

Automation and Program Support

DEFINITION

Positions in this classification involve the application and support of the working area's automated office applications and technologies. They utilise skills and knowledge of the computer applications and programs for a designated business area in order to provide advice and expertise, training and resolution to problems.

Positions in this class perform functions that require an extensive knowledge of the working area's computer applications, and the working area's operational functions.

Positions plan work, and manage the day to day operations of the area's applications, making operational decisions regarding data and the maintenance and management of the applications. More strategic decisions are referred to the applications system owners.

Recommends changes for IT supported applications based on the needs of the work areas.

Positions work independently in a problem-solving role referring only major problems and recommendations for system enhancement to the supervisor/system owner.

Judgement is used in assessing user applications needs.

Activities are performed within a framework of legislation, policies, and procedures, regulations and precedents where considerable judgement must be exercised to determine how the guidelines apply.

Work activities vary frequently and involve the making of recommendations for the solution of problems and changes to working methods and procedures.

Work does not permit detailed review by a superior and instructions are confined to an outline of desired results.

Positions are distinguished from clerical and administrative support classes by the fact that the majority of work involves application integration with the business and process development.

TYPICAL DUTIES*

On behalf of the system owners, facilitates the design, implementation and maintenance of IT supported applications as well as package applications.

Provide consultation on production of custom reports.

Provides user support by training, and advice, monitoring user needs, and problem identification/resolution which impacts on the internal organisation.

Work as consultant/expert where the involvement in the resolution of problems the co-ordination of projects and the co-ordination of day to day operations impacts significantly within the business unit and with other business units.

Co-ordinates the day to day operation of the area's business applications.

Identifies user requirements, and liaise with systems professionals to initiate action on enhancements, breakdowns or malfunctions.

Develops user manuals.

Represents the functional area on Working Committees.

KNOWLEDGE, ABILITIES AND SKILLS

Extensive knowledge of appropriate computer applications software and hardware as well as specialised equipment that is not supported by the Information Technology Branch.

Knowledge of some of the more common end-user tools that are used in the corporation such as Crystal Reports.

Extensive knowledge of organisational practices in the program area.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of an appropriate certification program from an approved business school/college and either a minimum of four (4) years progressively responsible experience in the program area or a minimum of five (5) years progressively responsible experience in automated business process support.

** 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	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	1454		1453	

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