

**Job Class Profile: Computer Operator II****Pay Level: CG-24 Point Band: 422-455**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	3	3	4	2	2	2	1	4	
Points	140	50	19	19	60	43	41	21	43	436

**JOB SUMMARY**

The Computer Operator II is responsible for the confidential control and reconciliation of all government cheque and electronic funds transfer issues to vendors, employees and income support recipients.

**Key and Periodic Activities**

- Runs payroll for civil service and pensions.
- Schedules and runs jobs in Oracle.
- Prints all government cheques (long term assistance, short term assistance, teachers payroll, civil service payroll, pensions payroll) and uploads direct deposits to the bank.
- Prints all large print jobs from Irmalan, or as requested by departments.
- Ensures accuracy of all job submissions. Informs appropriate personnel of any problems.
- Transfers and downloads files to the bank.
- Replies to account payable inquiries.
- Prints T4's and T4A's.
- Binds reports for other departments.
- Trouble shooting equipment errors/faults/jams.
- Orders supplies for office and division.

**SKILL****Knowledge****General and Specific Knowledge:**

- Micro printers, Irmalan, Oracle, Discoverer, RBC on-line banking, MS Office, the job manual, and mainframe applications.

**Formal Education and/or Certification(s):**

- Minimum: 2 Year specialized post-secondary Diploma in Office Administration.

**Years of Experience:**

- Minimum: 1 to 2 years experience.

**Competencies:**

- Trouble shooting and problem solving skills.

### Interpersonal Skills

- Interpersonal skills include listening to information from others, asking questions, and providing routine information.
- Effective communication skills are integral in communicating with employees inside and outside the division or department regarding when to run print jobs, ensuring the information within the job is correct, and when the print jobs are completed. Occasionally deals with upset people or delicate situations when vendors call with accounts payable inquiries.
- The three most significant contacts are with coworkers in the Expenditure Control and Compliance Division regarding when cheque runs are to be processed and confirming accuracy of information; contract employees (XWAVE) to request run jobs in Irmalan to be picked up for printing; and employees from various departments regarding their print jobs.

## EFFORT

### Physical Effort

- The demands of the job do not result in fatigue requiring periods of rest.
- Regularly required to lift objects up to 25 lbs., which includes cheque boxes and paper boxes. Also required to push/pull carts filled with paper.
- Bending, stretching, kneeling and crawling are required to clear paper jams in printers.
- Occasional gross motor skills requiring strength and co-ordination, standing, and walking.
- Requires a lot of desk/computer work plus walking back and forth to the printer room.
- Constant fine finger/precision work and sitting when using a computer.

### Concentration

- **Visual** concentration is constant and crucial for large print jobs such as long term assistance or civil service payroll.
- **Auditory** concentration occasionally occurs on large print days when a lot of time is spent in the printer room making communication.
- **Repetition requiring alertness** is evident in that several jobs are submitted every day, repetitively. Concentration on the parameter changes of these jobs is very important so they will print in a timely manner with the appropriate information.
- **Higher than normal levels of attentiveness and carefulness** is required on a regular basis as is the ability to pay attention to detail as the control over cheques and blank stock used must be strictly controlled to ensure everything balances and all pieces of stock are accounted for.
- **Time pressures and deadlines** occur on a constant basis for the printing of civil service payroll which requires co-ordination with the payroll division. Timelines associated with printing payroll, direct deposits being sent to the bank are strictly adhered to.
- **Interruptions** on particularly busy days, such as payroll printing, can play havoc to the timelines and productivity and are avoided if at all possible.
- **Lack of control over the work pace** is evident on large print days as the pace is continuous, non-stop. The only control exercised on such days is prioritizing tasks, i.e. print most important job first.

- **Exact results and precision** is a constant requirement as there is no allowance for error. Information changes are crucial for accuracy as errors could cause jobs to print incorrectly, or not at all, causing cheques to go out with incorrect information on them, or not printing to meet deadlines.

### Complexity

- Tasks and activities are similar and related, repetitive and well defined, and require working within standardized and defined work process.
- Problems may be simple with obvious solutions and addressed by following procedures and guidelines.
- The most typical challenge requiring resolution is if the printer faults. This requires a detailed examination of the printer to determine the nature of the problem and how to fix it. Also, jobs that won't run properly requires the assistance of staff from the Office of the Chief Information Officer (OCIO) to determine the nature of the problem and find a solution.
- When addressing challenges/problems/issues can reference the job manual, coworkers, the OCIO team, XWAVE team, Xerox service technician.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are highly monitored and controlled.
- All crucial jobs (i.e. payment batches) have to be approved by a supervisor and balanced leaving no room for oversights or errors.
- Supervisory approval is not required to print cheque batches that are set up by another employee or print jobs for other departments.
- Supervisory approval is required for sending direct deposit files to the bank, running payroll jobs, ordering supplies.
- Some discretion may be exercised within predetermined limits and procedures when prioritizing print jobs.

### Impact

- Generally has impact on the immediate work area, the department, outside the department, outside the organization, and on customers/clients/public as well as on equipment (printers), information, systems, finances, material resources, human resources, and corporate image.
- Work can have both a positive and negative impact as cheques are printed for government employees (payroll, travel claims, petty cash) as well as for all government vendors, and all short-term and long term assistance recipients.
- In the event of a mistake or error there is a significant impact inside and outside the organization, on clients/public, corporate image, equipment, and finances.
- If an error occurs during cheque printing that can't be fixed immediately, it would affect business and individuals both in government and in the general public. There are many safety checks in place to prevent errors, but in the event of a major error, which would stop or slow down the printing process, there would be significant impact to many including vendors and employees.
- The time frame associated with the identification and resolution of errors is normally within hours of problem identification. Given the tight timelines associated with the work, when an

error occurs it must be addressed immediately. There is no allowance for downtime.

#### **Development and Leadership of Others**

- There is no responsibility for the supervision of staff. May provide occasional advice and/or guidance.

### **WORKING CONDITIONS**

#### **Environmental Working Conditions**

- Required to take precautions such as wearing ear plugs for noise control around printers.
- There is a limited likelihood of minor cuts from clearing paper jams in printers.
- Constant exposure to dust/dirt and limited ventilation in the printing room.
- Regular exposure to unusual/distracting noise (loud printers) and confining work spaces in the printer room and when clearing paper jams.