

G.V.R.D.

TITLE: Operations Systems Coordinator

POSITION DESCRIPTION NO.: 439 DATE: September 8, 1994

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### PURPOSE OF POSITION

This position plans and coordinates development, implementation, and maintenance of the S&DD operations information systems including related operations staff training ensuring a consistent integrated application of operations systems. This includes the responsibility for ensuring operations application design and development, standards and procedures development and system management. The incumbent ensures operations technical support and training, represents S&DD on various committees and establishes and maintains liaisons with a variety of internal and external contacts. The incumbent exercises considerable independence of judgment and action in dealing with all technical aspects of operations information systems. The incumbent discusses unusual or policy matters with a superior who reviews work performance in terms of quality and efficiency of services rendered and attainment of desired results.

### DUTIES

(The duties described hereunder are intended to be representative of the position and are not to be considered as all-inclusive.)

Plans, directs and coordinates the development and implementation of S&DD operations information systems and coordinates/participates in the implementation and integration of automated control strategies including:

- the assessment and planning for departmental operations information systems needs and making operational, tactical, and strategic recommendations for operations information systems requirements
- the coordination and management of the departmental operations information systems infrastructure
- the assessment and definition of service level requirements for the department's operations systems
- the coordination and implementation of S&DD operations information systems with MIS, EIC, and consultants; investigating and analyzing information systems with respect to the business needs of the department and making recommendations for ensuring the operations information systems needs of the department are met
- the consulting with departmental users, advising on system capabilities and designing of lightweight operations software applications
- the establishing of data standards, coordinating of data collection, inputting of data and ensuring of the integrity of the departmental operations information systems infrastructure and data resource
- the recommending and establishing (liaising with MIS and EIC) of departmental operations information systems standards, policies and procedures including hardware, software, system configuration, data security, etc., for review by superior
- acting as project manager in directing all technical phases of operations systems development and implementation

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- the establishing and maintaining of liaisons with vendors, consultants, and agencies regarding operations information system's trends and developments
- representing the corporate operations perspective on related committees and project teams
- the preparation of business cases that are constructed and documented according to standards
- the assisting in budgeting for departmental information systems development and operations costs; maintaining a mini-budget for operations information systems

The position acts as the focus to ensure that operations, maintenance, EIC and other trades are provided with the highest level of technical computing application development support and lightweight operations software development support. These responsibilities include ensuring:

- the management and technical support for operations applications including but not limited to managed maintenance systems, wastewater information systems, laboratory information systems, safety management systems, etc., and interfaces to control systems as required
- the development and delivery of operations user training, the provision of technical advice and assistance to users and responding to user problems referring the same to the vendor where required
- the monitoring, preparation and maintenance of records and reports with respect to operations information systems and infrastructure and recommending changes as required
- the preparation and maintenance of a variety of reports, records, business plans, manuals, and other material related to the work
- chairmanship or participation on related information systems or technical committees as required
- the provision of technical expert to operations, maintenance, EIC, other trades, and staff members requiring operations information systems guidance
- keeping current on operations information systems and computer hardware and providing expert advice on those aspects related to the S&DD business needs
- working the MIS, EIC, and consultants trouble shooting and providing solutions for computer hardware and software problems and provides solutions.

**REQUIREMENTS:** (Minimum to fill position)

Completion of a diploma program (from a recognized technical institute) in an operations related discipline, supplemented by computer systems technology, business administration, relational database technology, network technology, and light software development courses or training; or an equivalent combination of training and experience.

At least 7 years of experience in the information system discipline preferably in supporting information systems in a manufacturing or process environment and/or public facility.

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Must have a thorough knowledge of information systems hardware/software, networking, relational database and lightweight software development technology, and standards and procedures. Must be familiar with and have a sound understanding of business practices and procedures. Must have a basic understanding of control systems. Must have demonstrated ability to establish and maintain effective working relationships with a variety of internal and external contacts and to manage large and complex operations information systems projects.

Must be highly proficient in keyboard typing skills.

Valid Class 5 B.C. Driver's License.

Requires knowledge of and experience with GVRD standard workstations (PC clone, UNIX), printers, plotters, modems, ethernet cards and servers (UNIX, OS/2 LanManager, Windows NTAS), GVRD standard software productivity and development tools/standards including but not limited to MS DOS, MS Windows, MS Windows NT/NTAS, word processing, spreadsheets, electronic presentation, databases, calendar managers, electronic mail, C++, MS Visual Basic, Sybase SQL Server, TCP/IP, FTP.

The position requires someone who can work independently, apply excellent judgment when planning for operations systems, coordinating resources, evaluating solutions and takes the initiative in resolving operations user problems. The position involves frequent contacts with Plant Managers, Plant Operations and Maintenance Supervisors, Plant Operators, and project engineers requiring operations information systems application advice, end users requiring technical assistance, MIS, EIC, consultants, and information technology vendors. The position requires a person with superior written and oral communication, planning, coordination, business and project management skills.