tape activities, job queues, job streams and run schedules using a variety of system software.
4. Initiates recovery procedures for failing or failed system(s) and equipment.
5. Provides technical assistance to co-workers, clients, vendors and support personnel, and communicates any significant events to appropriate support groups. Trains junior co-workers.
6. Provides Service Desk coverage outside prime time hours.
7. Oversees and remotely operates the Calgary Data Centre in off prime time hours.
8. Position prepares and maintains the 'Daily Log' of significant events and computer centre documentation, and creates and updates manuals and device labels.
9. Maintains level of knowledge to keep current with changing system technology and emergency procedures for the computer environment.
10. Represents the division outside of prime hours by providing information and advice in a professional manner.

Scope

(Illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

Position can operate all computer equipment in a large scale (multiple sites, hosts and operating systems) computer environment. As well, has sufficient knowledge to represent the division outside of prime time hours. Predetermined guidelines and schedules are followed.

Contacts

(Main contacts of this position and the purpose of those contacts.)

Requires the ability to establish and maintain a good rapport with clients.

Knowledge, Skills and Abilities

(Most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

- Requires a thorough knowledge of installed hardware, mainframe and microcomputer operating systems, systems management software of operating software, applications, automated and manual procedures, and problem determination steps, escalation and emergency procedures, and a working knowledge of departmental policy and procedures. Must be able to operate mainframe servers, and peripheral computer hardware.
- Must be able to work independently or with a team.
- Interpersonal and communication skills to establish relationships with co-workers, vendors and the customers.
- Strong customer focus.
- Requires computer-related courses and training.
- Continuous re-education.

Organization

(Working titles of positions reporting directly to this position.)

This position has no supervisory responsibilities.

Organizational Chart



BENCHMARK'S 2ND LEVEL OF SUPERVISION	
Working Title:	Operations Manager
Classification:	Manager



BENCHMARK'S SUPERVISOR (1ST LEVEL OF SUPERVISION)	
Working Title:	Team Leader
Classification:	Computer Operations 2

PEER POSITION	
Working Title:	Senior Computer Operator
Classification:	Computer Operations 1



BENCHMARK POSITION	
Working Title:	Senior Computer Operator
Classification:	Computer Operations 1

Last Review / Update: 2015-02-17