
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Technical

Class Series: Data Processing

Grid: MB32

Class Title: Computer Technical Support II

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 analyzing and diagnosing problems and formulating solutions requiring considerable knowledge of the computing environment and installing, configuring and testing hardware and software.

II. Typical Duties

1. Responds to system, communications and user problems; analyzes and diagnoses problems and formulates solutions; refers problems as required.
2. Installs, configures, modifies and tests system, communication, network and workstation hardware and software.
3. Gathers information and feedback from user departments, provides technical advice, participates in the planning, development and recommendation of specifications for hardware and software upgrades.
4. Prepares work plans for implementation of hardware and software.
5. Applies corrective maintenance to systems and/or applications software.
6. Monitors computer system and network security and makes or recommends adjustments as required.
7. Codes, modifies, tests and maintains programs to meet technical support requirements.
8. Develops technical support procedures for areas such as hardware/software installation, testing and systems performance monitoring.
9. Provides training to users in the use of hardware and software and prepares instructional material.
10. Assigns work tasks to designated staff and provides related training and orientation.
11. 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 three 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.