

THE UNIVERSITY OF BRITISH COLUMBIA  
#100 - 6253 N.W. MARINE DRIVE  
VANCOUVER, B.C. V6T 2A7

LN: A31  
EMPLOYEE RELATIONS

March 14, 1984

F. Wettig  
Union Organizer  
A.U.C.E. Local 1  
202, 6383 Memorial Rd.,  
CAMPUS MAIL

Dear Ms. Wettig:

RE: Standard Job Descriptions  
Computer Operators

As you may be aware, discussions were held in 1981 between the University and A.U.C.E. which continued into 1982 under Wayne Martin, an officer appointed under Section 96.1 of the Labour Code, regarding the appropriate level of compensation for the Computer Operator group.

The salary ranges for Computer Operators were adjusted, and although position descriptions were drawn up at the time, the standard job descriptions were never finalized. The standards currently in use were developed in 1975.

Therefore, we have now attached updated standard job descriptions for your acceptance for the three levels:

Computer Operator Trainee  
Computer Operator  
Senior Computer Operator

If you have any questions, please call me.

Sincerely,

*Libby Nason*

L. Nason, Sr. Employee Relations Asst.  
Employee Relations Department

LN:s

Attachments

c.c. H. Burian, Compensation Manager

RECEIVED  
MAR 16 1984  
A. U. C. E.

*April 26/84  
tabled until  
next meeting*

STANDARD JOB DESCRIPTION

Job Title: COMPUTER OPERATOR TRAINEE

Pay Grade:

7

Level Definition: This level covers trainee positions in which employees are expected to gain the knowledge and experience to perform the duties of a computer operator.

Typical Duties: Performs the duties of a Computer Operator under supervision such as:

- Operates console.
- Mounts tapes, disks and paper stock.
- Sets up and monitors computer hardware such as printers and plotters.
- Operates auxiliary equipment such as bursters, sorters and decollators.
- Runs routine jobs on the computer.
- Records in appropriate logs jobs being run, equipment malfunctions and software problems.
- Performs other duties related to qualifications and requirements of the job.

Decision Making: This is an entry level position and as on-the-job training progresses employees are expected to use more initiative in the setting up and operating of computer equipment. All problems are referred to supervisor.

Supervision Received: Positions in this class are given detailed instructions and work under supervision.

Supervision Exercised: Positions in this class have no responsibility for supervision of other employees.

Minimum Qualifications

Education: High school graduation supplemented by successful completion of a diploma program in computer operations from a recognized technical institute or vocational school, or, alternatively an equivalent combination of formal and on-the-job training operating small to medium scale computer systems.

Experience: With a diploma no experience is required. Without a diploma one to two years experience on small to medium scale computer systems.

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A. J. Burian

DATE

March 12, 1984

APPROVED

Skills: Ability to follow procedures and to carry out instructions.

Other Requirements: Must be available and willing to work shift hours.

FEBRUARY 1984

# The University of British Columbia

## STANDARD JOB DESCRIPTION

Job Title: COMPUTER OPERATOR

Pay Grade:

10

Level Definition: This level covers positions responsible for operating a computer system on an assigned shift. Reviews program of operating instructions to determine equipment set-up and initiates job execution according to schedule provided.

Typical Duties:

- Operates system's master console, controlling for example the status of lines, terminals, programs. Performs required actions to achieve system shutdowns, restarts or recoveries.
- Uses such facilities as work schedules, utility programs, console messages, Production Job and Operator manuals to select and prepare computer files for processing; to select and mount disks, and/or tapes, on appropriate drives; to initiate the execution of the jobs in relation to priority and available resources; to select and mount appropriate computer forms on the printer and to enter parameter or special instructions on the console; to perform post-processing of output if necessary; to complete associated delivery sheets.
- Monitors computer output, making necessary adjustments in accordance with established procedures to meet schedule priorities; monitors input/output and responds to system messages associated with related hardware such as card readers/punches, printers, plotters, tape drives, etc. Responsible for quality of output.
- Attempts to diagnose and rectify computer problems (hardware and software) that cause system to go down; refers problem to supervisor for further action as necessary, or calls systems people or Customer Engineer.
- Completes U Plan reports to track downtime of any device out-of-order, how and when fixed, and Production Job Problem Reports for any failed production jobs.
- Assists with training of computer operators in the operation of computer equipment and related procedures.
- Keeps work environment in a clean and orderly condition. Cleans tape drives, printers and card readers, etc. on scheduled basis.
- Operates auxiliary equipment such as bursters, sorters, decollators, etc.
- Responds to user enquiries (faculty, computing staff and students) and attempts to diagnose their run problems and/or handle peripheral equipment breakdowns; may provide coverage for the reception area as required.
- Stocks the operations and public areas with required materials.

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*A. J. Burian,*

Date

*March 12, 1984*

APPROVED:

- Controls the access of unauthorized persons to the operations areas. Insures the security of designated areas at closing times.
- Performs other duties related to qualifications and requirements of the job.

Decision Making:

Uses initiative in execution of the jobs in relation to priority and availability of resources. Refers hardware and software problems which cannot be corrected to supervisor for action.

Supervision  
Received:

Performs computing jobs according to assigned schedule and works under general supervision.

Supervision  
Exercised:

Assists with training and oversees work of Computer Operator Trainees as designated.

Minimum Qualifications

Education:

High school graduation supplemented by successful completion of a diploma program in computer operations from a recognized technical institute or vocational school, or, alternatively, an equivalent combination of formal and on-the-job training operating small to medium scale computer systems.

Experience:

One to two years experience operating medium to large scale computer systems.

Skills:

Good technical skills required to be able to effectively operate all computer and auxiliary equipment and to diagnose reasons for equipment breakdowns. Good oral communication skills to be able to deal effectively with user enquiries.

Other Requirements: Must be available and willing to work shift hours.

STANDARD JOB DESCRIPTION

Job Title: SENIOR COMPUTER OPERATOR

Pay Grade:

11

Level Definition: This level covers positions responsible for operation, scheduling and control of a computer system on an assigned shift. Position is accountable for optimum and efficient utilization of hardware; quality control; the planning, scheduling and checking of out-put, and related record maintenance.

Typical Duties: Performs any of the work of the Computer Operator level and in addition:

- Examines scheduled job requests and separates those requiring special processing; plans and schedules work in accordance with priorities.
- Distributes, coordinates and checks the work of computer operators for quality and accuracy.
- Gives training and instruction to computer operators and trainees in all phases of the operation of computer equipment and related procedures.
- Maintains records regarding staff attendance, overtime, absences and reasons, etc. Assists the Supervisor of Operations with performance evaluations of the operators and trainees.
- Is responsible for all required computer room records on the shift such as: log of jobs being run, their file numbers, lapsed time and nature of problems, if any; U Plan reports to track downtime of any device out-of-order, how and when fixed; Production Job Problem Reports; shift transfer log; etc.
- Is responsible for the security of restricted operation areas and for the confidentiality of sensitive reports and data within these areas.
- Is responsible for security of the tapes and disks by ensuring correct filing and control according to established procedures.
- Ensures all onsite peripheral equipment is kept vacuumed and dusted; and magnetic tape drives cleaned to prevent errors on the tapes.
- Provides coverage for reception area by reassigning computer operators.
- Provides backup assistance for other computer systems as required.
- Keeps abreast of current computer technology as it applies to U.B.C.'s computer systems, through the reading of manuals and/or the completion of courses.
- Performs other duties related to qualifications and requirements of the job.

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*A. J. Burian,*

Date:

*March 12, 1984*

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Decision Making: Responsible for planning and supervising an effective work flow through several positions at lower classifications. Uses judgement and initiative in scheduling use of equipment to ensure that deadlines are met and quality standards maintained. Decides on action required according to general procedures in the event of hardware malfunction or failed production jobs.

Supervision Received: Works independently under general direction in accordance with established system of priorities.

Supervision Exercised: Trains, allocates and checks work of computer operators at lower classification levels and assists supervisor with performance evaluations of employees.

#### Minimum Qualifications

Education: High school graduation plus successful completion of a diploma program in computer operations from a recognized technical institute or vocational school, or, alternatively, an equivalent combination of formal and on-the-job training operating small to medium scale computer systems.

Experience: Three to four years progressively more responsible experience operating medium to large scale computer systems, including staff training and supervision.

Skills: Thorough knowledge of all equipment in the installation in order to be able to effectively explain all operating procedures to staff and to diagnose equipment malfunctions; proven ability to supervise; good communication skills essential for the training function and for effective handling of enquiries or problems from faculty, staff and students.

Other Requirements: Must be available and willing to work shift hours.