

Data Storage Operator

DEFINITION

The major function of this work is the monitoring, support and operation of computer equipment in a Unix / Windows NT Environment. Some functions of the work may be performed remotely from a regular office environment, while other functions will require working in a secured computer room environment containing computer servers, data storage drives, communications equipment and tape backup units.

Incumbents exercise a combination of technical skills and knowledge to provide the services necessary in a distributed computing environment. On a daily basis staff are required to monitor equipment, take appropriate actions to resolve operational problems, monitor status reports, and maintain computer equipment and resources as necessary to perform the necessary functions of data backup and recovery, and data archiving.

The role includes monitoring the environment to maintain optimum operating conditions as required by computing equipment housed in the corporate computing facilities. When malfunctions or irregularities occur, employees must take appropriate remedial or corrective actions to meet operational needs. Employees are expected to work within set procedures and to meet operational schedules.

Employees in this class work as members of a team.

TYPICAL DUTIES*

Operates and administers computer hardware and software delivering computing services to the City of Edmonton.

Takes required steps to ensure the integrity of data (backup/recovery and archive) and other related systems maintenance procedures as required.

Performs tasks related to the retrieval of backed up or archived data as required.

Follows established procedures for data management and data security within defined standards.

Resolves specific hardware, software, and associated problems following defined procedures.

Records all variations from normal operating conditions for subsequent review and analysis.

Provides information to vendor technical support staff with respect to equipment malfunctions

Performs administration functions as necessary in support of assigned duties.

Performs related duties as required.

KNOWLEDGE, ABILITIES AND SKILLS

Some knowledge of computer systems hardware and software as required and the ability to learn and apply new procedures and tools required for service delivery.

Ability to resolve operational problems with all equipment in their service delivery responsibilities following approved procedures, and to follow appropriate remedial procedures to restore services as quickly as possible.

Ability to operate consoles and related peripheral equipment and to interpret diagnostic messages and take appropriate action.

Ability to understand and execute oral and written instructions.

Ability to make decisions in accordance with established policies and procedures.

Ability to perform job functions within an environment of tight production deadlines.

TRAINING AND EXPERIENCE REQUIREMENTS**Job Level**

Completion of the twelfth (12th) school grade supplemented by relevant courses in computing operations and keyboarding, supplemented by a minimum of two (2) years' experience in the operation of computing equipment and peripheral devices.

** This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	0380		0383	
Development		1308		1309

Last Updated:	2001-07 (revised and retitled)
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