McMaster University

Job Description
(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	**JD00036**	Pay Grade:	**6**
JD Title:	**Console Operator**	JD FTE Hours:	**37.5**
Job Family:	**IT**		

General Description

The Console Operator is responsible for monitoring and controlling all activities and operations in the computer room. Provides technical support for various applications, support systems, and peripheral equipment for hardware, software, and application program failures and malfunctions.

Representative Duties & Responsibilities

- Monitor multiple operator consoles displaying operating system activity, database systems and an automated job scheduler.
- Schedules and processes the batch workload and various other application and support systems for hardware, software, and application program failure and malfunction.
- Identify and resolve operational problems.
- Follow system restart procedures and protocols after a system outage to ensure that the system is brought back on-line.
- Scrutinize and interpret job control language and error codes.
- Schedule and prioritize the assignment of jobs on the mainframe computer system.
- Update and modify existing operational procedures.
- Write error report descriptions for job failures and abnormal job completions.
- Document and communicate information for a variety of technical support resources.
- Responds to client inquiries and resolves problems or escalates to the appropriate contact for further review.
- Identify scheduling conflicts with system availability.
- Schedule maintenance of support systems and peripheral equipment.
- Calculate free and unused disk space to allow for the efficient processing and scheduling of jobs.
- Gathers and compiles information to assist with the interpretation of error messages, abnormal job streams and job failures.
- Exchange technical information with colleagues.
- Search for error codes and failure symptoms in documentation manuals.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Demonstrate a rational and organized approach to work and identify development opportunities.
- Absorb technical information when it is presented systematically and apply it effectively.
- Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- Follow service practices that meet customers' and University needs.
- Interact with others in a way that gives them confidence in one's intentions and those of the University.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Successfully engage in multiple initiatives simultaneously.
- Apply and enforce department change control policies and procedures.

Supervision

- Provide direction to others in how to carry out work tasks.

Qualifications

- 3 year Community College diploma in Computer Science or related field of study.
- Requires 3 years of relevant experience.

Effort

Physical Effort:
- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
    - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.

- A typical work day consists of up to 2 hours of moderate physical effort for activities such as:
    - Prolonged periods of standing.
    - Lifting tapes and boxes.

- Elements of high physical effort are not a regular feature of this job.

Mental Effort:
- A typical work day occasionally requires routine mental effort for activities such as:
    - Collecting routine information, word processing routine documents, and inputting data in databases and spreadsheets.

- A typical work day consists of greater than 3.5 hours of moderate mental effort for activities such as:
    - Monitoring multiple operator consoles displaying operating system activity, database systems and an automated job scheduler.
    - Scheduling and processing the batch workload and various other application and support systems for hardware, software, and application program failure and malfunction.
    - Identifying and resolving operational problems.
    - Following system restart procedures and protocols after a system outage to ensure that the system is brought back on-line.

- A typical work day consists of up to 2 hours of high mental effort for activities such as:
    - Scrutinizing and interpreting job control language and error codes.

Working Conditions

Physical Environment:
- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:
- Occasionally interacts with individuals who may be rude or upset.
- Frequently required to remain at the workstation to monitor operator consoles.
- Frequently deals with competing deadlines and simultaneous requests.

Health & Safety:
- Frequently required to lift tapes and boxes.

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Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	**JD00036**	Pay Grade:	**6**
JD Title:	**Console Operator**	Total Points:	**417**
Job Family:	**IT**		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	**3.5**	71
	2. Breadth of Knowledge	**1.0**	5
	3. Adaptation to Change/Updating of Learning	**2.0**	12
	4. Interpersonal Skill	**2.5**	31
	5. Education and Experience	**D8**	72
	6. Dexterity and Coordination	**2.0**	12
Effort	7. Physical Effort	**1.0**	3
	8. Mental Effort	**3.0**	55
Responsibility	9. Planning and Coordination	**2.0**	28
	10. Responsibility for Others	**2.0**	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	**3.0**	66
Working Conditions	12. Physical Environment	**1.0**	3
	13. Psychological Environment	**2.0**	10
	14. Health and Safety	**2.0**	16

JD Effective Date: April 2, 2012
HRIS Job #: 4812

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