



JOB DESCRIPTION

Salary Grade: 7 CUPE 1328

Job Title:

Documentation, Training and Support Technician

PRIMARY FUNCTION

The primary function of this job is to provide documentation, training and support for users of administrative computer systems and programs.

MAIN RESPONSIBILITIES

1. Ensure that user departments are conversant with mainframe computer applications by:
 - Verifying that user department staff (e.g. schools, field centres, Personnel Department, Continuing Education Department, etc.) understand the operating functions and procedures of on-line and batch computer systems
 - Providing in-services programs for new users of computer systems, recognizing the wide range of computer literacy present and designing instructional methods to maintain motivation and promote competence
 - Planning and conducting classroom tutorials for users, including all levels of management and senior staff
 - Analyzing the needs of the user as a preliminary to lesson planning and in-service (all tutorials are hands on), scheduling the in-service co-operatively with the user department and planning the appropriate classroom layout.
2. Establish appropriate computer input data documentation for schools and user departments by, for example:
 - Discussing with each department the unique needs of the department (e.g. on-line involvement of the Continuing Education Department)

- Identifying the type of rate file entries required by each department – statutory deductions (superannuation, pension, CPP), health plans, LTD, METSET etc.
 - Establishing the range of parameter file entries – time lines, entry deadlines, pay cycles etc.
 - Co-operating with system analysis and programmers in the development and design of the user documentation.
3. Provide on-going support (e.g. visits, phone, etc.) to all administrative computing users as required by:
 - Investigating user reported problems in the daily use of hardware and software applications
 - Resolving problems where possible and referring more serious concerns to the systems analyst and programmers or to hardware technical staff for investigation
 - Monitoring the response levels of the user departments and maintaining a co-operative relationship with them.
 4. Prepare training manuals/user manuals for computerized application systems as required.
 5. Ensure, for new applications, that the performance of systems software, in the final testing prior to implementation meets expectations by reviewing the procedures with the user, monitoring the test runs and confirming user satisfaction with the application.
 6. Performs other duties as assigned or required.

SKILL

- 3 years College Diploma in business, communications or equivalent
- 2-4 years related experience. (technical writing an asset)

EFFORT

- Complexity of the job is in translating complex computer systems operating procedures into clear and simple learning resource documents, training computer users, and in assisting in solving user problems related to the computer systems – frequently requires backtracking of entries.
- Visual concentration 40%: computer, word processing, etc.

RESPONSIBILITY

- Determining the need for and scheduling group and individual tutorials: evaluating, resolving and/or redirecting user reported problems and recommending system and program changes where circumstances warrant.

- Misdirection of users in the operating functions and procedures would inconvenience departments, disrupt schedules, delay implementation and infuriate employees if Payroll involved.
- Contacts with all levels of TCDSB staff in performance of duties.

WORKING CONDITIONS

- Periods of overtime to meet project demands.
- Heavy user demand in area of support.
- Crowded open area: 3 partition cubicle.