
FACILITIES SUBSECTOR COLLECTIVE AGREEMENT BENCHMARK

Job Family: Clerical
Grid: SC13

Class Series: Data Processing
Class Title: Computer Operator II

I. Level Definition

Positions at this level perform routine computer operating duties according to established procedures in a centralized computing operations environment, where control of computer systems is held by one functional area of the organization, which runs concurrent multi-application systems and serves a variety of internal and/or external users.

II. Typical Duties

1. Initiates computer jobs by loading disks/tapes in disk/tape drives and entering commands to the computer. Prepares printing equipment to receive printed output by loading paper and/or forms. Distributes printed output.
2. Produces reports according to established schedules and adjusts schedules as required; recreates reports upon request by selecting disks/tapes and re-running jobs.
3. Monitors operating consoles; identifies command and error messages and takes action following established procedures; refers problems according to established procedures.
4. Maintains established balances and controls and refers problems according to established procedures; monitors printing operations and makes adjustments as required.
5. Maintains a tape and/or disk library; retrieves tapes disks for production as required; prepares media for processing, under direction; arranges for off-site storage and retrieval as required.
6. Maintains established procedures for processing and distributing user data by conferring with senior personnel, designing a variety of forms for approval such as user request forms and maintaining controls such as input and output logs.
7. Performs backup of systems, applications and data files by copying computer files onto disk/tape storage.
8. Under direction, responds to routine user enquiries by correcting minor problems such as printer jams and replacing printer supplies; refers problems according to established procedures.
9. Under direction, carries out installation of pre-configured computer equipment such as workstations or printers by following documented procedures. Refers problems according to established procedures.
10. Maintains materials and supplies such as tapes, cartridges, forms and paper.
11. Performs other related duties as assigned.

III. Qualifications

(1) Education, Training and Experience

Grade 12, successful completion of recognized courses related to computer operating systems and two years' recent related experience or an equivalent combination of education, training and experience.

(2) Skills and Abilities

- (i) Ability to keyboard at 20 w.p.m.
- (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.