

# County Council of Cuyahoga County, Ohio

## Ordinance No. O2012-0023

Sponsored by: <b>County Executive FitzGerald on behalf of Human Resource Commission</b>	<b>An Ordinance</b> providing for adoption of various changes to the Cuyahoga County Non-Bargaining Classification Plan, and declaring the necessity that this Ordinance become immediately effective.
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WHEREAS, Section 9.01 of the Charter of Cuyahoga County states that the County's human resources policies and systems shall be established by ordinance and shall be administered in such a manner as will eliminate unnecessary expense and duplication of effort, while ensuring that persons will be employed in the public service without discrimination on the basis of race, color, religion, sex, national origin, sexual orientation, disability, age or ancestry; and,

WHEREAS, Section 9.03 of the Charter of Cuyahoga County states that the Cuyahoga County Human Resource Commission shall administer a clear, countywide classification and salary administration system for technical, specialist, administrative and clerical functions with a limited number of broad pay ranges within each classification; and,

WHEREAS, Section 2.10 of the Cuyahoga County Personnel Policies and Procedures Manual (Ordinances No. O2011-0015 and O2011-0028) states that the employment of all classified County employees is subject to the provisions of the Ohio Revised Code, the Ohio Administrative Code, the Cuyahoga County Administrative Rules and the Policies and Procedures Manual; and,

WHEREAS, the Director of Human Resources submitted several proposed changes to the Cuyahoga County Non-Bargaining Classification Plan; and,

WHEREAS, the Human Resource Commission held several public meetings on this matter and has undergone significant review, evaluation and modification of such submitted changes to the Cuyahoga County Non-Bargaining Classification Plan; and,

WHEREAS, on July 5, 2012, the Human Resource Commission met for their final review of the classification changes (attached hereto as Exhibits A through JJ), and recommend to County Council the formal adoption and implementation of the attached changes; and,

WHEREAS, on July 18, 2012, the Human Resource Commission met for their final review of the classification changes (attached hereto as Exhibits KK and LL), and recommend to County Council the formal adoption and implementation of the attached changes; and,

WHEREAS, it is necessary that this Ordinance become immediately effective in order that critical services provided by Cuyahoga County can continue and to provide for the usual, daily operation of a County department.

**NOW, THEREFORE, BE IT ENACTED BY THE COUNTY COUNCIL OF CUYAHOGA COUNTY, OHIO:**

**SECTION 1.** Council hereby adopts the following changes to the Cuyahoga County Non-Bargaining Classification Plan:

New Classifications:

- |            |              |  |
|------------|--------------|--|
| Exhibit A: | Class Title: | <i>Business Systems Analyst</i>                    |
|            | Number:      | 1053271  |
|            | Pay Grade:   | 11B  |
| Exhibit B: | Class Title: | <i>Communications Analyst 1</i>                    |
|            | Number:      | 1053211  |
|            | Pay Grade:   | 8B   |
| Exhibit C: | Class Title: | <i>Communications Analyst 2</i>                    |
|            | Number:      | 1053212  |
|            | Pay Grade:   | 9B   |
| Exhibit D: | Class Title: | <i>Communications Coordinator 2</i>                |
|            | Number:      | 1053213  |
|            | Pay Grade:   | 11B  |
| Exhibit E: | Class Title: | <i>Communications Infrastructure Administrator</i> |
|            | Number:      | 1053214  |
|            | Pay Grade:   | 19B  |
| Exhibit F: | Class Title: | <i>Computer Operator 1</i>                         |
|            | Number:      | 1017111  |
|            | Pay Grade:   | 4B   |
| Exhibit G: | Class Title: | <i>Developer 1</i>                                 |
|            | Number:      | 1053221  |
|            | Pay Grade:   | 12B  |
| Exhibit H: | Class Title: | <i>Developer 2</i>                                 |
|            | Number:      | 1053222  |
|            | Pay Grade:   | 13B  |
| Exhibit I: | Class Title: | <i>Developer 3</i>                                 |
|            | Number:      | 1053223  |
|            | Pay Grade:   | 14B  |

Exhibit J:	Class Title:	<i>Enterprise Services Manager</i>
	Number:	1053261
	Pay Grade:	13B
Exhibit K:	Class Title:	<i>Enterprise Systems Specialist</i>
	Number:	1053262
	Pay Grade:	13B
Exhibit L:	Class Title:	<i>Enterprise Technical Analyst</i>
	Number:	1017121
	Pay Grade:	8B
Exhibit M:	Class Title:	<i>Field Engineer</i>
	Number:	1017211
	Pay Grade:	5B
Exhibit N:	Class Title:	<i>Lead Computer Operator</i>
	Number:	1017112
	Pay Grade:	6B
Exhibit O:	Class Title:	<i>Multi-Media Designer 2</i>
	Number:	1053241
	Pay Grade:	10B
Exhibit P:	Class Title:	<i>Project Management Manager</i>
	Number:	1053244
	Pay Grade:	15B
Exhibit Q:	Class Title:	<i>SAP ABAP Programmer</i>
	Number:	1053251
	Pay Grade:	14B
Exhibit R:	Class Title:	<i>SAP Basis Administrator</i>
	Number:	1053252
	Pay Grade:	15B
Exhibit S:	Class Title:	<i>Security and Research Manager</i>
	Number:	1053282
	Pay Grade:	13B
Exhibit T:	Class Title:	<i>Support Services Manager</i>
	Number:	1053272
	Pay Grade:	17B
Exhibit U:	Class Title:	<i>Videoconferencing Manager</i>
	Number:	1053242
	Pay Grade:	11B

Exhibit V:	Class Title:	<i>Voice-Video Communications Manager</i>
	Number:	1053243
	Pay Grade:	14B
Exhibit W:	Class Title:	<i>WAN Analyst 2</i>
	Number:	1053281
	Pay Grade:	9B
Exhibit X:	Class Title:	<i>Web Designer 1</i>
	Number:	1053231
	Pay Grade:	8B
Exhibit Y:	Class Title:	<i>Web Designer 2</i>
	Number:	1053232
	Pay Grade:	10B
Exhibit Z:	Class Title:	<i>Web Development &amp; Applications Development Administrator</i>
	Number:	1053247
	Pay Grade:	19B
Exhibit AA:	Class Title:	<i>Web Development and Applications Development Manager</i>
	Number:	1053246
	Pay Grade:	16B
Exhibit BB:	Class Title:	<i>Pharmacist - Corrections</i>
	Number:	1059311
	Pay Grade:	19
Exhibit CC:	Class Title:	<i>Pharmacy Technician - Corrections</i>
	Number:	1034111
	Pay Grade:	4
Exhibit DD:	Class Title:	<i>Physician - Corrections</i>
	Number:	1059611
	Pay Grade:	26
Exhibit EE:	Class Title:	<i>Psychiatrist - Corrections</i>
	Number:	1059811
	Pay Grade:	29
Exhibit FF:	Class Title:	<i>Psychologist - Corrections</i>
	Number:	1059111
	Pay Grade:	14

Exhibit GG: Class Title: *Dentist - Corrections*  
Number: 1059411  
Pay Grade: 22

Exhibit HH: Class Title: *Nurse Practitioner - Corrections*  
Number: 1059211  
Pay Grade: 16

Exhibit II: Class Title: *Obstetrician/Gynecologist - Corrections*  
Number: 1059511  
Pay Grade: 26

Exhibit JJ: Class Title: *Orthopedist - Corrections*  
Number: 1059611  
Pay Grade: 26

Exhibit KK: Class Title: *Staff Auditor*  
Number: 1055131  
Pay Grade: 10

Exhibit LL: Class Title: *Veterinarian Technician*  
Number: 1022411  
Pay Grade: 5

**SECTION 2.** It is necessary that this Ordinance become immediately effective in order that critical services provided by Cuyahoga County can continue, and to continue the usual and daily operation of a County department. Provided that this Ordinance receives the affirmative vote of eight members of Council, this Ordinance shall become immediately effective upon the signature of the County Executive.

**SECTION 3.** It is found and determined that all formal actions of this Council relating to the adoption of this Ordinance were adopted in an open meeting of the Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

On a motion by Ms. Conwell, seconded by Mr. Miller, the foregoing Ordinance was duly enacted.

Yeas: Greenspan, Miller, Brady, Germana, Gallagher, Schron, Conwell, Jones, Rogers, Simon and Connally

Nays: None

\_\_\_\_\_  
County Council President

\_\_\_\_\_  
Date

\_\_\_\_\_  
County Executive

\_\_\_\_\_  
Date

\_\_\_\_\_  
Clerk of Council

\_\_\_\_\_  
Date

First Reading/Referred to Committee: August 14, 2012

Committee(s) Assigned: Human Resources, Appointments & Equity

Journal CC007

September 11, 2012

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Pharmacist- Corrections	<b>Class Number:</b>	1059311
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	19
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is manage an on-site pharmacy according to all applicable Ohio and federal laws; to fill all prescriptions ordered by physicians and /or dentists for the patient population; to interact with physicians regarding quality of care issues including drug incompatibilities and formulary compliance issues; to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills. The employee in this class may chair a Pharmacy and Therapeutic committee and serve as a consultant for the medical, dental, and nursing staff.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 15%
- Interprets and dispenses medical prescriptions and pharmaceutical supplies prescribed by a licensed practitioner; counsels patients on how to use prescription and over-the-counter medications, healthcare supplies and medical equipment; advises patients and answer questions about prescription drugs, including questions about possible side effects and interactions among different drugs.
- 30% +/- 5%
- Consults with doctors about medication therapy; works closely with doctors and medical personnel in selecting drugs and managing their effects; advises physicians and other health practitioners on the selection, dosages, interactions, and side effects of medications; provides night, weekend and holiday medical triage and authorizations via telephone.
- 10% +/- 5%
- Keeps computerized records of patients' medications to prevent harmful drug interactions.
- 10% +/- 5%
- May chair a Pharmacy and Therapeutic committee; participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, treatment, and drug interactions.
- 10% +/- 5%
- Supervises pharmacy technicians and may train students serving as interns; supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential

## **Pharmacist - Corrections**

medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Licensed by the Ohio State Board of Pharmacy as a Registered Pharmacist with one year experience in pharmacy operations including working with clients from diverse cultural and ethnic backgrounds.

### **Additional Requirements**

Possession of a valid Pharmacist license to in the State of Ohio.

Requires current, valid CPR certification.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment; mobility to work in office settings; strength to lift, carry and position supplies and equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to recommend the discipline of employees.
- Ability to prepare employee performance evaluations.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including those related to pharmacology, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

## **Pharmacist - Corrections**

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical and pharmacological terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

## **Pharmacist - Corrections**

### **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

*Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Pharmacy Technician- Corrections	<b>Class Number:</b>	1034111
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	4
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to assist a Pharmacist at an on-site pharmacy according to all applicable Ohio and federal laws; to fill prescriptions ordered by physicians and /or dentists for the patient population; to manage inventory, perform data entry and to restock drugs and supplies; to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a technical level classification, performing responsible functions and tasks under supervision of a Pharmacist. This class requires some technical knowledge and excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 15%
- Assists in filling prescriptions ordered by physicians; counts dosages of medications and fills containers; answers basic questions about over-the-counter drugs.
- 20% +/- 5%
- Enters data and keeps computerized records of patients' medications to prevent harmful drug interactions; labels containers and assists in pre-packaging operations.
- 10% +/- 5%
- Assists in managing inventory so that frequently prescribed drugs are on-hand and easily available; restocks drugs and supplies.
- 10% +/- 5%
- Keeps the pharmacy clean and orderly; maintains compliance with confidentiality requirements.
- 10% +/- 5%
- Reviews pharmacy invoices for accuracy prior to payment; maintains compliance with confidentiality requirements..

## Minimum Training and Experience Required to Perform Essential Job Functions

High School Diploma or equivalent supplemented by technical school coursework including relevant laws, pharmacy and healthcare ethics, pharmacy practice, medical terminology, human physiology and diseases, pharmacy therapeutics, customer care, related software systems, inventory management, and infection control are desirable; one year of customer service experience including working with clients from diverse cultural and ethnic backgrounds.

## Additional Requirements

Completion of a Pharmacy Technician Certification Program, accredited by the National Commission for Certifying Agencies (NCCA) and Certification as a Pharmacy Technician (CPhT) is preferred.

## **Pharmacy Technician - Corrections**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment; mobility to work in office settings; strength to lift, carry and position supplies and equipment.

#### **Supervisory Responsibilities**

No supervisory responsibilities. Participates in the maintenance of sensitive and confidential medical records.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of reference books and guides including those related to pharmacology, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical/pharmacological terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

#### **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Physician - Corrections	<b>Class Number:</b>	1059611
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	26
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to perform medical evaluations and diagnoses of assigned patients; to develop, monitor, and evaluate appropriate treatment plans and follow-up care; to perform minor operative procedures including suturing and casting uncomplicated fractures; to perform and monitor a variety of administrative tasks/functions in support of assigned services; and to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%
- Performs medical and physical evaluations of patients' health status; makes diagnoses and develops and prescribes medical and rehabilitative treatment/therapy plans based on diagnoses of symptoms; prescribes medications; monitors patients' reactions, relief of symptoms, and degree of side effects on a regular and on-going schedule.
- 20% +/- 5%
- Provides clinical supervision to mid-level practitioners reviewing success and appropriateness of treatment plans and prescribed medications; modifying treatment plans and prescribed medications in response to patients' needs and symptoms; provides night, weekend, and holiday medical triage and authorizations via telephone.
- 10% +/- 5%
- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, diagnosis, treatment, and services available.
- 5% +/- 5%
- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures.
- 5% +/- 5%
- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Graduation from an accredited medical school as an M.D or D.O. in the United States or Canada approved by a recognized accrediting body in the year of the applicant's graduation; a Doctor of Medicine or equivalent degree from a foreign medical school that provided education and medical knowledge substantially equivalent to accredited schools in the United States may be demonstrated by permanent certification by the Educational Commission for Foreign Medical Graduates (ECFMG); two years of professional experience; some professional level experience performing responsible patient evaluations and treatment of patients from diverse cultural and ethnic backgrounds.

### **Additional Requirements**

Possession of a valid license to practice medicine in the State of Ohio issued by the Board of Medical Examiners.

Requires current, valid CPR certification.

### **Board Certification**

Board certification in internal medicine, family practice or urgent care is preferred.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment; touch in order to conduct physical health assessments.

#### **Supervisory Responsibilities**

No supervisory responsibilities. Oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records,

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Diagnostic and Statistical Manual, Physician's Desk Reference, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, medical records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

## **Physician - Corrections**

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

## **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Psychiatrist - Corrections	<b>Class Number:</b>	1059811
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	29
<b>Dept:</b>	Sheriff's Office		

### Classification Function

The purpose of this classification is to perform psychiatric evaluations, diagnoses and treatment of patients with psychiatric illnesses and substance abuse disorders; to develop, monitor, and evaluate appropriate treatment plans including psychotherapy and/or psychotropic medication strategies; to perform short-term crisis counseling and routine mental health assessments on patients referred by nursing, medical professional and correctional staff and social workers; to perform and monitor a variety of administrative tasks/functions in support of assigned services and providing facility coverage as scheduled including on-call coverage and weekend coverage; and to act as a positive and cooperative team member and resource within the Correctional Institution.

### Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Requires thorough knowledge of methods and principles of behavioral health medicine and current principles and methods of assessment and treatment of patients with psychiatric illnesses and substance abuse disorders. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

### Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 40% +/- 15%
- Performs psychiatric evaluations of patients' mental and emotional health status and develops appropriate treatment/therapy plans based on diagnoses of symptoms and behaviors.
- 20% +/- 5%
- Prescribes appropriate psychotropic medications based on patients' diagnoses and psychiatric evaluations; monitors patients' reactions, relief of symptoms, and degree of side effects on a regular and on-going schedule; provides night, weekend and holiday medical triage and authorizations via telephone.
- 20% +/- 5%
- Supervises psychologist and mental health nurse practitioner; reviews success and appropriateness of treatment plans and prescribed medications; modifying treatment plans and prescribed medications in response to patients' needs and symptoms; develops and implements QA and/or QI process improvement initiatives; performs utilization review and management functions.

10% +/- 5%

## **Psychiatrist - Corrections**

- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding psychiatric illness, diagnosis, treatment, and services available; participates in peer review, grievance procedures, mortality review; attends court hearings as an expert witness.

5% +/- 5%

- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures; maintains compliance with HIPAA and confidentiality requirements.

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Graduation from an accredited medical school as an M.D or D.O. in the United States or Canada approved by a recognized accrediting body in the year of the applicant's graduation; a Doctor of Medicine or equivalent degree from a foreign medical school that provided education and medical knowledge substantially equivalent to accredited schools in the United States may be demonstrated by permanent certification by the Educational Commission for Foreign Medical Graduates (ECFMG); two years of professional experience providing psychiatric counseling and evaluations of patients; two years of professional level experience performing responsible patient evaluations and treatment of patients in forensic psychiatry or a community mental health setting including treatment of people of diverse cultural and ethnic backgrounds.

### **Additional Requirements**

Successful completion of a three or four year psychiatry residency program that is accredited by the

Accreditation Council for Graduate Medical Education (ACGME)

Possession of a valid license as a physician and surgeon issued by the state of Ohio

Requires current, valid CPR certification.

### **Additional Requirements**

Board Certification in psychiatry is preferred.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment.

**Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to recommend the discipline of employees.
- Ability to prepare employee performance evaluations.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

**Language Ability & Interpersonal Communication**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Diagnostic and Statistical Manual of Mental Disorders, Practice Guidelines for the Treatment of Psychiatric Disorders, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, laboratory reports, medical and psychological reports and findings, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, medical records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

**Environmental Adaptability**

- Work is typically performed in an office environment in a County jail.

*Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Psychologist - Corrections	<b>Class Number:</b>	1059111
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to perform psychological evaluations and therapeutic treatment of assigned patients; to develop, monitor, and evaluate appropriate treatment plans designed to assist in offender rehabilitation and reintegration; to evaluate patients as to readiness for parole and release; to perform and monitor a variety of administrative tasks/functions in support of assigned services; and to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from a member of senior management. Employees are required to balance their role as both a therapist and evaluator for parole and release. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%

• Performs individual and group therapy psychological evaluations of patients' mental, emotional, and behavioral status and develops appropriate treatment/therapy plans based on symptoms and behaviors; applies direct psychological services with patients, evaluation of the jail population, patient management, and release evaluation and recommendations.
- 20% +/- 5%

• Oversees and monitors the work of in-house and contract clinicians and therapists; refers patients to a Psychiatrist for prescribing of psychotropic medications, as necessary; reviewing success and appropriateness of treatment plans; modifying treatment plans in response to patients' needs and symptoms.
- 10% +/- 5%

• Participates in a variety of meetings and conferences with other staff members/service providers regarding patient care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding psychological treatment, and services available; provides night, weekend and holiday medical triage and authorizations via telephone.

## **Psychologist - Corrections**

5% +/- 5%

- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential patient records, prepares a variety of reports and records, and maintains documentation of patient contact in accordance with departmental and statutory regulations and procedures.

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Graduation from an accredited graduate school with a Doctorate in Psychology (Ph.D.) in the United States or Canada approved by a recognized accrediting body in the year of the applicant's graduation; two years of professional experience providing psychological counseling and evaluations of patients; some professional level experience performing responsible patient evaluations and treatment of patients from diverse cultural and ethnic backgrounds.

### **Additional Requirements**

Possession of a valid license as a Psychologist issued by the state of Ohio.

Requires current, valid CPR certification.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment.

#### **Supervisory Responsibilities**

No supervisory responsibilities. Oversees, monitors and participates in the establishment and maintenance of sensitive and confidential medical records.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.

## **Psychologist - Corrections**

- Ability to comprehend a variety of reference books and manuals including Diagnostic and Statistical Manual of Mental Disorders, Practice Guidelines for the Treatment of Psychiatric Disorders, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, records, notes, recommendations and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical and psychological terminology and language.
- Ability to communicate with patients, working groups and employees of own department and with outside departmental employees and administrators.

## **Environmental Adaptability**

- Work is typically performed in an office environment in a County jail.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Dentist - Corrections	<b>Class Number:</b>	1059411
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	22
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to diagnose and treat acute problems with a patient's teeth, gums, and other parts of the mouth; to perform professional dental services including extractions, exams, amalgams, anterior composites, and root canals with a minimum of referrals for surgical intervention; to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 15%
- Performs examinations of patients' teeth and mouth tissue in order to diagnose and treat problems; examine patients' mouths for cavities, sores, swelling, or other signs of disease; fill cavities, pull teeth that cannot be saved, or replace missing teeth.
- 20% +/- 5%
- Administer and prescribes local or general anesthetics to alleviate pain and antibiotics to treat infection; may take x-rays and clean patients' teeth, as necessary.
- 10% +/- 5%
- Supervises dental assistants, dental hygienists and EFDA (Expanded Function Dental Assistants) practitioners; reviews success and appropriateness of treatment plans and prescribed medications; modifying treatment plans and prescribed medications in response to patients' needs and symptoms.
- 10% +/- 5%
- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, diagnosis, treatment, and services available; provides night, weekend and holiday medical triage and authorizations via telephone.

## Dentist - Corrections

5% +/- 5%

- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures.

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### Minimum Training and Experience Required to Perform Essential Job Functions

Graduation from an accredited dental school as either a doctor of dental surgery (DDS) or a doctor of dental medicine (DMD) degree; a DDS or equivalent degree from a foreign medical school that provided education and dentistry knowledge substantially equivalent to accredited schools in the United States may be demonstrated by permanent certification by the Educational Commission for Foreign Medical Graduates (ECFMG); two years professional level experience performing responsible patient evaluations and treatment of patients from diverse cultural and ethnic backgrounds.

### Additional Requirements

Possession of a valid license to practice dentistry in the State of Ohio issued by the Ohio State Dental Board.

Requires current, valid CPR certification.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; use hand and power tools and equipment; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment; touch in order to conduct dental assessments and treatments.

#### Supervisory Responsibilities

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to recommend the discipline of employees.
- Ability to prepare employee performance evaluations.

#### Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### Language Ability & Interpersonal Communication

## **Dentist - Corrections**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Reference Guide to Dentistry, Dental Drug Reference, reference on oral soft tissue diseases, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, dental records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical/dental terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

## **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Nurse Practitioner - Corrections	<b>Class Number:</b>	1059211
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	16
<b>Dept:</b>	Sheriff's Office		

### Classification Function

The purpose of this classification is to perform physical assessments, psycho-social assessment and management of patient primary health care; to examine patients with acute and chronic medical conditions, and develop a plan of care; and to act as a positive and cooperative team member and resource within the Correctional Institution.

### Distinguishing Characteristics

This is a professional level classification, performing responsible and specialized professional functions and tasks under medical direction from a licensed physician and administrative direction from the Medical Director. Nurse Practitioners provide primary health care services and other clinical procedures that require possession of advanced knowledge and skills and the exercise of a high degree of clinical judgment in the assessment, diagnosis and treatment of patients. Work is performed with considerable independence and is guided by internal policies and protocols and physician-approved guidelines. Work is evaluated through chart review, consultations, conferences and the observation of the results.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%
- In collaboration with and under the general direction of a designated physician and in accordance with standardized procedures and licensure requirements, assesses client health by obtaining medical/health history, performing physical examinations, and initiating appropriate diagnostic and screening tests; evaluates findings and results and prescribes medical treatment, referring complex or emergent cases as appropriate.
- 20% +/- 5%
- Interprets data, develops and implements therapeutic plans and follows through on the continuous care of patients; provides night, weekend and holiday medical triage and authorizations via telephone.
- 10% +/- 5%
- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, diagnosis, treatment, and services available.
- 5% +/- 5%
- Maintains accurate records of assessments, evaluations, treatments and follow-up; participates in development of programs and administrative procedures.

## **Nurse Practitioner - Corrections**

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Master's of Science Degree in Nursing with one year of clinical practice experience performing responsible patient evaluations and treatment of patients from diverse cultural and ethnic backgrounds;

#### **Additional Requirements**

Possession of a valid license to practice as a Registered Nurse and certification as a Nurse Practitioner issued by the Ohio Board of Registered Nursing.

DEA certificate.

Requires current, valid CPR certification.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment; touch in order to conduct physical health assessments.

#### **Supervisory Responsibilities**

No supervisory responsibilities. Oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records,

#### **Mathematical Ability**

- Ability to add, subtracts, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Manual of Clinical Skills, Physician's Desk Reference, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, medical records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

## **Nurse Practitioner - Corrections**

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical terminology and language.
- Ability to communicate with patients, working groups, administrators and employees of own department and with outside departmental employees and administrators.

## **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Obstetrician/Gynecologist - Corrections	<b>Class Number:</b>	1059511
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	26
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to perform prevention, diagnosis, and treatment of gynecologic conditions including sexually transmitted disease; to perform obstetrical services including pregnancy, prenatal and postpartum management; to perform and monitor a variety of administrative tasks/functions in support of assigned services; and to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

55% +/- 15%

- Performs medical and physical evaluations of patients' health status; provides pregnancy management, prenatal, labor, and puerperium care; exams patients for breast, cervical and ovarian cancers, treats urinary tract and pelvic and hormonal disorders; performs Pap smears and treats sexually transmitted disease; makes diagnoses and develops and prescribes medical and rehabilitative treatment/therapy plans based on diagnoses of symptoms; prescribes medications; monitors patients' reactions, relief of symptoms, and degree of side effects on a regular and on-going schedule.

20% +/- 5%

- Provides clinical supervision to mid-level practitioners reviewing success and appropriateness of treatment plans and prescribed medications; modifying treatment plans and prescribed medications in response to patients' needs and symptoms; provides night, weekend, and holiday medical triage and authorizations via telephone.

10% +/- 5%

- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, diagnosis, treatment, and services available.

## **Obstetrician/Gynecologist - Corrections**

10% +/- 5%

- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures.

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Graduation from an accredited medical school in the United States or Canada approved by a recognized accrediting body in the year of the applicant's graduation; a Doctor of Medicine or equivalent degree from a foreign medical school that provided education and medical knowledge substantially equivalent to accredited schools in the United States may be demonstrated by permanent certification by the Educational Commission for Foreign Medical Graduates (ECFMG); two years of professional experience; five years of residency training in the specialty of the position to be filled (OBGYN) or equivalent experience and training.

### **Additional Requirements**

Possession of a valid license as a physician and surgeon issued by the state of Ohio.

Requires current, valid CPR certification.

### **Board Certification**

Board Certification as an Obstetrician is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment; touch in order to conduct physical health assessments.

#### **Supervisory Responsibilities**

No supervisory responsibilities. Oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records,

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

#### **Language Ability & Interpersonal Communication**

## **Obstetrician/Gynecologist - Corrections**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Diagnostic and Statistical Manual, Physician's Desk Reference, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, medical records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

### **Environmental Adaptability**

- Work is typically performed in an office environment in a County jail.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Orthopedist - Corrections	<b>Class Number:</b>	1059611
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	26
<b>Dept:</b>	Sheriff's Office		

## Classification Function

The purpose of this classification is to perform medical evaluations, diagnoses and treatment of the musculoskeletal complaints of patients with disorders of the bones, joints, muscles, ligaments, tendons, nerves, and skin; to perform suturing, casting, reductions and splinting of fractures; to develop, monitor, and evaluate appropriate treatment plans; to make referrals, as appropriate; to perform and monitor a variety of administrative tasks/functions in support of assigned services; and to act as a positive and cooperative team member and resource within the Correctional Institution.

## Distinguishing Characteristics

This is a professional level classification, performing highly responsible and specialized professional functions and tasks in a very independent manner. Administrative direction is received from the Medical Director. Employees in these job classes may provide administrative direction to professional level contractors and/or private service providers as well as assigned County staff. This class may have programmatic, clinical, and administrative responsibilities, and requires a high degree of professional level knowledge and expertise as well as excellent organizational and communication skills.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 15%
- Provides medical management of injuries or disease, particularly in relation to the musculoskeletal system; makes diagnoses and develops and prescribes medical and rehabilitative treatment/therapy plans based on diagnoses of symptoms; prescribes medications; monitors patients' reactions, relief of symptoms, and degree of side effects on a regular and on-going schedule.
  
- 30% +/- 10%
- May perform surgery to restore function lost as a result of injury or disease of bones, joint, muscles, tendons, ligaments, nerves, or skin; performs suturing, casting, reductions and splinting of fractures; read x-rays and make appropriate diagnosis and plan of care; make appropriate referrals, when necessary.
  
- 20% +/- 5%
- Provides clinical supervision to mid-level practitioners reviewing success and appropriateness of treatment plans and prescribed medications; modifies treatment plans and prescribed medications in response to patients' needs and symptoms; provides night, weekend, and holiday medical triage and authorizations via telephone.
  
- 10% +/- 5%
- Participates in a variety of meetings and conferences with other staff members/service providers regarding client care, services, and other administrative matters; acts as professional resource to other staff, service providers, and/or programs regarding illness, diagnosis, treatment, and services available.

## Orthopedist - Corrections

5% +/- 5%

- Supervises, oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records, prepares a variety of reports and records, and maintains documentation of client contact in accordance with departmental and statutory regulations and procedures

5% +/- 5%

- Counsels assigned patients; discusses treatment options with patients and provides necessary information for educated decision-making process; maintains compliance with confidentiality requirements.

### Minimum Training and Experience Required to Perform Essential Job Functions

Graduation from an accredited medical school as an M.D or D.O. in the United States or Canada approved by a recognized accrediting body in the year of the applicant's graduation; a Doctor of Medicine or equivalent degree from a foreign medical school that provided education and medical knowledge substantially equivalent to accredited schools in the United States may be demonstrated by permanent certification by the Educational Commission for Foreign Medical Graduates (ECFMG); two years of professional experience; some professional level experience performing responsible patient evaluations and treatment of patients from diverse cultural and ethnic backgrounds.

### Additional Requirements

Possession of a valid license to practice medicine in the State of Ohio issued by the Board of Medical Examiners.

Completion of an orthopedic residency program, or fourth year residents, including four years of training in orthopedic surgery and an additional year of training in a broad-based accredited residency program such as general surgery or internal medicine.

Requires current, valid CPR certification.

### Board Certification

Board Certification in Orthopedic medicine preferred.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.; sit at a desk and in meetings for long periods of time; mobility to work in both office and clinical settings and to travel to various sites; strength to lift, carry and position supplies and equipment; touch in order to conduct physical health assessments; stand for long periods of time in performing medical assessments and surgery.

#### Supervisory Responsibilities

No supervisory responsibilities. Oversees, monitors, and participates in the establishment and maintenance of sensitive and confidential medical records,

#### Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate ratios and percentages.

## **Orthopedist - Corrections**

### **Language Ability & Interpersonal Communication**

- Ability to perform upper-level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves development of goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of reference books and manuals including Diagnostic and Statistical Manual, Physician's Desk Reference, local, state and federal rules, regulations and laws, county and department policies, procedures, rules and regulations, professional association newsletters, textbooks, and journal articles.
- Ability to prepare documentation, medical records, prescriptions, notes, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including various cultural and ethnic groups in a tactful and effective manner.
- Ability to use and interpret medical terminology and language.
- Ability to communicate with patients, working groups, and employees of own department and with outside departmental employees and administrators.

### **Environmental Adaptability**

- Work is typically performed in an indoor/office environment in a County jail.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Business Systems Analyst	<b>Class Number:</b>	1053271
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is to administer the Business Department software applications including to answer questions, provide reports, and make and facilitate program changes to those systems as needed; to oversee the billing and chargeback process, customer service, the inventory updating process, and oversee and perform annual physical inventory of hardware, software and peripherals.

## Distinguishing Characteristics

This is a first-line supervisor classification, working under direction from the division administrator. This class provides direct supervision to customer service staff and combines technical and supervisory duties. The employee in this class is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned activities are completed in a timely and efficient manner.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 5%
  - Monitors business inventory application to track hardware, software and peripheral equipment purchases that have not been received and for unassigned hardware; researches and answers inventory and billing questions for internal and external agencies; looks up purchase order payments; balances vendor payments to purchase orders; reviews customer service purchase orders; submits customer service requests for budget approval; updates inventory database with physical inventory data.
- 30% +/- 5%
  - Designs and develops enterprise server and network server solutions; assesses new software; prepares system documentation and manuals; exports data from scanners to network drive; designs and develops reports; maintains billing software; imports data to and exports data from the enterprise server
- 20% +/- 5%
  - Provides supervision of assigned staff; prioritizes, assigns, and reviews work; prepares employee performance evaluations as scheduled or required; acts on employee problems; works with employees to correct deficiencies; implements disciplinary procedures.

## Minimum Training and Experience Required to Perform Essential Job Functions

A Bachelor's degree in computer science, accounting, or a related field with five years of experience including writing mainframe programs and use of Crystal reports, or an equivalent combination of education, training and experience.

## Additional Requirements

No special license or certification is required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions****Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

**Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

**Supervisory Responsibilities**

- Provides guidance and administrative oversight to clerical staff.

**Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

**Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including Employee time balance sheets; customer service, billing reports, budget charge-back report, County information line call traffic report, project status reports, phone service monthly reports, telecommunications reports.
- Ability to comprehend a variety of reference books and manuals including policy and procedure manual, phone function and use program manuals, and user guides.
- Ability to prepare cellular usage reports, expense reports, performance evaluations, and monthly communication reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret terminology and language.
- Ability to communicate with working groups, users, vendors, peers, and employees of own and outside departmental and administrators.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications Analyst 1	<b>Class Number:</b>	1053211
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	8 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to configure, install and maintain the County's video and VoIP system including Call Manager, configuration, and desktop training functions.

## Distinguishing Characteristics

This is an entry level, technician class in the Communications Analyst series. Employees in this class work under general supervision and perform most of the duties required of the positions at the journey level, but are not expected to function at the same level of expertise. It is expected that employees will exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits a more established structure or pattern. Expectations or changes in procedures are explained in detail as they arise. This class requires less extensive experience than at the journey level.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
  - Provides for video and voice communications technical support and performs activities such as migrating the existing telephone services to a VoIP system, installing and replacing Internet Protocol (IP) phones, and repairing wiring; reviews the County's current communications layout; delivers, disposes of and performs inventory of IP equipment; coordinates moves, adds and changes.
- 30% +/- 10%
  - Researches solutions to technical problems, and resolves those problems; corresponds with users regarding problems and solutions; translates user requests into physical systems supporting the video and voice infrastructure; implements technical architecture and physical designs.
- 35% +/- 10%
  - Administers Call Manager call processing system, Unity so that users can access email, voice, and fax messages from a single inbox, and Call Handler to allow callers to select from a menu of options, or allow the caller to locate a user within a directory; assembles server racks that are used to house computer server or video equipment.
- 5% +/- 5%
  - Keeps current on emerging web technologies; attends project planning meetings.

## Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in computer/communications system infrastructure with one (1) year of experience in installation and repair of communication systems infrastructure, or an equivalent combination of education, training and experience.

## **Communications Analyst 1**

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and voice equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including phone bills, data point chart, agency phone list, user requests, call flow reports, architectural drawings and technical information documents.
- Ability to comprehend a variety of reference materials and manuals including computer software and reference manuals, programming manuals, and technical information documents.
- Ability to prepare phone usage/call flow reports, expense sheets, purchase orders, emails and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret computer information, communications and infrastructure terminology and language.
- Ability to communicate with users, vendors, and departmental employees.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications Analyst 2	<b>Class Number:</b>	1053212
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	9 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to configure, install and maintain the County's video and VoIP system including Call Manager, configuration, and desktop training functions.

### Distinguishing Characteristics

This is a journey level, technician class in the Communications Analyst series. Employees at this level work under general supervision, and are distinguished from the entry level by the performance of the full range of duties assigned. Employees are expected to work more independently, exercising judgment and initiative. Positions at this level receive instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Provides for video and voice communications technical support and performs activities such as migrating the existing telephone services to a VoIP system, installing and replacing Internet Protocol (IP) phones, and repairing wiring; reviews the County's current communications layout; delivers, disposes of and performs inventory of IP equipment; coordinates moves, adds and changes.
- 30% +/- 10%
- Researches solutions to technical problems, and resolves those problems; corresponds with users regarding problems and solutions; translates user requests into physical systems supporting the video and voice infrastructure; implements technical architecture and physical designs.
- 35% +/- 10%
- Administers Call Manager call processing system, Unity so that users can access email, voice, and fax messages from a single inbox, and Call Handler to allow callers to select from a menu of options, or allow the caller to locate a user within a directory; assembles server racks that are used to house computer server or video equipment.
- 5% +/- 5%
- Keeps current on web technologies; attends meetings and training sessions.

### Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in computer/communications system infrastructure with three (3) years of experience in configuration, installation, maintenance, repair of communication systems infrastructure and administration of Cisco systems, or an equivalent combination of education, training and experience.

## **Communications Analyst 2**

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and voice equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including phone bills, data point chart, agency phone list, user requests, call flow reports, architectural drawings and technical information documents.
- Ability to comprehend a variety of reference materials and manuals including computer software and reference manuals, programming manuals, and technical information documents.
- Ability to prepare phone usage/call flow reports, expense sheets, purchase orders, emails and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret computer information, communications and infrastructure terminology and language.
- Ability to communicate with users, vendors, and departmental employees.

## **Communications Analyst 2**

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications Coordinator 2	<b>Class Number:</b>	1053213
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	11 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is to oversee the day to day functions of telephony services provided to fellow county staff as well as the public; to act as liaison between telecommunication service providers and the county to acquire the best possible service under the best rates.

## Distinguishing Characteristics

This is a first-line supervisor classification, working under direction from the unit manager. This class supervises the work of staff in providing customer service to telephone services users and assisting in ensuring that telephone services provided by the vendor are effective and efficient.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 5%
- Provides guidance and solutions to issues related to telecommunications services to County employees and to incoming callers; follows up on customer complaints from County staff and from the public; troubleshoots issues relating to all telecommunication service and / or equipment.
- 20% +/- 5%
- Acts as the County liaison to telephone service providers; ensures service providers are supplying function and service as related to service agreements at the proper cost; signs and checks the accuracy of vendor payment vouchers; oversees the maintenance of county service provider records and invoices; oversees the process of vendor payments and/or accounts receivable items; Assists in the training of telephone use and functions by demonstrating office and cellular phone features for the purpose of train the trainer sessions conducted county wide.
- 20% +/- 5%
- Maintains phone line coverage for the County information line during business hours; provides back up services to the main county information line, as needed.
- 10 +/- 5%
- Orders and maintains data features on cellular devices such as Blackberry and broadband cards; administers Blackberry Enterprise Service activation for all County issued BlackBerry cellular device users.
- 10 +/- 5%
- Supervises the work of staff by prioritizing, assigning, reviewing, and coordinating work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; schedules monthly meetings to keep Communication staff updated on projects and events; signs and authorize timesheets and "request for leave" forms.

## **Communications Coordinator 2**

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Associate's degree electronics, computer science or a related field with three years of experience including phone service administration and customer service; supervisory experience is desirable, or an equivalent combination of education, training and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including Employee time balance sheets; customer service, billing reports, budget charge-back report, County information line call traffic report, project status reports, phone service monthly reports, telecommunications reports.
- Ability to comprehend a variety of reference books and manuals including policy and procedure manual, phone function and use program manuals, and user guides.

## **Communications Coordinator 2**

- Ability to prepare cellular usage reports, expense reports, performance evaluations, and monthly communication reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret telecommunications terminology and language.
- Ability to communicate with working groups, users, vendors, peers, and employees of own and outside departmental and administrators.

## **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications Infrastructure Administrator	<b>Class Number:</b>	1053214
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	19 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to plan, supervise, coordinate and manage the development and support of the communications infrastructure of Cuyahoga County including all equipment and software necessary to deliver data, voice and video; the incumbent provides highly responsible and complex administrative support to Departmental Administration.

### Distinguishing Characteristics

This is a second-level management classification, responsible for planning and direction of current communications services, including both design and support. Under administrative direction of the Chief Technical Officer, the incumbent is responsible for ensuring the stable operation of the County's communications infrastructure. The employee is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. This class is responsible for direct and general supervision over management, professional, and line staff.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Assumes management responsibility for Information Services Center projects involving hardware, software, networks security, and communications infrastructure; assesses client needs and gathers information regarding project requirements; completes implementation proposal documents including providing accurate pricing information; ensures that all project related documentation is updated; oversees and monitors timelines and quality of project products; reports on project status.
  
- 30% +/- 10%
- Develops network designs and oversees and coordinates activities of Voice over Internet Protocol (VoIP), video conferencing services, and communication services; ensures that the division implements and monitors voice and video conferencing implementation/support for County agencies; monitors the security of the sites to provide a system of checks and balances; directs staff in the development of configurations; performs queries and special reports; reviews and approves customer service requests; oversees the development and monitoring of service level agreements between County agencies and Information Services with respect to WAN, VoIP, video conferencing, and all telephone exchange and central office exchange service (Centrex) design and support.
  
- 15% +/- 10%
- Provides supervision of assigned staff and oversees the work of consultants; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development by providing training and professional development opportunities; conducts staff meetings; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; interviews and recommends new hires; recommends the discipline, discharge, salary increases, transfers and promotions; reviews/approves time sheets, travel requests and leave requests.

## **Communications and Infrastructure Administrator**

15% +/- 10%

- Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field of computer operations.

10% +/- 5%

- Operates as a Management Escalation point; provides second and third level troubleshooting assistance; gathers and reports on change activity; identifies hardware/software or Site issues, configuration issues and trends in communications link or equipment failure.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science, business or public administration with a concentration in network architecture with five years previous management experience including planning, supervision, budgeting, contract negotiation and computer proficiency; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform upper-level data analysis, including the ability to hypothesize, theorize and assimilate, to modify or adapt existing policies/ methods to meet unusual conditions within the context of existing theories and management principles.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra.

## **Communications and Infrastructure Administrator**

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including problem logs, configurations, product specifications, customer service and data requests, status reports, performance reviews, documentation, product specifications and manuals.
- Ability to comprehend a variety of reference books and manuals including departmental and county policy manual and computer and communications software, hardware, network, architecture and operation manuals.
- Ability to prepare network diagrams and documents, status and progress reports, bandwidth reports, reports on hardware/software issues and resolution of issues; timesheets; performance reviews, requests for proposals and for bid, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including staff, clients, vendors, contractors, class instructors, and departmental employees and administrators.
- Ability to use and interpret computer information, telecommunications and infrastructure terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Computer Operator 1	<b>Class Number:</b>	1017111
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	4 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to assist in mainframe equipment and hardware operations, system software and customer service support duties. Incumbents log, reconcile and distribute work products.

### Distinguishing Characteristics

This is an entry/journey level classification, working under general supervision from the unit manager and/or receiving technical and functional supervision from a Lead Computer Operator. The employee in this class is expected to become aware of the operating policies and procedures of the work unit and to learn to perform the full range of duties assigned. Positions at this level receive instruction or assistance as unusual situations arise and are perform the more routine duties of the unit. This class is distinguished from the Lead Computer Operator in that the lead level class provides technical guidance and functional oversight for this class and performs the more complex duties assigned in the Unit.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 15%
- Assists in maintaining availability of the system in running production jobs; monitors production activity; performs initial problem determination and problem resolution; refers problems as necessary; monitors the County's databases on a regular hourly basis to make sure they are functioning correctly and to ensure the integrity of the databases; researches and reports all issues and outages; follows up on all issues and document the results.
- 20% +/- 15%
- Schedules and processes batch production; prepares jobs for processing; communicates with the computer utilizing systems commands to control processing; sorts jobs; releases and runs jobs as scheduled; allocates and de-allocates files and monitors; ensures that all deadlines and schedules are maintained for delivery of output to customers; organizes output materials.
- 20% +/- 15%
- Prepares printed reports for distribution to customers; separates reports by job name and number; operates decollater; operates burster; trims reports; operates folder; seals forms and reports; enters system commands to control and operate printer devices; aligns all forms; notifies lead of damaged reports and forms; packages all reports and special forms for delivery to other county agencies and county residents.
- 15% +/- 15%
- Provides front line customer and technical support to individuals who access the County's mainframe computer system and the County databases; answers the County help desk phone and either corrects the issue or directs the call to the proper County agency or staff member.
- 5% +/- 15%
- Participates in internal and external groups to address and correct problems; stays abreast of current technology in the field.

## **Computer Operator 1**

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent, supplemented by vocational/technical training or college level course work in computer operations with six months of computer operations experience with an automated scheduling software or help desk experience; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including scheduling reports, tape rotation reports, shift turnovers, exam reports, time sheets, and requests for vacation or leave.
- Ability to comprehend a variety of reference books and manuals including software manuals, users guides, forms handling book, operations call book, printer service log, and policy manual.
- Ability to prepare shift turnovers, performance appraisals, County payroll, CRIS turnover, time reports, warrants for payment, parking tickets, vouchers, letters and applications, mailers, benefits cards and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including mainframe users, vendors, and working groups.
- Ability to use and interpret computer mainframe terminology and language.

## **Computer Operator 1**

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Developer 1	<b>Class Number:</b>	1053221
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	12 B
<b>Dept:</b>	Information Services Center		

**Classification Function**

The purpose of the classification is to assess client needs and to design, develop and implement computer solutions to address those needs as they pertain to the Internet, Intranet and back office. This class is responsible for performing tasks that will result in providing appropriate reports, computer programs that meet IT Standards, and system/program documentation.

**Distinguishing Characteristics**

This is a technical, entry level class in the Developer series. Employees in this class work under more immediate supervision and perform most of the duties required of the positions at the journey level, but are not expected to function at the same level of expertise. It is expected that employees will exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits a more established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class requires less extensive experience than at the journey or senior level.

**Essential Job Functions**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 10%
- Identifies user and public business needs as they pertain to systems and develops programs to address these needs; collects information from users; identifies alternative business solutions; defines input and output system requirements and prepares graphic and narrative representations of solutions; determines hardware/software requirements; performs cost-benefit, feasibility, and impact analysis; prepares program specifications; maintains and modifies existing systems/software; writes code for new applications, maintaining and adhering to the department's design and coding standards; writes/modifies software using a variety of programming languages for mainframe and/or personal computers; designs user friendly interfaces and logic screen flow.

- 40% +/- 10%
- Performs post-implementation assessment and maintenance; runs tests and debugs software; consults with other webmasters and web designers regarding the development of test plan and test criteria; creates and maintains procedures for production and test environments and analyzes for problem program resolution; communicates software test results with users; allocates clusters; performs problem resolutions for programs; maintains data integrity in relational databases; prepares program documentation according to IS standards.

- 10% +/- 10%
- Keeps current on emerging web technologies; seeks out, studies and recommends new technologies for future system solutions; performs technology and software assessment; attends training; performs presentations of off-site training received or seminars attended; utilizes a variety of software and programming tools/aids.

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## **Developer 1**

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or a related field with three years experience in a data processing environment; including relational database management. Must have knowledge of at least two (2) web programming languages used by the Division; or an equivalent combination of education, training and experience.

### **Additional Requirements for all levels**

No special license or certification is required.

Experience with the following programming technologies: SAP-ABAP, COBOL, Delphi, HTML, ASP, VB Script, Java Script, .net and/or COM.

Experience or understanding of Microsoft SQL Server and Oracle databases. The ability to create and maintain stored procedures, packages and jobs in both databases.

Experience in the following technologies is a plus: Visual Basic, Delphi, Java, Access, FTP, XML and Crystal Reports.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages...

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including program specifications, project requirements, termination program execution, databases and structures, entity relationship diagrams, technical documentation.

## **Developer 1**

- Ability to comprehend a variety of reference materials and manuals including departmental and county policy manual, requirement statements, relational database chart; technical books and websites, computer manuals and status reports.
- Ability to prepare web applications and sites, statement of work, requirement statements, flow charts and layout design, web applications and sites, databases, files, documentation, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with users, vendors, and departmental employees.
- Ability to use and interpret computer terminology and language.

## **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Developer 2	<b>Class Number:</b>	1053222
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13 B
<b>Dept:</b>	Information Services Center		

**Classification Function**

The purpose of the classification is to assess client needs and to design, develop and implement computer solutions to address those needs as they pertain to the Internet, Intranet and back office. This class is responsible for performing tasks that will result in providing appropriate reports, computer programs that meet IT Standards, and system/program documentation.

**Distinguishing Characteristics**

This is a technical, journey level class in the Developer series. Employees at this level work under general supervision, and are distinguished from the entry level by the performance of the full range of duties assigned. Employees are expected to work more independently, exercising judgment and initiative. Positions at this level receive instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit.

**Essential Job Functions**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 10%
- Identifies user and public business needs as they pertain to systems and develops programs to address these needs; collects information from users; identifies alternative business solutions; defines input and output system requirements and prepares graphic and narrative representations of solutions; determines hardware/software requirements; performs cost-benefit, feasibility, and impact analysis; prepares program specifications; maintains and modifies existing systems/software; writes code for new applications, maintaining and adhering to the department's design and coding standards; writes/modifies software using a variety of programming languages for mainframe and/or personal computers; designs user friendly interfaces and logic screen flow.

- 40% +/- 10%
- Performs post-implementation assessment and maintenance; runs tests and debugs software; consults with other webmasters and web designers regarding the development of test plan and test criteria; creates and maintains procedures for production and test environments and analyzes for problem program resolution; communicates software test results with users; allocates clusters; performs problem resolutions for programs; maintains data integrity in relational databases; prepares program documentation according to IS standards.

- 10% +/- 10%
- Keeps current on emerging web technologies; seeks out, studies and recommends new technologies for future system solutions; performs technology and software assessment; attends training; performs presentations of off-site training received or seminars attended; utilizes a variety of software and programming tools/aids.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or related field with five years experience in a data processing environment, including relational database management. Must have knowledge of at

## **Developer 2**

least two (2) web programming languages used by the Division; or an equivalent combination of education, training and experience.

### **Additional Requirements**

No special license or certification is required.

Experience with the following programming technologies: SAP-ABAP, COBOL, Delphi, HTML, ASP, VB Script, Java Script, .net and/or COM.

Experience or understanding of Microsoft SQL Server and Oracle databases. The ability to create and maintain stored procedures, packages and jobs in both databases.

Experience in the following technologies is a plus: Visual Basic, Delphi, Java, Access, FTP, XML and Crystal Reports.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including program specifications, project requirements, termination program execution, databases and structures, entity relationship diagrams, technical documentation.
- Ability to comprehend a variety of reference materials and manuals including departmental and county policy manual, requirement statements, relational database chart; technical books and websites, computer manuals and status reports.
- Ability to prepare web applications and sites, statement of work, requirement statements, flow charts and layout design, web applications and sites, databases, files, documentation, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

## **Developer 2**

- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with users, vendors, and departmental employees.
- Ability to use and interpret terminology computer and language.

## **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Developer 3	<b>Class Number:</b>	1053223
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to assess client needs and to design, develop and implement computer solutions to address those needs as they pertain to the Internet, Intranet and back office. This class is responsible for performing tasks that will result in providing appropriate reports, computer programs that meet information technology standards, and system/program documentation.

### Distinguishing Characteristics

This is a technical, senior level class in the Developer series. Employees at this level work under general supervision, and are distinguished from the journey level in that the employee is expect to use broader judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is further distinguished from the journey level in that the former class requires more experience and a higher level of expertise.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 10%
- Identifies user and public business needs as they pertain to systems and develops programs to address these needs; collects information from users; identifies alternative business solutions; defines input and output system requirements and prepares graphic and narrative representations of solutions; determines hardware/software requirements; performs cost-benefit, feasibility, and impact analysis; prepares program specifications; maintains and modifies existing systems/software; writes code for new applications, maintaining and adhering to the department's design and coding standards; writes/modifies software using a variety of programming languages for mainframe and/or personal computers; designs user friendly interfaces and logic screen flow.
- 40% +/- 10%
- Performs post-implementation assessment and maintenance; runs tests and debugs software; consults with other webmasters and web designers regarding the development of test plan and test criteria; creates and maintains procedures for production and test environments and analyzes for problem program resolution; communicates software test results with users; allocates clusters; performs problem resolutions for programs; maintains data integrity in relational databases; prepares program documentation according to IS standards.
- 10% +/- 10%
- Plans and coordinates projects with the project managers; may assist the project manager in overseeing work groups; may lead and coach others in program techniques and technology solutions; assigns developers to projects and monitors progress reports; determines cost estimates and target dates; prepares project progress reports; enters time against project tasks in project tracking system; provides employee evaluation input to project managers on developer performance.

## Developer 3

10% +/- 10%

- Keeps current on emerging web technologies; seeks out, studies and recommends new technologies for future system solutions; performs technology and software assessment; attends training; performs presentations of off-site training received or seminars attended; utilizes a variety of software and programming tools/aids.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or related field with six years of experience in a data processing environment, including relational database management. Must have knowledge of at least two (2) web programming languages used by the Division; or an equivalent combination of education, training and experience.

### **Additional Requirements for all levels**

No special license or certification is required.

Experience with the following programming technologies: SAP-ABAP, COBOL, Delphi, HTML, ASP, VB Script, Java Script, .net and/or COM.

Experience or understanding of Microsoft SQL Server and Oracle databases. The ability to create and maintain stored procedures, packages and jobs in both databases.

Experience in the following technologies is a plus: Visual Basic, Delphi, Java, Access, FTP, XML and Crystal Reports.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

## **Developer 3**

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including program specifications, project requirements, termination program execution, databases and structures, entity relationship diagrams, technical documentation.
- Ability to comprehend a variety of reference materials and manuals including departmental and county policy manual, requirement statements, relational database chart; technical books and websites, computer manuals and status reports.
- Ability to prepare web applications and sites, statement of work, requirement statements, flow charts and layout design, web applications and sites, databases; files, documentation, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with users, vendors, and departmental employees.
- Ability to use and interpret computer terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Enterprise Services Manager	<b>Class Number:</b>	1053261
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is organize, plan, supervise, coordinate and participate in the full range of Enterprise Server hardware, system software and customer service support operations and activities of the Computer Operations Unit. This class is responsible for overseeing the management of the quality control, tape management, production control, and job scheduling.

## Distinguishing Characteristics

This is a first-level management classification, working under direction from a division administrator. Employee exercises discretion in applying general goal and policy statements, in resolving organizational and service delivery problems, and in supervising assigned staff. The employee in this class is responsible for ensuring data integrity in mainframe operations 24 hours a day, 7 days a week.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 10%
- Monitors and controls mainframe computer operations to ensure effectiveness and efficiency; performs quality control, application support, and job scheduling; maintains availability of the system in running production jobs; monitors production activity; sets job priorities; performs problem determination and problem resolution; initializes and switches systems, as necessary; processes batch production, preparing jobs for processing; communicates with the computer utilizing systems commands to control processing; sorts jobs; releases and runs jobs as scheduled; allocates and de-allocates files and monitors; ensures that all deadlines and schedules are maintained for delivery of output to customers; organizes and distributes output materials.
- 30% +/- 10%
- Provides supervision of assigned staff; prepares department work schedule to ensure continuous operation; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; determines education and training needs; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; interviews and recommends new hires; recommends the discipline, discharge, salary increases, transfers and promotions.
- 10% +/- 10%
- Participates in the most complex work of the unit; employs a variety of automation and monitoring tools for writing script, macros and common routines; employs production change software to move modules to production; contacts vendors to obtain product/service information.
- 15% +/- 10%
- Processes a variety of functions such as payroll, forms, parking tickets, voucher, and checks; prepares printed reports for distribution to customers; provides help desk support.
- 5% +/- 5%
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of computer operations.

## **Enterprise Services Manager**

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or a related field with three years previous experience in a mainframe environment leading or managing projects and technical activities; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

May require certification in Law Enforcement Automated Data Systems (NCIC/LEADS)

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including printer meter readings, time sheets, daily plan (run schedule), training status reports, tape reports, change management reports, systems flow charts, job flow charts, check register logs, shift turnover logs, and activity reports.
- Ability to comprehend a variety of reference books and manuals including forms manuals, policies and procedures, equipment manuals, database manuals, vendor manuals, training manuals, interactive training videos, and job flow charts.

## **Enterprise Services Manager**

- Ability to prepare weekly activity/status reports, equipment maintenance reports, daily production (run schedule), training status reports, change management reports, process and procedures, systems flow charts, job flow charts, performance evaluations, training manuals and videos, Interactive Assessment Tests, Departmental Work Calendar, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, clients, vendors, work groups, and departmental employees and managers.
- Ability to use and interpret terminology and language.

## **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Enterprise Systems Specialist	<b>Class Number:</b>	1053262
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to install, maintain and troubleshoot the operating system software and attached hardware. The incumbent develops procedures and improves system performance.

### Distinguishing Characteristics

This is journey level classification, working under general supervision from the unit manager or division administrator. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent judgment and initiative.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%
- Installs, maintains, troubleshoots, and provides optimal performance of operating system software and attached hardware on the County's mainframe systems and on guest virtual machines (software that executes instructions like a physical machine); upgrades operating systems; improves software performance by performance tuning; maintains third party software; manages disk space and virtual tape usage; allocates, moves or resizes user datasets; performs Initial Program Load (IPL) - the process of loading the operating system of a mainframe into the computer's main memory- the equivalent of rebooting a personal computer; responds to off-shift problems; documents procedures.
- 30% +/- 15%
- Fulfills requests from software users; services user requests for changes and or resource allocation; facilitates resources for testing and use of the various software running on the system; provides support and assistance to the various users at both ISC and the other county agencies that use our services; assists users in the analysis of problems.
- 5% +/- 15%
- Liaison with IBM and other software and hardware vendors; installs and upgrades independent vendor software.
- 5% +/- 15%
- Assists other ICS staff in projects, as needed.

### Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or a related field with five years experience in programming and installing mainframe hardware and software; or an equivalent combination of education, training, and experience.

### Additional Requirements

No special license or certification is required.

## **Enterprise Systems Specialist**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide; may require basic algebra, geometry and trigonometry.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including software product programs and procedures, job control language, system logs, job output, install documents, manuals, virtual tape reports, job output listings, and software documentation.
- Ability to comprehend a variety of reference books and manuals including software manuals and accounting principles.
- Ability to prepare software upgrade planning documents, job control language, parameters, charts and diagrams, procedures, documentation, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including software support personnel, mainframe users, vendors, and working groups.
- Ability to use and interpret accounting terminology and computer languages.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Enterprise Technical Analyst	<b>Class Number:</b>	1017121
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	8 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to automate, monitor, and control the mainframe computer operations environment. Incumbents are responsible for batch scheduling and processing, production change, and maintaining the integrity of production application libraries.

### Distinguishing Characteristics

This is journey level, technical classification, working under general supervision from the unit manager or division administrator. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent judgment and initiative.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 15%
- Schedules user requests; interacts with users to receive information; trains and ensures satisfaction with system; adds new users; prepares Tape Management System (TMS) transmittals to provide transmittal numbers for users.
- 30% +/- 15%
- Monitors mainframe production activity and maintains availability of the system in running production jobs; performs problem determination and problem resolution; refers problems as necessary; monitors the County's databases on a regular hourly basis to make sure they are functioning correctly and to ensure the integrity of the databases; researches and reports all issues and outages; follows up on all issues and document the results.
- 10% +/- 15%
- Reviews, maintains and coordinates production system change and production application libraries; updates related reports; ensures that standards are met and documented.
- 20% +/- 15%
- Uses Control- M software for batch scheduling; uses Control – D to tell the computer to end and where to archive reports; maintains Job Control Language in order to ensure that it identifies jobs to the system, directs execution of programs and describing peripherals and data needed; develops and modifies Job Control Language and procedures as required to satisfy customer needs; communicates with the computer utilizing systems commands to control processing; sorts jobs; releases and runs jobs as scheduled; allocates and de-allocates files and monitors; ensures that all deadlines and schedules are maintained for delivery of output to customers; organizes output materials.
- 10% +/- 15%
- Prepares reports, forms, vouchers and warrants for distribution to customers; separates reports by job name and number.

## **Enterprise Technical Analyst**

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Associate's degree in computer operations with three years of computer operations experience with an automated scheduling software or help desk experience; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including state tape requests for opening files in the relational database system for job scheduling, email request for Groupware, and vouchers.
- Ability to comprehend a variety of reference books and manuals including software manuals and users guides.
- Ability to prepare state tape returns, payroll check numbers, deduction warrant numbers, tape management system transmittals, payroll forms, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret computer terminology and job control language.

#### **Environmental Adaptability**

## **Enterprise Technical Analyst**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Field Engineer	<b>Class Number:</b>	1017211
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	5 B
<b>Dept:</b>	Information Services Center		

**Classification Function**

The purpose of this classification is to diagnose and repair computer equipment problems and to install computer components. Incumbents in this classification coordinate the delivery and installation of computers and related equipment at user locations.

**Distinguishing Characteristics**

This is a technical, journey level classification, working under general supervision from the unit manager. The employee in this class is expected to become aware of the operating policies and procedures of the work unit and to learn to perform the full range of duties assigned. Positions at this level receive instruction or assistance as unusual situations arise and are expected to exercise judgment and initiative.

**Essential Job Functions**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 45% +/- 15%
- Provides technical support to users on site including installing software, diagnosing and repairing computer problems; repairs wiring problems; installing multiple computer hardware components and phones; installing computer workstation software; installs personal computers onto networks on site and tests; assists with network issues; logs activities completed.
- 20% +/- 5%
- Re-images computers when user's computer performance has decreased by backing up important data to an external hard drive, wiping all data from the hard drive, and restoring the computer's operating system to its original state.
- 5% +/- 5%
- Performs analog/digital conversions using a device for converting a continuous quantity to a discrete digital number.
- 10% +/- 5%
- Manages training and conference rooms.
- 20% +/- 5%
- Moves and delivers equipment to users in a timely manner; assists in the stockroom; removes servers from raised floor.

**Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or equivalent supplemented by vocational/technical training in computer science with two years of computer installation and repair experience; or an equivalent combination of education, training, and experience.

## **Field Engineer**

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including emailed and voice mailed service requests.
- Ability to comprehend a variety of reference books and manuals including vendor websites and user manuals.
- Ability to prepare receipts for equipment for supervisor signature and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret computer software terminology and language.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Lead Computer Operator	<b>Class Number:</b>	1017112
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	6 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of this classification is to oversee and participate in performance of the full range of mainframe equipment and hardware operations, system software and customer service support duties. Incumbents are responsible for quality control of all output and for tape library maintenance.

### Distinguishing Characteristics

This is a lead, advance journey level classification, working under general supervision from the unit manager. This class participates in and oversees the work of staff in providing mainframe equipment, hardware operations, system software, and customer service and quality control of output. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and work independently, exercising judgment and initiative. This class is distinguished from the Computer Operator I classification in that the lead level provides technical and functional oversight to that class and performs the more complex work of the unit.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 5%
- Monitors and controls mainframe computer operations to ensure effectiveness and efficiency; performs quality control, application support, and job scheduling; maintains availability of the system in running production jobs; monitors production activity; sets job priorities; performs problem determination and problem resolution; initializes and switches systems, as necessary; processes batch production, preparing jobs for processing; communicates with the computer utilizing systems commands to control processing; sorts jobs; releases and runs jobs as scheduled; allocates and de-allocates files and monitors; ensures that all deadlines and schedules are maintained for delivery of output to customers; organizes and distributes output materials.
- 30% +/- 10%
- Provides functional and technical oversight of assigned staff by prioritizing, assigning, reviewing, and coordinating work; develops procedures; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; recommends the discipline, discharge, salary increases, transfers and promotions.
- 10% +/- 10%
- Participates in the work of the unit; employs a variety of automation and monitoring tools for writing script, macros and common routines; employs production change software to move modules to production; contacts vendors to obtain product/service information.
- 15% +/- 10%
- Processes a variety of functions such as payroll, forms, parking tickets, voucher, and checks; prepares printed reports for distribution to customers; provides help desk support.

## Lead Computer Operator

5% +/- 5%

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of computer operations.

### Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in computer science with two years previous experience in a mainframe environment; or an equivalent combination of education, training, and experience.

### Additional Requirements

No special license or certification is required.

### Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

#### Data Utilization

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

#### Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### Supervisory Responsibilities

- Provides guidance and functional oversight to staff.

#### Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

#### Language Ability & Interpersonal Communication

- Ability to comprehend a variety of informational documents including computer operations shift turnovers, Web monitoring and GIS tools, time sheets, vacation/leave requests, and scratch tape reports.
- Ability to comprehend a variety of reference books and manuals including policy and procedure manual, forms book, procedures book, systems manual, user guides, and operations call book.
- Ability to prepare shift turnover, cris shift turnover, cris time report, performance appraisals, payroll, parking tickets, productions reports, equipment trouble log, printer supplies report, transmittal sheets usage, web monitor sheets, computer operations forms, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including managers, users, vendors, peers, and employees of own

### **Lead Computer Operator**

and outside departments and administrators.

- Ability to use and interpret computer terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Multi-Media Designer 2	<b>Class Number:</b>	1053241
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to provide multimedia and video production and post production services to client agencies for the purposes of media marketing and communications services for helping client agencies to spread their message to the greater community and its leaders.

## Distinguishing Characteristics

This is journey level classification, working under general supervision from a project lead. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent judgment and initiative. This class is distinguished from the Multi-Media Developer in that the later supervises this class and performs the more complex work of the unit.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 15%
- Acts as videographer; shoots video for projects; sets up lighting for interview sessions or in studio environments; transports necessary audio, video and lighting gear and materials to locations; ensures that shots are in focus, properly exposed and meet composition requirements.
- 30% +/- 15%
- Performs as video editor including post production tasks and processes; edits events, public service announcements, and short form video projects to client specifications; digitizes footage; marks good video clips, improves quality of pictures within standard ranges; organizes video clips and edits footage to match the script or project outline; exports videos to share online, through DVD's or for broadcasting on television.
- 10% +/- 15%
- Shoots photographs for print or video projects; digitizes raw photographs to make adjustments and to process for web photo galleries, computer and printing purposes; creates online galleries for client/community review and access.
- 10% +/- 15%
- Develops graphics for print applications or the web, web page layouts or code implementation, testing and debugging; develops user interfaces; draws and designs logos for clients; Implements scripting languages and server side code into web pages; creates designs and graphic elements for publishing to the web or print applications.
- 10% +/- 15%
- Develops motion graphics to help the audience to visualize complex information and statistics, develop branding and informational slides regarding the project or to label information; integrates video footage with computer generated typography and graphical or photographic elements.
- 5% +/- 5%
- Researches new technologies and tools to improve process workflows, efficiency and quality of services; stays abreast of new technology and techniques.

## **Multi-Media Designer 2**

5% +/- 5%

- Develops scripts and outlines for video projects; coordinates projects by reserving space, scheduling people and ensuring that timelines are met.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in Visual Communications, Digital Art / Design, or Film with two years experience that includes photography, videography, film editing or a related field; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and a variety of cameras, video cameras and peripheral equipment.

#### **Supervisory Responsibilities**

No supervisory responsibilities. May lead projects, as assigned.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide; may require basic algebra, geometry and trigonometry.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including audio visual release forms, brochures, emails, letters memos, press releases, and requests for proposal.
- Ability to comprehend a variety of reference books and manuals including video and design applications manuals, help files, and tutorials/guides, product and equipment guidelines/manuals, storyboards, outlines, online forums, and industry websites.
- Ability to prepare project proposals, scripts, customer service requests, review forms, requests for purchasing, requests for reimbursement, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.

## **Multi-Media Designer 2**

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with clients, the Business Department, department directors and elected officials.
- Ability to use and interpret marketing, video and audio production, and sound mastering terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Project Management Manager	<b>Class Number:</b>	1053244
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	15 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to organize, plan, supervise, and coordinate multi-program information technology projects that are time-limited and involve more than one internal and/or external organizational line. Employee coordinates planning activities for specialized projects ensuring sufficient resources are available and involved.

### Distinguishing Characteristics

This is a first-level management classification that provides first-line supervision to project managers, and combines technical and managerial duties. This class works under direction from department administration, and is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. The employee in this class establishes policies, procedures and roles for project administration, project execution, and plan development.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Oversees management of large, multi-faceted projects to ensure that requirements are met and that projects are completed on time and on budget; assesses client needs and requests and recommends solutions; establishes objectives and performance goals; prepares statement of work for project plans; determines organizational and personnel requirements for project teams; creates and executes development plans and revises as necessary in order to meet changing needs and requirements; reviews project plans, procedures and status reports for compliance with standards and adherence to plans, objectives and schedules; identifies strategies and implements to improve project performance; facilitates procurement and delivery process; keeps administration informed of status of projects; facilitates client meetings; facilitates end user testing and issue resolutions; approves final acceptance of project deliverables.
- 30% +/- 10%
- Manages department services and activities including evaluating, analyzing, prioritizing and assigning requests for information technology related projects; provides summary of work to be completed; recommends new initiatives, project closure or transfer; integrates project management plans with performance objectives and goals of the organization; provides the sharing of technical and management knowledge across project functional and departmental lines; develops and maintains standards; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.
- 10% +/- 10%
- Assists in ISC management; prepares recommendations; participates in strategic plan development; prepares budgets and evaluates funding sufficiency; prepares paperwork for senior management review and approval; prepares and conducts presentations.

## **Project Management Manager**

20% +/- 10%

- Provides supervision of assigned staff; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development; prepares employee performance evaluations as scheduled or required; interviews and recommends new hires; manages the development team by ensuring that project tasks are in line with each employee's skill level; identifies opportunities for improvement and makes constructive suggestions; reviews the status reports of team members and addresses issues as appropriate; keeps track of lessons learned and shares those lessons with team members.

10% +/- 10%

- Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field of computer technology; researches and evaluates software, hardware and technology products and trends; consults with other agencies, outside government and private organizations to their approach to projects and their experience with vendors.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree computer science or related field with six years previous experience including information technology project management; or any equivalent combination of education, training and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

## **Project Management Manager**

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra and geometry and descriptive statistics.

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including project plans, procedures and status reports, internet research for software, hardware and technology, employee timesheets; vendor invoices, project documentation, requests for information, requests for proposal, and contracts. project recommendations, purchase recommendations, performance evaluations, billing statements, a variety of reports, contracts, budgets, requests for bid & proposal, project plans, timelines, workflow charts, procedural diagrams,
- Ability to comprehend a variety of reference materials and manuals including project management policies and procedures, TenStep Licensed Website for project managers, documentation and trade publications, software manuals, codes, and standards documents.
- Ability to prepare status reports, data compiled for software, hardware & technology products & trends, timesheets, invoices, project documentation, requests for bid and requests for proposal, contracts, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, users, vendors, and outside agencies, departmental employees and senior managers.
- Ability to use and interpret contract, computer, and circuitry terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	SAP ABAP Programmer	<b>Class Number:</b>	1053251
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is to provide programming support for the SAP Human Resources and Payroll system.

## Distinguishing Characteristics

This is a technical, journey level classification, working under direction from the unit manager. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and work independently, exercising judgment and initiative. This class requires extensive knowledge of Advanced Business Application Programming (ABAP) language for programming the SAP Application Server.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 50% +/- 10%
- Gathers coding requirements from functional analyst's specifications based on user requirements; utilizes the functional specifications to design the technical specifications; codes the program to meet the specifications; unit tests the program per test case scenarios provided by functional analyst; assists functional analyst in acceptance testing.
- 25% +/- 10%
- Transports data between SAP Systems and for the migration between different SAP releases; refreshes quality assurance (QA) database from a copy of the database used in the daily processing of transactions (Production); moves transport requests, transferring data from one SAP installation to another; performs client copies to create new clients (applications or systems that accesses a remote service on another server, by way of a network); troubleshoots down system or hardware problems; monitors and defines batch jobs; tunes system parameters; maintains documentation for the system.
- 10% +/- 5%
- Maintains security of users; adds new users to the system; maintains security roles and profiles; monitors backups of system; restores system from backups; moves transport requests through the system
- 15% +/- 5%
- Interacts with functional groups to resolve problems and discuss functionality; researches, evaluates and provides recommendations on new products and meets with vendors.

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or related field with six years of experience with SAP Basis, Oracle and UNIX administration; or any equivalent combination of education, training and experience.

## Additional Requirements

No special license or certification is required.

## **SAP ABAP Programmer**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No Supervisory Responsibilities

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including transport requests, SAP patch documentation, SAP notes, emails, printer definition form, security request form, system diagrams, documentation and monitoring reports.
- Ability to comprehend a variety of reference books and manuals including system architecture diagrams, documentation, SAP patch documentation, SAP notes, and network and operation manuals..
- Ability to prepare documentation, diagrams, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with UNIX and Oracle administrators, users, vendors, peers, and departmental employees and administrators.
- Ability to use and interpret computer systems terminology and language.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	SAP Basis Administrator	<b>Class Number:</b>	1053252
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	15 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is to assist and administer daily maintenance of the SAP Human Resources and Payroll system including keeping patches (updates and improvements) current, performing hardware administration, performing security administration, applying SAP notes (containing up-to-date information regarding the configuration and use), and providing issue resolution..

## Distinguishing Characteristics

This is a technical, journey level classification, working under direction from the unit manager. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and work independently, exercising judgment and initiative. This class requires knowledge of SAP Basis, Oracle, and UNIX administration.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 75% +/- 10%
  - Monitors, maintains, and updates the SAP system using procedures that ensure optimal performance and efficiency; applies patches for upgrades and improvements; adds new printers to the system; researches and applies SAP notes; refreshes quality assurance (QA) database from a copy of the database used in the daily processing of transactions (Production); moves transport requests, transferring data from one SAP installation to another; performs client copies to create new clients (applications or systems that accesses a remote service on another server, by way of a network); troubleshoots down system or hardware problems; monitors and defines batch jobs; tunes system parameters; maintains documentation for the system.
- 10% +/- 5%
  - Maintains security of users; adds new users to the system; maintains security roles and profiles; monitors backups of system; restores system from backups; moves transport requests through the system
- 15% +/- 5%
  - Interacts with functional groups to resolve problems and discuss functionality; researches, evaluates and provides recommendations on new products and meets with vendors.

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science with six years of experience with SAP Basis, Oracle and UNIX administration; or any equivalent combination of education, training and experience.

## Additional Requirements

No special license or certification is required.

## **SAP Basis Administrator**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- No Supervisory Responsibilities

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including transport requests, SAP patch documentation, SAP notes, emails, printer definition form, security request form, system diagrams, documentation and monitoring reports.
- Ability to comprehend a variety of reference books and manuals including system architecture diagrams, documentation, SAP patch documentation, SAP notes, and network and operation manuals..
- Ability to prepare documentation, diagrams, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with UNIX and Oracle administrators, users, vendors, peers, and departmental employees and administrators.
- Ability to use and interpret computer systems and network terminology and language.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Security and Research Manager	<b>Class Number:</b>	1053282
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	13 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of this classification is to provide network security to all County agencies using enterprise level information technology software, appliances and techniques. Employee establishes, monitors, and enforces the Information Services Center security policies and procedures.

## Distinguishing Characteristics

This is a first-level management classification, working under direction from the Chief Information Officer. The employee in this class is expected to exercise discretion in applying general goal and policy statements, in resolving organizational and service delivery problems and in supervising assigned staff. The employee in this class is also responsible for establishing and enforcing the departmental security policies and procedures and assisting in the design of security solutions.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 10%
- Conducts analysis of network security including Web security appliances and reports of threats, intrusion detection system security appliances (devices or software applications that monitor network and/or system activities for malicious activities or policy violations and produces reports), and email security appliances that protect the email against spam, viruses, phishing and a wide variety of other threats; reports on security threats, as required.
- 40% +/- 10%
- Performs security research and development; reviews, researches and writes security policies and procedures.
- 15% +/- 10%
- Provides supervision of assigned staff; prioritizes, assigns, reviews, and coordinates work; assesses and reviews work and maintains standards; motivates staff; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations, defines and provides for training needs; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; recommends salary increases and transfers.
- 5% +/- 10%
- Reviews closed circuit TV operations and monitors activity.

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or a related field with three years information technology experience including network engineering security; or an equivalent combination of education, training, and experience.

## Additional Requirements

No special license or certification is required.

Certification as an Information Systems Security Professional (CISSP) is desirable.

## **Security and Research Manager**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the transfer or salary increase of other employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational gained by accessing computer systems including the Intrusion Prevention System (IPS), closed circuit television, email security, Web security, the email system, Web proxy email, security proxy email, reports, and customer service requests (CSR) /operations division requests (ODR).
- Ability to comprehend a variety of reference books and manuals including online documentation, the Office of Information Technology (OIT) website, State Code Websites, the SysAdmin, Audit, Networking, and Security Institute (SANS) Website, departmental security policies and procedures.
- Ability to prepare security policies and procedures, security assessments, reports of security threats, emergency call lists, status reports, travel and training requests, Automatic Data Processing (ADP) briefing memos and documents, customer service requests (CSR) /operations division requests (ODR) and annual employee performance reviews using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, clients, vendors, contractors, class instructors, and departmental employees and administrators, and elected officials.

## **Security and Research Manager**

- Ability to use and interpret computer and accounting terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Support Services Manager	<b>Class Number:</b>	1053272
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	17 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to assess, plan, and implement enterprise information technology systems in support of the business objectives of the Human Resources, Fiscal and Procurement operations. The incumbent is responsible for developing and managing application portfolios and identifying opportunities for integration, consolidation or elimination of redundant processes or systems in order to improve cost effectiveness expand efficiencies and improve customer service.

## Distinguishing Characteristics

This is a second-level management classification that provides direct supervision to developers, system administrators and network administrators. This class works under general direction of the Chief Technology Officer, and is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 10%

• Develops and manages application portfolios and identifies opportunities for integration, consolidation or elimination of redundant processes or information technology systems in order to improve cost effectiveness, expand efficiencies and improve customer service; prioritizes information technology initiatives and coordinates the evaluation, deployment, management and maintenance of current and future information technology systems across the organization with primary focus on the business needs of the Human Resources, Fiscal and Procurement operations.
- 15% +/- 10%

• Provides supervision of assigned staff; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development; conducts staff meetings; promotes teamwork; prepares employee performance evaluations as scheduled or required; interviews and recommends new hires; manages the development team by ensuring that project tasks are in line with each employee's skill level; identifies opportunities for improvement and makes constructive suggestions; reviews the status reports of team members and addresses issues as appropriate; keeps track of lessons learned and shares those lessons with team members.
- 10% +/- 10%

• Identifies opportunities for the appropriate and cost effective investment of financial resources in information technology systems and resources including staffing, sourcing, purchasing and in-house development.

## **Manager, Support Services**

- 10% +/- 5%
  - Defines and communicates project milestones, service level agreements and resource allocation to executive team, department leads, support staff and end users.
- 10% +/- 5%
  - Develops business case justifications and cost benefit analyses for information technology spending and initiatives; communicates information technology investment benefits and risks with stakeholders; benchmarks, analyzes and makes recommendations for the improvement of the information technology infrastructure and systems.
- 15% +/- 10%
  - Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field of computer operations reviews bid proposals.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or related field with six years related experience; or an equivalent combination of education, training and experience.

### **Additional Requirements**

No special license or certification is required.

Experience with the following programming technologies is desirable: SAP-ABAP, COBOL, Delphi, HTML, ASP, VB Script, Java Script, .NET, CSS

Experience or understanding of Microsoft SQL Server and Oracle databases. The ability to create and maintain stored procedures, packages and jobs in both databases.

Experience in the following technologies is desirable: Visual Basic, Delphi, Java, Access, FTP, XML and Crystal Reports and/or COM.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.

### **Manager, Support Services**

- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra and geometry.

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including proposals, contracts, white papers, employee timesheets, requirement statements, technical forms and documentation, flow charts and data diagrams.
- Ability to comprehend a variety of reference materials and manuals including departmental and County policy manual, requirement statements, technical design documentation, technical architecture documents, computer books and trade magazines.
- Ability to prepare statement of work, requirement statements, requests for proposals, technical design documents, programming standards documents, functional procedures documents, status reports, performance appraisals and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to manage, supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, users, consultants, vendors, and departmental employees and administrators.
- Ability to use and interpret computer system and hardware terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Videoconferencing Manager	<b>Class Number:</b>	1053242
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	11 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to plan, coordinate and implement the videoconferencing project for Cuyahoga County and its Judicial System.

## Distinguishing Characteristics

This is a first-level management classification, responsible for the videoconferencing project for the County and the Judicial System. This class works under direction from the division Administrator. The employee in this class is expected to exercise discretion in applying general goal and policy statements and in resolving organizational and service delivery problems.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Plans, configures, coordinates and implements videoconferencing for the County and for the Judicial System; consults with clients with respect to requirements; schedules video conferences; installs, maintains and upgrades hardware and software; configures networks; troubleshoots issues including likely causes due to network problems; identifies solutions to problems; meets deadlines. 60% +/- 10%
- Provides supervision of assigned staff by prioritizing, assigning, reviewing, and coordinating work; consults with staff to review work requirements, status, and problems; assists staff with problem situations; training staff; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns. 15% +/- 10%
- Performs growth management techniques to ensure that as the clients' needs increase, there are services and technology available to meet demands. 15% +/- 10%

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in computer science or a related field with three years experience involving voice communications, wide area networks, Local Area Networks; or an equivalent combination of education, training, and experience.

## Additional Requirements

No special license or certification is required.

## **Videoconferencing Manager**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including usage logs and request forms.
- Ability to comprehend a variety of reference books and manuals including videoconferencing reference books, guides for configuring, installing, administering and upgrading videoconferencing systems; guides for selecting, connecting, configuring, and troubleshooting network systems, and videoconferencing equipment guides.
- Ability to prepare usage logs for equipment and users of equipment and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.

### **Videoconferencing Manager**

- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, clients, and departmental employees in regard to scheduling requests.
- Ability to use and interpret audio visual terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Voice-Video Communications Manager	<b>Class Number:</b>	1053243
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	14 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to plan, direct, supervise, and coordinate the operations and activities of telecommunications services. This classification is responsible for overseeing management of Voice over Internet Protocol (VoIP) and Communications Customer Service.

### Distinguishing Characteristics

This is a first-level management classification, responsible for managing the day-to-day operations of communications services, purchasing, and billing. This class works under direction from the division Administrator. The employee in this class is expected to exercise discretion in applying general goal and policy statements and in resolving organizational and service delivery problems and in supervising assigned staff. The primary focus of the this class is overseeing and participating in the performance of professional work, troubleshooting voice communications systems and supervising employees in performance of the work of a section within the division.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Assumes management responsibility for development and maintenance of networks and telecommunications systems; oversees the work of staff, troubleshoots issues, identifies solutions to complex problems to meet deadlines; consults with clients with respect to plans, designs and implementation; supports the voice infrastructure; develops technical architecture and physical designs, and analyzes existing voice and data networks and recommends solutions.
- 30% +/- 10%
- Manages new projects including performing cost analysis, developing architecture, overseeing staff, and performing and overseeing network configuration and installation.
- 15% +/- 10%
- Provides supervision of assigned staff and consultants by prioritizing, assigning, reviewing, and coordinating work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines and provides for education and training needs; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; interviews and recommends new hires; recommends discipline, salary increases, transfers and promotion reviews.
- 10% +/- 10%
- Negotiates vendor contracts; researches new telecommunications applications; coordinates meetings with contractors that have not previously provided services to the County; coordinates and sets up training requirements for new clients; orders new phones and peripheral equipment.
- 10% +/- 10%
- Performs analysis and reports on call detail and on voice utilization traffic.

## **Voice/Video Communications Manager**

5% +/- 10%

- Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field of computer operations.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or a related field or equivalent experience with five years previous supervisory/management experience involving voice communications, wide area networks; or any equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra.

## **Voice/Video Communications Manager**

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including employee timesheets, invoices, architectural drawings, call detail record reports, circuit utilization, system error logs, and project requirements.
- Ability to comprehend a variety of reference books and manuals including departmental and county policy manual, architectural drawings, call center scripts, phone system user guides, and computer and communications software, hardware, network, and operation manuals.
- Ability to prepare cost analysis, network diagrams and documents, status, progress, and activity reports, reports on hardware/software issues and resolution of issues; timesheets; performance reviews, requests for bid, service requests and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, clients, vendors, contractors, class instructors, and departmental employees and administrators.
- Ability to use and interpret computer networking and accounting terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	WAN Analyst 2	<b>Class Number:</b>	1053281
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	9 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to evaluate, troubleshoot, implement, monitor and maintain existing or proposed data communication systems.

## Distinguishing Characteristics

This is a journey level, technician class in the WAN Analyst series. Employees at this level work under general supervision from a unit manager, and are distinguished from the entry level by the performance of the full range of duties assigned. Employees are expected to work more independently, exercising judgment and initiative. Positions at this level receive instruction or assistance only as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%

Analyzes business needs of customers and recommends, purchases, configures, installs and maintains data communications systems; evaluates equipment needs; plans and schedules conversion process; configures and installs equipment; prepares specifications and flowcharts for implementation of new internal programs or modifications to vendor software including switches, routers, and hubs; provides installation and monitoring of communications software, utilities and diagnostics; reviews, updates and enforces networking and data communications policies.
- 30% +/- 10%

Responds to help desk calls requiring testing and troubleshooting; monitors service and/or referred calls; enters and logs problems on problem tracking system; communicates with help desk staff re. status; monitors service and/or referred calls and refers problems to supervisor, co-workers, other support areas, or higher level technicians as necessary; supports customers with scheduled and non-scheduled outages
- 5% +/- 5%

Keeps current on emerging web technologies; attends project planning meetings.

## Minimum Training and Experience Required to Perform Essential Job Functions

Associate's degree in computer science, communications system infrastructure, or a related field with three years of experience in configuration, installation, maintenance, repair of data communication systems infrastructure; or any equivalent combination of education, training, and experience.

## **Communications Analyst 2**

### **Additional Requirements for all levels**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Ability to perform mid-level analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and voice equipment.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including problem log, service cards, purchase orders, customer service requests, status reports, and technical information documents.
- Ability to comprehend a variety of reference materials and manuals including repair manuals, hardware manuals, policy and procedure manuals, research materials and documentation, and technical information documents.
- Ability to prepare equipment drawings, time schedules, purchase orders, emails and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including users, WAN group, colleagues, vendors, and departmental employees.
- Ability to use and interpret computer, data communications and infrastructure terminology and language.

## **Communications Analyst 2**

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Web Designer 1	<b>Class Number:</b>	1053231
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	8 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to build and launch websites for client agencies using technologies that conform to ISC standards while ensuring that the site is organized, easy to navigate, and is designed according to client requests and requirements.

## Distinguishing Characteristics

This is an entry level classification, working under general supervision from a division administrator or unit manager. Employees in this class work under more immediate supervision and perform most of the duties required of the positions at the journey level, but are not expected to function at the same level of expertise. It is expected that employees will exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits a more established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. This class requires less extensive experience than at the journey level.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%  
• Builds websites for County agencies; meets with clients to determine project objectives and requirements; researches project topic; provides time estimates for project development; creates sample designs; meets with developers to discuss possible custom application; creates print ready sample designs if project is for print; for web projects, organizes content and ensure site is user friendly.
- 30% +/- 15%  
• Troubleshoots and debugs errors on sites and applications; performs maintenance and updates on existing websites; creates or modifies photographs, images and graphics.
- 10% +/- 15%  
• Provides clients with Synapse training so that they can take control of the site to update or change designs in their entirety without interfering with features or existing content.

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in marketing, advertising, graphic art/design, film, photography or a related field with two years experience that includes website or print design and various software used for website design and photo editing; or an equivalent combination of education, training, and experience.

## Additional Requirements

No special license or certification is required.

## **Web Designer 1**

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Ability to perform mid-level level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and a variety of cameras, video cameras and peripheral equipment.

#### **Supervisory Responsibilities**

No supervisory responsibilities. May lead projects, as assigned.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide; may require basic algebra, geometry and trigonometry.

#### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including statement of work, website maintenance requests, meeting minutes and agendas, requests for proposal, requests for qualification, press releases, video, and photography.
- Ability to comprehend a variety of reference books and manuals including reference developed by colleagues for website development and modification, websites, and books regarding website design.
- Ability to prepare timesheets, training manuals, website documentation, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including clients, peers, supervisor, design staff, and video production staff.
- Ability to use and interpret videography and audio visual terminology and language.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Web Designer 2	<b>Class Number:</b>	1053232
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10 B
<b>Dept:</b>	Information Services Center		

## Classification Function

The purpose of the classification is to build and launch websites for client agencies using technologies that conform to ISC standards while ensuring that the site is organized, easy to navigate, and is designed according to client requests and requirements.

## Distinguishing Characteristics

This is journey level classification, working under direction from a division administrator. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive instruction or assistance only as unusual situations arise and are expected to exercise independent judgment and initiative.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 60% +/- 15%
- Builds websites for County agencies; meets with clients to determine project objectives and requirements; researches project topic; provides time estimates for project development; creates sample designs; meets with developers to discuss possible custom application; creates print ready sample designs if project is for print; for web projects, organizes content and ensures site is user friendly.
- 30% +/- 15%
- Troubleshoots and debugs errors on sites and applications; performs maintenance and updates on existing websites; creates or modifies photographs, images and graphics.
- 10% +/- 15%
- Provides clients with Synapse training so that they can take control of the website and update or change designs in their entirety without interfering with features or existing content.

## Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in marketing, advertising, graphic art / design, film, photography or a related field with three years experience that includes website or print design and various software used for website design and photo editing; or an equivalent combination of education, training, and experience.

## Additional Requirements

No special license or certification is required.

## Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

## **Web Designer 2**

### **Data Utilization**

- Ability to perform mid-level level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.

### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment and a variety of cameras, video cameras and peripheral equipment.

### **Supervisory Responsibilities**

No supervisory responsibilities. May lead projects, as assigned.

### **Mathematical Ability**

- Ability to add, subtract, multiply, and divide; may require basic algebra, geometry and trigonometry.

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including statement of work, website maintenance requests, meeting minutes and agendas, requests for proposal, requests for qualification, press releases, video, and photography.
- Ability to comprehend a variety of reference books and manuals including reference developed by colleagues for website development and modification, websites, and books regarding website design.
- Ability to prepare timesheets, training manuals, website documentation, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including clients, peers, supervisor, and work groups members.
- Ability to use and interpret computer systems and electrical circuits terminology and language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Web Development & Applications Development Administrator	<b>Class Number:</b>	1053247
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	19 B
<b>Dept:</b>	Information Services Center		

### Classification Function

The purpose of the classification is to plan, direct, supervise, coordinate and manage the activities, operations, procedures and goals of the Web, Video, Application Development and GIS departments.

### Distinguishing Characteristics

This is a second-level management classification, responsible for evaluating, developing and maintaining standards and best practices for system design and development. Under administrative direction of the Chief Technology Officer, the incumbent is responsible for evaluating effectiveness of information systems, developing short and long goals and overall vision. The employee is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. This class is responsible for direct and general supervision over management, professional, and line staff.

### Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Designs and directs project plans, project tasks lists and action plans for individual systems being designed or developed; gathers the requirements for new systems; proposes options and project cost estimates; ensures systems support agency business strategy are user friendly, intuitive, proper testing plans are in place and that execution is completed on time and within budget; ensures effective system maintenance plans are in place.
- 20% +/- 10%
- Provides supervision of assigned staff and oversees the work of consultants; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development by providing training and professional development opportunities; conducts staff meetings; prepares employee performance evaluations as scheduled or required; responds to employee issues and concerns; interviews and recommends new hires; recommends the discipline, discharge, salary increases, transfers and promotions; reviews/approves time sheets, travel requests and leave requests.
- 20% +/- 10%
- Researches, develops and implements policies, procedures and best practices for application development and business process integration; develops vision, short term and long term goals from a technical and business process perspective; evaluates effectiveness of software systems being used; researches current trends and technologies on the web and various trade publications; assesses usability and effectiveness of systems being developed.
- 20% +/- 10%
- Analyzes requirements of clients and their agency's mission; understands business requirements; explains technical methods, procedures and protocols; maintains effective working relationships with a variety of individuals both within and without the department.

## **Web Development & Applications Development Administrator**

10% +/- 5%

- Conducts staff meetings; facilitates collaboration design sessions; ensures the client agency is being effectively served; prepares routine status reports, cost estimates and statements of work; develops contracts. Attends and participates in professional group meetings, conferences, seminars and training.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or business administration with six years previous management experience including planning, supervision, budgeting, contract negotiation and computer proficiency; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

No special license or certification is required.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform upper-level data analysis, including the ability to hypothesize, theorize and assimilate, to modify or adapt existing policies/ methods to meet unusual conditions within the context of existing theories and management principles.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra.

**Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including proposals, contracts, statements of work, project requests, customer service requests, technical documentation, performance reviews, documentation, product specifications and manuals.
- Ability to comprehend a variety of reference books and manuals including departmental and County policy manual, computer books and manuals, communications software, hardware, network, architecture and operation manuals.
- Ability to prepare status and progress reports, project analysis, annual reports, performance reviews, requests for proposals and for bid, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to manage, supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department including staff, clients, vendors, contractors, and departmental employees and administrators.
- Ability to use and interpret computer information, project management and legal terminology and language.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Web Development and Applications Development Manager	<b>Class Number:</b>	1053246
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	16 B
<b>Dept:</b>	Information Services Center		

### **Classification Function**

The purpose of the classification is to plan, supervise, direct, and lead the development team in day to day activities and operations. The incumbent is responsible for providing technical direction for the development, design, and systems integration from project definition phase through implementation.

### **Distinguishing Characteristics**

This is a first-level management classification that provides direct supervision to Web developers, and combines technical and managerial duties. This class works under general direction of the Chief Technology Officer, and is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. The employee is responsible for coordinating the development of strategic and tactical plans for web development, and ensuring staff understands and delivers the appropriate technology to user agencies.

### **Essential Job Functions**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 40% +/- 10%
- Acts as a project manager to ensure that requirements are met and that projects are completed on time and on budget; assesses client needs and requests and recommends solutions; prepares statement of work for project plans; performs software and technology assessment; creates and executes development plans and revises as necessary in order to meet changing needs and requirements; keeps administration informed of status of projects; facilitates client meetings; facilitates end user testing and issue resolutions.
  
- 30% +/- 10%
- Provides supervision of assigned staff; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development; conducts staff meetings; promotes teamwork; prepares employee performance evaluations as scheduled or required; interviews and recommends new hires; manages the development team by ensuring that project tasks are in line with each employee's skill level; identifies opportunities for improvement and makes constructive suggestions; reviews the status reports of team members and addresses issues as appropriate; keeps track of lessons learned and shares those lessons with team members.
  
- 10% +/- 10%
- Provides technical direction for development, design, and system integration; performs technology and software assessment; studies and recommends new development technologies; creates and maintains procedures for production and test environments; develops and recommends best practices, policies and procedures; applies knowledge of industry trends and developments to improve applications and processes.

## **Web Development and Applications Development Manager**

20% +/- 10%

- Performs a variety of technical work including coding web pages, creating databases, coding database stored procedures, coding data loads, solving user and public problems, providing information to the public, collecting business requirements, performing technical analysis, and performing system design and testing.

10% +/- 10%

- Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field of computer operations.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor's degree in computer science or related field with five years experience in a programming environment, including object oriented programming and relational database management. Must have knowledge of at least two (2) web programming languages used by the Division; or any equivalent combination of education, training and experience.

### **Additional Requirements**

No special license or certification is required.

Experience with the following programming technologies is desirable: SAP-ABAP, COBOL, Delphi, HTML, ASP, VB Script, Java Script, .NET, CSS

Experience or understanding of Microsoft SQL Server and Oracle databases. The ability to create and maintain stored procedures, packages and jobs in both databases.

Experience in the following technologies is desirable: Visual Basic, Delphi, Java, Access, FTP, XML and Crystal Reports and/or COM.

### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

#### **Data Utilization**

- Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

#### **Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.

### **Web Development and Applications Development Manager**

- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages; may require the ability to perform mathematical operations involving basic algebra and geometry.

### **Language Ability & Interpersonal Communication**

- Ability to comprehend a variety of informational documents including employee timesheets, requirement statements, Customer Service Requests, entity relationship diagrams, technical documentation, issue logs and technical forums.
- Ability to comprehend a variety of reference materials and manuals including departmental and county policy manual, requirement statements, coding book and websites, entity relationship diagrams, technical documentation, issue logs and technical forums.
- Ability to prepare statement of work, requirement statements, web applications and sites, databases, files, system documentation, user manuals, status reports, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with staff, users, vendors, and departmental employees and administrators.
- Ability to use and interpret terminology and language including computer language.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Staff Auditor	<b>Class Number:</b>	1055131
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	10
<b>Dept:</b>	Internal Auditing		

**Classification Function**

The purpose of this classification is to assist the Internal Audit Manager conduct preliminary financial and performance auditing of selected County departments.

**Distinguishing Characteristics**

This is a journey level classification with responsibility for performing technical activities in the Internal Auditing Department. This class works under direction from the Internal Audit Manager, and is responsible for performing timely and accurate financial and performance audits. The employee works within a framework of established regulations, policies, and procedures and is expected to use judgment in performing work.

**Essential Job Functions**

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 25% +/- 10%
- Conducts risk assessments to assess financial controls, operational efficiencies and compliance with applicable policies, procedures and regulations.
- 25% +/- 10%
- Gathers financial and operational data for internal audits through a variety of accepted methods including interviews and observations.
- 25% +/- 10%
- Conducts control, substantive and compliance audit testing of specified financial and operational areas using acceptable audit techniques including vouching and reconciliation.
- 15% +/- 10%
- Drafts preliminary audit findings and recommendations based on testing results; submits findings and recommendations to Internal Audit Manager for review and comment.
- 10% +/- 5%
- Manages audit segment budgets for identified audits; communicates results of internal audit with stakeholders; assists Internal Audit Manager plan audits in accordance with the annual audit plan and applicable auditing standards.

**Minimum Training and Experience Required to Perform Essential Job Functions**

Bachelor’s degree in accounting or a related field with two (2) years previous experience in accounting, auditing or a related field; or an equivalent combination of education, training, and experience.

**Additional Requirements**

No certificates or licenses required.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions****Physical Requirements**

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

**Supervisory Responsibilities**

- Ability to provide instruction to other employees.

**Mathematical Ability**

- Ability to add, subtracts, multiply, divide and calculate decimals and percentages; to use descriptive statistics.

**Language Ability & Interpersonal Communication**

- Requires the ability to perform mid-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.
- Ability to comprehend a variety of informational documents including FAMIS reports, trial reports, cash financial statements, grants, CAFR reports, vouchers, receipts, purchase orders, invoices and operational documents and reports.
- Ability to comprehend a variety of reference books and manuals including the GAAFR, GAGAS, Auditor of State website, Ohio Revised Code (ORC), County Policy Handbook, Code of Federal Regulations, International Standards for the Professional Practice of Internal Auditing, program manuals and procedures.
- Ability to prepare flowcharts, diagrams, process narratives, audit programs, spreadsheets, audit findings and recommendations and related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to use and interpret accounting and auditing terminology and language.
- Ability to communicate with staff, external auditors, and employees from outside agencies and departments and the general public.

**Environmental Adaptability**

- Work is typically performed in an office environment.

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# CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Veterinarian Technician	<b>Class Number:</b>	1022411
<b>FLSA:</b>	Non - Exempt	<b>Pay Grade:</b>	5
<b>Dept:</b>	Public Works		

## Classification Function

The purpose of this classification is to assist higher-level Kennel staff with surgery, various medical procedures, vaccinations and medications.

## Distinguishing Characteristics

This is a technical classification with responsibility for assisting supervisory and medical staff with various procedures at the Kennel. This classification works under a framework of well-defined procedures and regulations. Employees in this classification have specialized knowledge and experience related to animal shelter and basic veterinarian procedures. Limited exercise of judgment is required on details of work and performing job duties.

## Essential Job Functions

**The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- 30% +/- 10%
- Assists with animal cage sterilization and cleaning, examination of impounded dogs, preparation and administration of dog vaccinations and determination of breed, age and temperament.
  
- 30% +/- 10%
- Sterilizes surgery room and instruments; schedules surgeries; assists with surgical preparation for dogs, premedicate, induction agent, and intubate; provides technical assistance during veterinarian and medical procedures per established procedures; monitors vitals and anesthesia; monitors status of surgery recovery and isolation wards; prepares operational reports and logs.
  
- 25% +/- 10%
- Prepares medications for dispensing; administers oral, topical and injectible medications; performs and prepares laboratory work.
  
- 15% +/- 5%
- Lifts dogs for weighing, bathing and surgical procedures; maintains adoption medical information; maintains adequate inventory of necessary veterinarian equipment, supplies, vaccines and medications.

## Experience Required to Perform Essential Job Functions

High school diploma or equivalent supplemented with technical training with two (2) years of related experience; or any combination of education and experience that provides equivalent knowledge, skills and abilities.

## Additional Requirements

Must be a State of Ohio Registered Veterinarian Technician.

**Minimum Physical and Mental Abilities Required to Perform Essential Job Functions****Physical Requirements**

- Ability to operate a variety of medical and surgical tools such as anesthesia machine, microscope, autoclave, cautery, clippers, needles, syringes and other tools.
- Ability to operate a variety of automated office machines including computers and peripheral equipment.

**Supervisory Responsibilities**

No supervisory responsibilities.

**Mathematical Ability**

- Ability to understand and apply addition, subtraction, multiplication, and division.

**Language Ability & Interpersonal Communication**

- Ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and problem solve. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including applications, blood work, impound cards, intake records, treatment cards and medical records.
- Ability to comprehend a variety of reference books and manuals including diagnostic reports, parasitological manual, shelter operations manual County policies and dog breed book.
- Ability to prepare adoption policy forms, intake records, drug records, surgery appointments, rabies certificates and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record and deliver information, to explain procedures, to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the department.
- Ability to use and interpret basic veterinary terminology and language.
- Ability to communicate with supervisor, veterinarians, vendors, customers, co-workers, and the general public.

**Environmental Adaptability**

- Work is typically performed under exposure to strong odors, noise extremes, blood, bodily fluids, wetness, angry or rabid animals.

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