
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Technical

Class Series: Data Processing

Grid: MB23

Class Title: Computer Technical Support I

I. Level Definition

Positions at this level provide computer technical support services for a variety of internal and/or external users in a centralized computing environment by investigating and resolving hardware and software problems using site or vendor provided utilities or referring unresolved problems to the appropriate level and installing, configuring and testing hardware and software according to established procedures.

II. Typical Duties

1. Responds to system, communications and user problems; investigates problems and takes corrective action using site or vendor provided utilities according to established procedures; refers problems as required.
2. Installs, configures modifies and tests computer hardware such as workstations, printers and other peripheral equipment. Installs and tests software according to established procedures. Refers problems as required.
3. Under direction, applies vendor provided corrective maintenance to systems software. Refers problems as required.
4. Provides input into the development of technical support procedures for areas such as hardware/software installation, testing and systems performance monitoring.
5. Under direction, monitors and maintains security profiles for computer systems by adding and deleting user names and reviewing security logs.
6. Codes, modifies, tests and maintains programs from specifications to complement systems implementation and meet technical support requirements.
7. Provides training to users in the use of hardware and software and prepares instructional material.
8. Assigns work tasks to designated staff and provides related training and orientation.
9. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12, graduation from a recognized two year computer systems technology diploma program plus two years' recent, related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to type.
- (ii) Ability to communicate effectively both verbally and in writing.
- (iii) Ability to deal with others effectively.
- (iv) Physical ability to carry out the duties of the position.
- (v) Ability to organize work.
- (vi) Ability to operate related equipment.