

THE UNIVERSITY OF BRITISH COLUMBIA  
EMPLOYEE RELATIONS  
#100 - 6255 N.W. MARINE DRIVE  
VANCOUVER, B.C. V6T 2A7

EMPLOYEE RELATIONS

March 6, 1981.

Ms. Carole Cameron,  
Union Organiser,  
A.U.C.E., Local 1,  
#202 Armouries,  
Campus Mail.

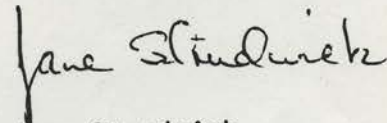
REC-10  
MAR - 9 1981  
A.U.C.E.

Dear Carole:

Further to our discussions last year and in accordance with Article 31.01 of the Collective Agreement, the University has reached accord on new Job Descriptions covering Computer Operators.

We would like to meet with you to discuss the implementation of these new descriptions as soon as possible.

Yours truly,



Jane Strudwick,  
Senior Labour Relations  
Assistant.

JS:jdj

cc: Mr. R. A. Grant, Employee Relations  
Mr. W. L. Clark, Employee Relations  
Mr. H. J. Burian, Employee Relations  
Mr. A. Fowler, Computing Centre

Enclosures

PRESENT JOB TITLE:	COMPUTER OPERATOR TRAINEE	JOB CODE:	.....
DIVISION:	COMPUTER OPERATIONS	JOB CLASS:	.....
DEPARTMENT:	COMPUTING CENTRE	APPROVED:	.....

JOB SUMMARY

The Computer Operator trainee is expected to gain the knowledge and experience necessary to take on the responsibilities and perform the duties of a computer operator at the end of the training period.

ORGANIZATIONAL RELATIONSHIPS

Accountable to the Senior Computer Operator of the assigned shift.

WORK PERFORMED

1. Performs in a learning capacity the duties of a computer operator. This includes:
  - a) Console operation; mounting tapes, disks and paper stock; setting up and monitoring of computing hardware such as printers, plotters, etc.; operating auxiliary equipment such as bursters, sorters, decollators, etc.
  - b) Running routine jobs on the computer.
  - c) Recording in appropriate logs items such as: jobs being run, equipment malfunctions, software problems, etc.
2. Performs other duties related to qualifications and requirements of the job.

QUALIFICATIONS AND REQUIREMENTS

High school graduation supplemented by two years formal training in computer operations or, alternatively, equivalent on-the-job training; willingness to work shift hours.

DKR/cii  
November 18, 1980

JOB ANALYST: *[Signature]* DEPT. APPROVAL: ..... DATE: Nov. 21/80

SEEN BY: *Andy M. O'Donnell* DEPT. APPROVAL: *[Signature]*

THE UNIVERSITY OF BRITISH COLUMBIA

STANDARD JOB DESCRIPTION

MAR - 9 1981

A.U.C.E.

PRESENT  
 JOB TITLE: COMPUTER OPERATOR JOB CODE: ...../...../.....  
 DIVISION: COMPUTER OPERATIONS JOB CLASS: .....  
 DEPARTMENT: COMPUTING CENTRE APPROVED: .....

JOB SUMMARY

Under general supervision the computer operator is responsible for operation of the computer system (as assigned) to meet user needs, through maximum and efficient utilization of the equipment.

ORGANIZATIONAL RELATIONSHIPS

Accountable to the Senior Computer Operator of the assigned shift. Assists users with operational problems encountered in running programs.

WORK PERFORMED

- 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 work schedules or manuals related to production jobs to select and prepare card 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 type in 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.
- Maintains security of tapes and disks by ensuring correct filing. .... /2

JOB ANALYST: [Signature] DEPT. APPROVAL: ..... DATE: .....

SEEN BY: [Signature] DEPT. APPROVAL: J. L. Leigh

[Handwritten initials]

6. 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.
7. Assists with training of computer operators in the operation of computer equipment and related procedures.
8. Keeps work environment in a clean and orderly condition. Cleans tape drives, printers and card readers, etc. on scheduled basis.
9. Operates auxiliary equipment such as bursters, sorters, decollators, etc.
10. 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 front desk as required.
11. Performs other duties related to qualifications and requirements of the job.

QUALIFICATIONS AND REQUIREMENTS

High school graduation supplemented by two years formal training in computer operations (or equivalent on-the-job training) plus one to two years' experience on a medium to large scale system. Willingness to work shift hours.

THE UNIVERSITY OF BRITISH COLUMBIA  
STANDARD JOB DESCRIPTION

MAR - 91981  
A.U.C.E.

PRESENT  
JOB TITLE: SENIOR COMPUTER OPERATOR JOB CODE: .....

DIVISION: COMPUTER OPERATIONS JOB CLASS: .....

DEPARTMENT: COMPUTING CENTRE APPROVED: .....

JOB SUMMARY

Under general direction the Senior Computer Operator is responsible for the operation, scheduling and control of one of the computer systems on an assigned shift. The position is accountable for maximum and efficient utilization of hardware; quality control; the planning, scheduling and checking of output; and related record maintenance.

ORGANIZATIONAL RELATIONSHIPS

Accountable to Supervisor of Operations. Supervises the work of computer operators. Provides service to users.

WORK PERFORMED

1. Examines scheduled job requests and separates those requiring special processing; plans and schedules work in accordance with priorities.
2. Distributes, coordinates and checks the work of computer operators for quality and accuracy.
3. Gives training and instruction to computer operators and trainees in all phases of the operation of computer equipment and related procedures.
4. Maintains records regarding staff attendance, overtime, absences and reasons, etc. Assists the Supervisor of Operations with performance evaluations of the operators and trainees.
5. 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.
6. Responsible for security of the tapes and disks by ensuring correct filing and control according to established procedures.

.../2

JOB ANALYST: ..... DEPT. APPROVAL: ..... DATE: .....

SEEN BY: ..... DEPT. APPROVAL: J. L. Leigh

*Richard P. ...*  
*John ...*  
*...*

7. Ensures all onsite peripheral equipment is kept vacuumed and dusted; and magnetic tape drives cleaned to prevent errors on the tapes.
8. Attends to user enquiries as necessary and attempts to resolve problems which may be caused by operating system software or hardware malfunction; may provide coverage for front desk by reassigning computer operators.
9. Provides backup assistance for other computer systems as required.
10. 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.
11. Performs any of the duties of the computer operator as required.
12. Performs other duties related to qualifications and requirements of the job.

QUALIFICATIONS AND REQUIREMENTS

High school graduation supplemented by two years formal training in computer operations (or equivalent related on-the-job training) plus 3-4 years progressively more responsible experience on a medium to large scale operation, including such duties as staff coordination and training. Willingness to work shift hours.

DKR/cii  
November 18, 1980