



## **OUT OF SERVICE JOB POSTING**

Applications for this posting will be accepted from current employees and the general public who meet the minimum qualifications of the job. Regular employees as defined in the CUPE Collective Agreement shall be considered prior to all others.

**JOB POSTING U0-017**

**CLOSING DATE: March 17, 2010**

### **SUPPORT PROGRAMMER**

**SYSTEMS AND SOFTWARE DEVELOPMENT**

**INFORMATION TECHNOLOGY SERVICES**

**Note:** This is a **full-time term** position, starting approximately April 1, 2010 up to and including March 31, 2011, and is expected to be located at Lansdowne Campus. Hours of work are Monday to Friday, 8:30 am to 4:30 pm (35 hours per week).

#### **GENERAL STATEMENT**

The Support Programmer will report to the Manager, Systems & Software Development and will work closely with the Senior Analysts to support the various administrative systems used at Camosun College.

#### **TYPICAL DUTIES**

- Receives work orders from support desk and resolves them based on departmental priorities or escalates them to the Senior Analysts; updates work orders on a regular basis to reflect the current information and status;
- Maintains documentation on systems configuration and problem resolutions;
- Works with user and Analysts to resolve technical problems with systems;
- Works with Analysts in the on-going maintenance (and patching) of management information systems at Camosun College;
- Works with college users and Senior Analysts to develop specialized reports;
- Works with Analysts in the recovery from software errors. This will involve the preparation of a support log and recovery procedures;
- Works with Analysts in the deployment and performance analysis of new systems and enhancements to existing systems;
- Monitors and posts to email lists that cover issues regarding the existing or soon to be used applications;
- Works with users and Senior Analysts to adapt software to meet college requirements by maintaining software and tuning program parameters;
- Provides assistance to administrative computer users.

#### **SYSTEM ADMINISTRATOR DUTIES**

- Responsible for the support and administration of the College's central computer systems on which the administrative systems reside;
- Responsible for working with other System Administrators regarding issues, standards, and protocols;
- Installs and tests new and upgraded operating system, database, and application software (patches);
- Participates in the detection of, and recovery from, hardware and software problems.

## **DOCUMENTATION AND TRAINING DUTIES**

- Develops documentation and training to other members of the division in a logical and accessible manner;
- Provides training on administrative systems to college employees;
- Publishes and compiles procedures and checklists usable by department staff.

## **QUALIFICATIONS**

Graduation from a two-year Diploma program in Computing plus three years of experience in programming and extensive knowledge of UNIX and Datatel Colleague or an equivalent combination of training and work experience.

Must possess excellent human relations skills such as effective listening, teamwork, courtesy, understanding and respect for the dignity of others.

Must have a keen attention to detail and a strong customer service orientation.

Must remain current in and have the ability to locate, read, understand, and synthesize technical information from a variety of sources to solve technical problems.

Must have excellent written and verbal communications skills and the ability to provide information clearly and concisely.

**SALARY:** Pay Grade 10, \$23.48 to \$25.09 per hour 3% Teaching Stipend (JE 410)

**REPLACES:** D. Paton

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*Camosun College is an Equal Opportunity Employer*