

1.2.8 DATA PROCESSING OPERATOR, CLASS I

Nature of the work

The principal and customary work of an employee in this class of employment consists in assisting computer users and particularly in resolving hardware- or software-related problems as well as installing and configuring computer equipment and software according to standard procedures.

Characteristic functions

The employee in this class of employment installs and configures computers and peripheral equipment; he or she connects computers and equipment and ensures their compatibility. He or she installs computer parts, such as cards, memory modules or network components; configures the equipment; cleans, maintains and carries out minor repairs on the equipment.

He or she installs, configures and upgrades software and in-house programs according to standard procedures. He or she uses utility software, among others, to locate and resolve problems. He or she makes backup copies, copies, compresses or destroys files on various media and transfers data from one workstation or organization to another. He or she uses peripheral equipment, such as a digitizer or a printer particularly for mass productions in the order of priority he or she determines. According to specific instructions, the employee may be required to perform tasks on networks.

He or she provides users with technical assistance, including pertinent information; as needed, makes service calls to repair equipment and software or refers users to qualified personnel or suppliers.

He or she may keep and update the inventory of hardware and software.

He or she may be required to train new data processing operators, class I and to coordinate the work of support staff.

If need be, he or she performs any other related duty.

Required qualifications

Schooling and experience

Hold a Diploma of Vocational Studies in Computing Support or a diploma or an attestation of studies recognized as equivalent by the competent authority, and have two (2) years of pertinent experience.