Operations Support Technician

DEFINITION

The major function of this work is the first level administration and support of computing and communications systems within the City. Incumbents exercise a combination of technical skills and knowledge during the performance of duties.

The primary focus of the work involves the delivery of services necessary for the daily operation and administration of computing and communications systems within the City. Functions within this class are performed within a corporate support environment.

Employees within this class provide first level support to a client base within a number of functional roles, but not limited to:

Delivery of the daily operation and administration of computing and communications systems

Delivery of service and planning for this operation and administration of systems

Analysis and isolation of technical problems within their sphere of responsibilities

Optimization of operation and administration of hardware, software and communications environments

Employees of this class require a sufficient level of technical expertise and knowledge of hardware and software applications to provide effective and dependable first level operation and administration of computing and communications systems.

Supervision may be exercised over less experienced technical or support staff. Employees in this class may work independently or as a member of a team, reporting to a Systems Analyst or similar superior, depending upon the scope of the environment or nature and complexity of work assigned.

Positions within this class are distinguished from the Computer Support Technician by virtue of the more complex working environment, the requirement to provide substantial 'levels of planning of service delivery, the solving of problems inherent within a complex and large-scale computing service environment, and the requirement for a highly experienced level of incumbent.

TYPICAL DUTIES*

Maintains and monitors computing and associated communications systems in an optimum performance state and performs required diagnostic and remedial procedures as necessary.

Initiates required steps to ensure the integrity of data (backups) and other related systems maintenance procedures as required. Performs tasks related to the retrieval of archived data as required.

Provides consultation and advice regarding the effective use of standard computing and communication systems, printers and other peripherals, and other related tools. Technical expertise is provided to other areas with the City as required.

Installs, tests, modifies and maintains hardware, software application products, peripherals and other associated products related to the service delivery for which they are responsible.

Assists with the recovery of customer data as required.

Establishes procedures for data management and data security within defined standards.

Investigates specific hardware, software, network, peripheral, communications and associated problems, initiates remedial procedures to restore service to customers as quickly as possible.

Provides administration functions including daily backups of software and data files, file recoveries, application software monitoring, Internet and Intranet addressing and support, communications monitoring and troubleshooting, server configuration monitoring and maintenance procedures, etc.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Ability to determine service delivery requirements and meet those needs through the provision of standard solutions, and to incorporate new equipment, software, and methods to provide better service.

Demonstrated knowledge of computer systems hardware and software as required and the ability to learn and apply new developments in the applicable tools required for their service delivery.

Ability to isolate and resolve problems with all equipment in their service delivery responsibilities and to initiate appropriate remedial procedures to restore customer service as quickly as possible.

Knowledge of recognized administrative, operational and production management principles, methods, practices and procedures related to the applicable computing systems environment.

Skilled in the diagnosis of technical problems and the associated relationships between hardware, software, operating systems, communications networks, and application software systems and sub-systems.

Ability to plan complex installations and carry out scheduling to facilitate administrative functions, upgrade hardware and software, etc.

Ability to provide supervision to less experienced co-workers to provide technical guidance to customers.

Ability to perform job functions within an environment of high stress and production deadlines.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of the twelfth (12th) school grade supplemented by a relevant technical computing diploma/certificate from a recognized Community College or Technical Institute with a minimum of 750 instructional hours, as necessitated by the service delivery responsibilities. An equivalent combination of recognized certified computer instruction courses may be considered. Four years of directly related experience in computer systems support, operation and administration.

* This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.

Salary Plan	21M	21A	21B	21C
Job Code	1315		1317	

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