

# County Council of Cuyahoga County, Ohio

## Resolution No. R2020-0147

Sponsored by: <b>Councilmember Brown on behalf of Cuyahoga County Personnel Review Commission</b>	<b>A Resolution</b> adopting various changes to the Cuyahoga County Non-bargaining Classification Plan, and declaring the necessity that this Resolution become immediately effective.
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WHEREAS, Section 9.03 of the Charter of Cuyahoga County states that the Cuyahoga County Personnel Review 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, the Personnel Review Commission submitted several proposed changes to the Cuyahoga County Non-bargaining Classification Plan; and

WHEREAS, the Personnel Review Commission considered 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 9, 2020, the Personnel Review Commission met and recommended the classification changes (attached hereto as Exhibits A through R) and recommended to County Council the formal adoption and implementation of the attached changes; and

WHEREAS, it is necessary that this Resolution 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 entity.

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

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

Modifications of the following Classifications: (See attached Classification Specifications)

Proposed New Classification:

Exhibit A: Class Title: *Administrator, IT Program Management Office*  
Number: 16461  
Pay Grade: 18B/Exempt

Proposed Revised Classifications:

Exhibit B: Class Title: *9-1-1 Coordinator*  
Class Number: 12121  
Pay Grade: 8A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2016.  
Wording in document was changed to be more specific. Added a  
Technology Requirement section.

Exhibit C: Class Title: *Consumer Affairs Investigator*  
Class Number: 19081  
Pay Grade: 8A/Non-Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2014.  
The essential job functions, language, and formatting were  
updated. No change to pay grade or FLSA status.

Exhibit D: Class Title: *Consumer Affairs Specialist*  
Class Number: 13081  
Pay Grade: 7A/Non-Exempt  
\* PRC routine maintenance. Classification last revised in 2014.  
The essential job functions, language, minimum qualifications and  
formatting were updated. The pay grade increased from 6A to 7A.

Exhibit E: Class Title: *Security Lieutenant*  
Class Number: 12011  
Pay Grade: 10A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2013.  
The essential job functions, language, minimum qualifications and  
formatting were updated. No change to pay grade or FLSA status.

Exhibit F: Class Title: *Supervisor, Forensic DNA Lab, DNA Tech &  
Training*  
Class Number: 12234  
Pay Grade: 21A/Exempt (No change)  
\* PRC routine maintenance. Classification last revised in 2014.  
The essential job functions, language, minimum qualifications and  
formatting were updated. No change to pay grade or FLSA status.

Exhibit G: Class Title: *Supervisor, Weights and Measures*  
Class Number: 19071  
Pay Grade: 9A/Exempt (No change)

\* PRC routine maintenance. Classification last revised in 2011. The essential job functions, language, minimum qualifications, and formatting were updated. No change to pay grade or FLSA status.

Proposed Deleted Classifications:

- Exhibit H: Class Title: *Business Systems Analyst*  
Class Number: 16271  
Pay Grade: 11B/Exempt  
\* Incumbent in this classification was transferred to a new classification (which performs equivalent essential job tasks) to accommodate department restructuring. This classification is no longer needed.
- Exhibit I: Class Title: *Communications/9-1-1 Planner*  
Class Number: 12111  
Pay Grade: 9A/Exempt  
\* This classification is vacant, and the department has no intentions of filling the position as the duties performed by this position are no longer necessary.
- Exhibit J: Class Title: *Construction Contract Coordinator*  
Class Number: 10071  
Pay Grade: 7A/Non-Exempt  
\* No incumbents in this classification. The duties of this position are now completed by the Purchasing Analyst classification and this classification is no longer needed.
- Exhibit K: Class Title: *Enterprise Technical Analyst*  
Class Number: 16061  
Pay Grade: 8B/Non-Exempt  
\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.
- Exhibit L: Class Title: *Lead Computer Operator*  
Class Number: 16052  
Pay Grade: 6B/Non-Exempt  
\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.
- Exhibit M: Class Title: *Manager, Videoconferencing*  
Class Number: 16201  
Pay Grade: 11B/Exempt

\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.

Exhibit N: Class Title: *Network Security Specialist*  
Class Number: 16291  
Pay Grade: 8B/Non-Exempt

\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.

Exhibit O: Class Title: *Prevailing Wage Coordinator*  
Class Number: 19051  
Pay Grade: 6A/Non-Exempt

\* This classification is vacant. The duties performed by this position are now being performed by a Purchasing Analyst and this position is no longer necessary.

Exhibit P: Class Title: *SAP Basis Administrator*  
Class Number: 16252  
Pay Grade: 15B/Exempt

\* This classification is vacant. The duties performed by this position are no longer administratively necessary.

Exhibit Q: Class Title: *Software Specialist*  
Class Number: 16391  
Pay Grade: 7B/Non-Exempt

\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.

Exhibit R: Class Title: *WAN Analyst 2*  
Class Number: 16281  
Pay Grade: 9B/Exempt

\* This classification is vacant. The department indicated that the duties performed by this position are no longer administratively necessary.

**SECTION 2.** It is necessary that this Resolution become immediately effective for the usual daily operation of the County; the preservation of public peace, health, or safety in the County; and any additional reasons set forth in the preamble. Provided that this Resolution receives the affirmative vote of at least eight members of Council, it shall take effect and be in force immediately upon the earliest occurrence of any of the following: (1) its approval by the County Executive through signature, (2) the expiration of the time during which it may be disapproved by the County Executive under Section 3.10(6) of the Cuyahoga County Charter, or (3) its passage by at least




eight members of Council after disapproval pursuant to Section 3.10(7) of the Cuyahoga County Charter. Otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

**SECTION 3.** It is found and determined that all formal actions of this Council relating to the adoption of this Resolution 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 Mr. Miller, seconded by Ms. Brown, the foregoing Resolution was duly adopted.

Yeas: Conwell, Jones, Brown, Stephens, Simon, Baker, Miller, Tuma, Gallagher, Schron and Brady

Nays: None

	8/4/2020
_____ County Council President	_____ Date
	8/4/2020
_____ County Executive	_____ Date
	8/4/2020
_____ Clerk of Council	_____ Date

First Reading/Referred to Committee: July 21, 2020  
Committee(s) Assigned: Human Resources, Appointments & Equity

Legislation Amended in Committee: July 28, 2020

Journal CC039  
August 4, 2020

[Clerk's Note: Electronic signatures affixed in accordance with Cuyahoga County Code Chapter 110]

# Exhibit A

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Administrator, IT Program Management Office	<b>Class Number:</b>	16461
<b>FLSA:</b>	Exempt	<b>Pav Grade:</b>	18B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is to lead the planning management, financial management, and governance for the IT Program Management Office while overseeing the delivery of large, complex technology programs.

### Distinguishing Characteristics

This is an advanced journey-level project manager classification with responsibility for the leading and managing of the Department of IT's Program Management Office as well as overseeing large, complex technology programs including parallel projects, software development, installation of IT infrastructure systems, business process engineering, and functional capabilities. This position reports to the Deputy Chief Technology Officer. Incumbents make decisions on matters involving the development and implementation of policies and procedures. Work performed by this position is not standardized and requires much judgment and discretion in the execution of responsibilities.

### 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 multiple project teams; sets goals, objectives, and work standards; directs and coordinates activities of project team staff; monitors team performance against set standards; provides and documents performance feedback.
- 20% +/- 10%
  - Manages the governance of the IT Project Management office; manages the progress and performance of the governance plan; defines the governance structure protocols, tools, and management of scope, timelines, resources, budget, risks, and delivery; advises the Deputy Chief on administrative issues; assists in developing long term strategic direction of the program; develops program assessment protocols to evaluate the performance of the governance structure's effectiveness and efficiency; identifies best business practices; modifies policies and procedures based on program assessment and metrics; develops guidelines for County personnel on project allocation and prioritization.
- 20% +/- 10%
  - Drives the execution of large-scale IT projects across the County to meet expected business results; identifies project key stakeholders; coordinates with cross-functional teams, assigned project managers, and other stakeholders to define, plan, and develop scope, deliverables, required resources, work plan, budget, and timeline of projects; manages resource allocations for projects by ensuring proper distribution and coordination of resources; oversees and manages project budgets.

## Administrator, IT Program Management Office

20% +/- 10%

- Ensures that project deliverables are produced within the established budget and timeline and according to quality standards; assesses and tracks quality and accuracy of the project plan and progress toward project milestones and deliverables; monitors deviations to project scope, resources, budget, and schedule; identifies project(s) risks and issues and manages risks and issues by taking corrective measures; implements strategic, policy, and administrative changes to maximize use of resources and achieve goals and objectives.

5% +/- 2%

- Develops and mentors department project managers; acts as a resource and support to staff by removing barriers for effective performance.

5% +/- 2%

- Provides strategic overview and reporting on all projects to senior management; plans and executes the project communication plan to stakeholders by delivering project reports, metrics, and other detailed information.

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

- Bachelor's degree in computer science, business administration, or related field and nine (9) years of experience in project management with five (5) years of experience as a program director of a project governance; or an equivalent combination of education, training, and experience.

### **Additional Requirements**

- A Project Management Professional (PMP) Certification 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 computer, phone, and multifunction printer.

#### **Technology Requirements**

- Ability to use a variety of software including Microsoft Suite applications, Microsoft Project, Microsoft SharePoint, Smartsheet, etc.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.

#### **Mathematical Ability**

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

### **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 informational documents including reports, project plans, and correspondence.
- Ability to comprehend a variety of reference books and manuals including project governance guidelines and procedures, project management standards and best practices, and Employee Handbook.
- Ability to prepare project lists, project status, resource designation lists, project policies and procedures, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to persuade and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to communicate and to develop and maintain effective working relationships with co-workers, vendors, contractors, County department and agency management, and program team members.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

*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.*



## Exhibit B

### CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	9-1-1 Coordinator	<b>Class Number:</b>	12121
<b>FLSA:</b>	Non-Exempt	<b>Pav Grade:</b>	8A
<b>Dept:</b>	Public Safety and Justice Services		

#### Classification Function

The purpose of this classification is to assist Public Safety Answering Point (PSAP) call centers with 9-1-1 services including database management.

#### Distinguishing Characteristics

This is a journey-level technical classification with responsibility for assembling, delivering, tracking, and filing information related to 9-1-1 services. This classification works under a framework of defined procedures and regulations. The incumbent exercises discretion in applying procedures 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.**

- **35% +/- 10%**  
Assists the Public Safety Answering Points with 9-1-1 services; assists with special projects at the PSAP and CECOMS center; responds to questions and requests from PSAPs; assists PSAPs with quality assurance and quality improvement; visits every PSAP center at least yearly; creates and maintains Continuing Dispatch Education (CDE) programs for participating PSAPs.
- **30% +/- 10%**  
Manages and maintains County Emergency Medical Dispatch (EMD) program; develops and maintains monthly call matrix reports; maintains Master Street Address Guide, Automatic Number Identifier (ANI), and Automatic Location Identifier (ALI) discrepancies; prepares call counts for CECOMS and other dispatch centers; updates 9-1-1 plans; researches industry standards and local national trends; maintains social media account for PSAP and CECOMS.
- **30% +/- 10%**  
Develops, organizes, and attends various education programs and meetings; prepares and conducts regular EMD and Public Safety Telecommunication (PST) certification classes; attends state 9-1-1 meetings; manages and maintains County training programs for 9-1-1; creates PowerPoint presentations and delivers them at PSAP meetings; attends various committee meetings and provides agendas, minutes, and conveys the information discussed to appropriate people.
- **5% +/- 2%**  
Responds to requests for information, reports, and data from supervisors and other County employees; answers inquiries, questions, and concerns from the general public; responds to inquiries and requests from telephone companies; provides support or back-up to on duty CECOMS supervisors.

## 9-1-1 Coordinator

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

- High school diploma or equivalent with three (3) years of experience in public safety, Emergency Medical Dispatch (EMD), or related experience; or any equivalent combination of training and experience.
- Valid Ohio driver license, proof of automobile insurance, and a reliable vehicle.

### **Additional Requirements**

- No special license or certification 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 computer and copier.

#### **Technology Requirements**

- Ability to operate a variety of software and databases including the Microsoft Office Suite, Computer-aided Dispatch (CAD) Software, Enhanced 911 (E911) software, and the Master Street Address Guide (MSAG).

#### **Mathematical Ability**

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

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

- 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.
- Ability to comprehend a variety of informational documents including monthly call counts from vendor, MSAG/ANI/ALI discrepancy reports, cell tower/sector changes, Emergency Call Worker RFC and weekly status reports, regular notification of certification, and County 9-1-1 Plan.
- Ability to comprehend a variety of reference books and manuals including operating policies and procedures, white papers, professional standards, and Ohio Revised Code.
- Ability to prepare Monthly Call Matrix Report, PSAP Manager Contact list, County 9-1-1 Plan, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret communications terminology and language.

## 9-1-1 Coordinator

- Ability to communicate effectively with CECOMS supervisor, CECOMS staff, PSAP managers, PSP chiefs, telephone companies, vendors, other County employees, and the general public.

### **Environmental Adaptability**

- Work is typically performed in an office environment with prolonged sitting.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Consumer Affairs Investigator	<b>Class Number:</b>	19081
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	8A
<b>Dept:</b>	Fiscal Office – Consumer Affairs		

**Classification Function**

The purpose of this classification is to investigate consumer fraud violations, mediate consumer complaints, and provide other functions related to investigations, complaint mediation, and consumer protection.

**Distinguishing Characteristics**

This is a journey-level classification that receives direction from management in the form of broad objectives and receives instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up-to-date regarding methods, protocols, procedures, and applicable regulations. This class requires extensive public contact in communicating consumer protection, laws, and regulations and mediating consumer complaints.

**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.**

- 35% +/- 10%
- Mediates disputes between consumers and businesses; provides explanatory information to consumers; encourages businesses to make changes to deceptive policies and procedures or deliver services or refunds to wronged customers; conducts field work relevant to investigating disputes or complaints; prepares and maintains logs of cases and disputes.
- 30% +/- 10%
- Receives consumer inquiries by phone, internet, and in-person and provides information relevant to questions and problems; provides advice, resources, and guidance to consumers regarding scams and consumer protection; takes complaints of consumer protection violations; refers consumers to appropriate agency(s) when needed; advises scam victims, near-victims, and families about identifying and reducing exposure to scams.
- 25% +/- 10%
- Conducts consumer fraud investigations; identifies unfair and deceptive practices that violate county, state, or federal consumer laws; collects and analyzes contracts, data, and other relevant case documents; locates and interviews witnesses, victims, suppliers, informants, and potential defendants; conducts research on consumer case law to assist with decisions regarding legal action for cases; prepares evidence, investigative reports, summaries, and exhibits to present for settlement negotiations and civil litigation; drafts civil investigative requests, summons, and settlement agreements; prepares and maintains reports and logs documenting case status; calculates victim damages; appears in court and at hearings as a witness as needed.

## Consumer Affairs Investigator

10% +/- 5%

- Coordinates with partner agencies (including law enforcement, consumer protection, advocate groups, task forces, etc.) regarding consumer protection issues; develops and maintains effective relationships with subject matter experts from other agencies to strategize ideas and solutions and share scam reports and trends; attends conferences and trainings to stay abreast of best practices in the field.

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

- Associates degree in law enforcement or criminology or a related field with a minimum of three (3) years of experience in consumer fraud investigations; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and a vehicle.

### **Additional Requirements**

- No additional licenses or certifications are required. .

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

#### **Physical Requirements**

- Ability to operate a variety of office machines including laptops, computers, smart devices and multi-function printers.

#### **Technology Requirements**

- Ability to utilize a variety of software and databases including Microsoft Word, Microsoft Excel, Microsoft Outlook, legal research software, digital forensic software, mobile phone investigation software, etc.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine statistics, algebra, and geometry.

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

- 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 established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including repair or billing invoices, contracts or agreements, financial agreements, variety of business records, advertisements, complaints from public, registration/permit/license forms, consumer litigation and news, and related forms and literature.

## Consumer Affairs Investigator

- Ability to comprehend a variety of reference books and manuals including consumer laws, training manuals, resource directory, County Code, local, State, and Federal laws, and County policies and procedures.
- Ability to prepare summary investigative reports, civil investigative reports, charts, diagrams, cease and desist orders/subpoenas, questionnaires, assurance of voluntary compliance settlement resolutions letters and other documents conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, give presentations, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret legal, consumer protection/fraud, and financial literacy terminology.
- Ability to communicate effectively with supervisors, coworkers, business owners and managers, attorneys, prosecutors, law enforcement officials, consumer investigators, government agencies, and the general public.

## Environmental Adaptability

- Work is typically performed in an office environment but often requires offsite meetings, interviews and investigations in the field.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Consumer Affairs Specialist	<b>Class Number:</b>	13081
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	7A
<b>Dept:</b>	Fiscal Office - Consumer Affairs		

**Classification Function**

The purpose of this classification is to educate and assist consumers concerning consumer protection, financial literacy, and weights and measures as well as to assist in the development and implementation of education and outreach programs and literature.

**Distinguishing Characteristics**

This is an entry-level classification that receives direction from management in the form of broad objectives and receives instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up-to-date regarding methods, protocols, procedures, and applicable regulations. This class requires extensive public contact in communicating consumer protection education content and regulations. This class requires the flexibility to attend events during evenings and weekends as necessary.

**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%
- Participates in the development, implementation, and presentation of educational programs and materials relating to consumer protection, financial literacy, and weights and measures to various audiences; plans, coordinates, presents, and markets educational and/or outreach events and materials for the public and County website; conducts research related to consumer issues for inclusion in presentations, print materials, social media posts, and the County webpage; prepares and delivers educational presentations and trainings to all types of audiences (businesses, government officials, students, colleagues, general consuming public, etc.); attends events to represent the County and distribute educational material to attendees; participates in the production of video content directed towards educating the public and promoting educational programs and materials.
- 30% +/- 10%
- Creates content to help promote the department; manages social media accounts by posting relevant content and monitoring social media and newsfeeds for relevant content; writes and develops communications for the website and newsletters to promote the department's mission and goals; reads and edits content written by other department members for press release or inclusion on department website.
- 15% +/- 5%
- Receives consumer inquiries by phone, internet, and in person and provides information relevant to questions and problems; provides advice, resources, and guidance to consumers regarding scams, consumer protection, financial literacy, and weights and measures; takes complaints of consumer protection violations; refers consumers to appropriate agency(s) when needed; advises scam victims, near-victims, and families about identifying and reducing exposure to scams.

## Consumer Affairs Specialist

15% +/- 5%

- Attends and participates in multi-agency task force meetings and work groups related to financial literacy or consumer protection; develops and maintains effective relationships with subject matter experts from other agencies to improve program development, strategize ideas, and share scam trends; travels to events to give presentations.

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

- Bachelor's degree in communications, public relations, journalism, or related field with two (2) years of experience in public speaking, public relations, communications, social media marketing, or related experience; or an equivalent combination of education, training, and experience.
- Valid driver's license, proof of automobile insurance, and a vehicle.

### **Additional Requirements**

- No special license or certification 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 laptops, computer, smart devices, and multifunction printer.

#### **Technology Requirements**

- Ability to utilize a variety of software including Microsoft Word, Excel, and PowerPoint.
- Ability to create charts and graphs comparing and analyzing data and trends.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **Mathematical Ability**

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

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

- 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 established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including consumer literature and news, complaints from the public, financial literature and news, and related forms and literature.



## Consumer Affairs Specialist

- Ability to comprehend a variety of reference books and manuals including consumer laws, training manuals, and Employee Handbook.
- Ability to prepare PowerPoint presentations, charts, diagrams, letters, marketing materials, consumer tip sheets, speeches, reports, grant proposals, and other documents conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, give presentations, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret marketing, consumer protection/fraud, and financial literacy terminology.
- Ability to communicate effectively with supervisor, management, co-workers, non-profit groups, community agencies, government agencies, law enforcement, members of the media, and the general public.

## Environmental Adaptability

- Work is typically performed in an office environment.

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## Exhibit E

### CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Security Lieutenant	<b>Class Number:</b>	12011
<b>FLSA:</b>	Exempt	<b>Pav Grade:</b>	10A
<b>Dept:</b>	Sheriff's Department		

#### Classification Function

The purpose of this classification is to coordinate the day-to-day operations of the Protective Services division of the Sheriff's Department on an assigned shift and to provide direct supervision to Security Officer Sergeants and Physical Structure Security Specialists.

#### Distinguishing Characteristics

This is a second-level supervisor classification, responsible for supervision of all security personnel on an assigned shift, directly and through subordinate supervisors. This class works under general direction and the incumbents are expected to exercise discretion in applying policies and procedures to emergency situations and in resolving day-to-day issues. Employees are expected to ensure that assigned activities are completed in a timely and efficient manner. This class is distinguished from the Security Manager in that it has responsibility for overseeing day-to-day security activities.

#### 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%

• Coordinates the day-to-day operations of the Protective Services division in the Sheriff's department on an assigned shift; monitors building security issues and activity of Protective Services employees by reviewing daily security reports and conducting briefings with subordinates; reviews daily security reports and/or incident reports and ensures accuracy; manages staffing levels for various shifts by reviewing the daily personnel assignment schedule to ensure adequate staffing; reviews and evaluates security needs at various county buildings; meets with building management to establish security needs; visits county buildings to observe duties of subordinates being carried out at buildings, oversee fire drills or emergency situations, or communicate directly with staff involved in incidents; resolves complaints from the public regarding protective services actions; monitors trends in crime and safety incidents throughout Cuyahoga County; completes yearly schedule (department matrix) of which post staff are assigned for the year according to union contract and seniority; assumes command in heightened security or emergency response situations as needed or until properly relieved; oversees vehicle usage and maintenance.
- 40% +/- 10%

• Directly supervises Security Officer Sergeants; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

## Security Lieutenant

10% +/- 5%

- Participates in negotiations and facilitates relationships with union employees; remains abreast of terms and changes made to collective bargaining agreements; participates in labor management committee meetings for officers and sergeants to negotiate issues affecting day to day operations; attends grievance hearings and participates through the entire grievance process to assist with resolving grievance issues for union employees.

5% +/- 2%

- Contributes to the Protective Service department's operating budget decisions and manages department resources; communicates with the county's fiscal office to discuss purchases for the department; recommends future budget requests and cost saving strategies to management.

5% +/- 2%

- Stays abreast of new trends, requirements, and innovations in the field; recommends the use of technology to ensure effective and efficient use of resources; recommends updates to policies and procedures and oversees implementation.

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

- High School diploma or equivalent and three (3) years of experience as a security officer or related experience plus two (2) years of experience at a supervisory level providing facility and personal security; or an equivalent combination of education, training, and experience.
- Ohio Peace Officer Training Academy (O.P.O.T.A) certification is required.
- Completion of firearms training or certification is required.

### **Additional Requirements**

- No special license or certification 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 computer and copier.
- Ability to use a variety of communications and law enforcement tools and equipment including two-way radio, firearm, and handcuffs.

#### **Supervisory Responsibilities**

- Ability to schedule, 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.

## Security Lieutenant

### **Mathematical Ability**

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

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

- 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.
- Ability to comprehend a variety of informational documents including incident reports, attendance records, vehicle reports, invoices, disciplinary reports, grievances, performance evaluations, and vacation requests.
- Ability to comprehend a variety of reference books and manuals including departmental and county policy manual, department manuals, municipal ordinances, union contracts, and the Ohio Revised Code (ORC).
- Ability to prepare memos, logs, reports, performance appraisals, disciplinary reports, schedules, time slips, orders, budgets, 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, and to follow instructions.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department.
- Ability to communicate with employees, management, employees of outside agencies and departments, and the general public.

### **Environmental Adaptability**

- Work is primarily performed indoors.
- Work involves responding to security emergency situations and may involve exposure to violence.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Supervisor, Forensic DNA Lab, DNA Tech & Training	<b>Class Number:</b>	12234
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	21A
<b>Dept:</b>	Medical Examiner's Office		

**Classification Function**

The purpose of this classification is to supervise the forensic DNA unit in the analysis of DNA samples from evidence, the generation of profiles from forensic samples, and the comparison of profiles to known sources of human DNA.

**Distinguishing Characteristics**

This is a manager level classification. Incumbents in this classification work under general supervision of the Medical Examiner. This position oversees and promotes the efficiencies of the forensic DNA laboratory unit, incorporates process improvements, and ensures that work meets time and quality objectives. The employee is responsible for ensuring proper preservation and documentation of evidence and adherence to applicable laws, protocols, and regulations. This class supervises Forensic Scientists and other assigned 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% +/- 10%
- Supervises and directs the work of Forensic Scientists and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; provides training and instruction; evaluates employee performance; assists staff with complex or problem situations; responds to employee questions, concerns, and problems; coordinates on-call and work rotation schedules; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; assesses, monitors, and provides for personnel training needs for all personnel of the DNA laboratory; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 30% +/- 10%
- Ensures that laboratory activities are completed on-time and accurately; evaluates and documents approval of all validations and methods used by the laboratory and proposes new or modified analytical procedures/technologies to be used by the analysts; reviews and documents the review of the internal and external DNA audit documents; reviews required reports; analyzes, interprets, and reports on assigned case work; ensures unit maintains compliance with applicable qualification and accreditation requirements; investigates technical errors and provides recommendations on appropriate corrective and preventative measures; provides troubleshooting services to resolve equipment, instrumentation, or analytical method issues; manages case statistics; implements, reviews, and enforces quality assurance procedures and ensures compliance of program with the Quality Assurance Standards for Forensic DNA Testing Laboratories; ensures that safety procedures are followed; oversees and monitors court testimony provided by subordinates.

## Supervisor, Forensic DNA Lab, DNA Tech & Training

15% +/- 5%

- Communicates with a variety of individuals and groups; oversees lectures, internships, department tours, and detective requests; conducts seminars and trainings to educate law enforcement agency recruits regarding appropriate collection, treatment, packaging, and preservation of DNA evidence.

10% +/- 5%

- Oversees regular maintenance of forensic laboratory spaces and equipment; ensures that supplies and equipment are available so that productivity is not interrupted; reviews purchase orders for technical accuracy; ensures that supplies and reagents are ordered in a timely fashion; ensures performance of equipment after repairs, maintenance, or malfunction.

5% +/- 2%

- Performs related ancillary responsibilities; prepares various reports, records, and other documents; responds to emails and phone calls; attends and participates in professional group meetings, conferences, seminars, and trainings; keeps current on new trends and information in the field; approves the technical specifications for outsourcing agreements; identifies and applies for grants and other funding to enhance the capacity and improve the efficiency of the laboratory; manages all grants awarded to the DNA laboratory unit; acquires performance metrics data and review and approves grant performance reports before final submission to state or federal agencies.

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

- Doctoral degree in forensic sciences or related fields; and five (5) years of experience performing DNA analysis including two (2) years of related supervisory experience.
- Per FBI Quality Assurance Standards, successful completion of a minimum of 12 credit hours or its equivalent work in graduate level classes addressing subject areas of Biochemistry, Genetics, Molecular Biology and Bio-statistics in population genetics is required.

### **Additional Requirements**

- Completion of FEMA ICS 100, 200, and 700 courses is required within probationary period (180 days).

### **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;
- Ability to use a variety of laboratory tools and equipment, including a centrifuge, dremel tool, thermal cycler, genetic analyzer, vortex, waterbath, and heatblock.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan, and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.

## Supervisor, Forensic DNA Lab, DNA Tech & Training

- Ability to recommend and act on the discipline or discharge of employees.

### **Mathematical Ability**

- Ability to add, subtract, multiply, divide and calculate decimals and percentages, and perform college level geometry and statistical analysis.

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

- Requires the 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 objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including analysis worksheets, electronic and raw data, statistical data, proficiency data, standard operating procedures, quality assurance procedures, training manuals, competency test records, training records, and validation data.
- Ability to comprehend a variety of reference books and manuals including Employee Handbook, standard operating procedures, quality assurance manual, safety manual, training manual, equipment manuals, and scientific journals.
- Ability to prepare departmental memos, and reports, standard operating procedures, quality assurance reports, inventory of chemicals, statistical, analytical and frequency data, training manuals, correspondence, 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, and to follow instructions.
- Ability to use and interpret medical/scientific and legal terminology and language.
- Ability to communicate and to develop and maintain effective working relationships with staff, other departmental employees/managers, supervisor, quality assurance officers, attorneys, law enforcement personnel, and sales representatives.

### **Environmental Adaptability**

- Work is typically performed in an office/laboratory environment.
- Work may involve exposure to strong odors, toxic agents, bodily fluids, electrical currents, and laboratory equipment/machinery.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Supervisor, Weights and Measures	<b>Class Number:</b>	19071
<b>FLSA:</b>	Exempt	<b>Pav Grade:</b>	9A
<b>Dept:</b>	Fiscal Office – Consumer Affairs		

**Classification Function**

The purpose of this classification is to plan, coordinate, schedule, and supervise inspection and testing of counts, weights, and measures of products sold to the general public within Cuyahoga County to ensure accuracy, fairness, and correctness.

**Distinguishing Characteristics**

This is a supervisory level classification that works under general direction and within a specific framework of policies, procedures, and regulations. This position oversees the operations of a unit, coordinates the workload of the unit, and ensures compliance with time and quality objectives. This class requires extensive public contact in the enforcement of laws and regulations.

**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%

- Plans, coordinates, and supervises the inspection and testing of scales, motor fuel pumps and other weighing and measuring devices including computing, spring, counter, platform, jeweler, prescription, and point of sales scales for accuracy, correctness, and appropriate electrical/mechanical functions; oversees the inspection of packages for consumer products; participates in the inspection and certification of weights and measures devices; determines testing procedures to ensure uniformity and compliance with laws and regulations; ensures that the unit has properly functioning equipment required to conduct tests and inspections in the field.

30% +/- 10%

- Supervises and directs the work of Inspectors and other assigned staff; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets, mileage reports, and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.

20% +/- 10%

- Receives and reviews complaints from individuals, businesses, and/or other weights and measures officials and takes appropriate action; communicates with business owners, managers, or device operators to convey inspection or test outcomes, corrective actions, and/or need for compliance with applicable laws, specifications, and tolerances.



## Supervisor, Weights and Measures

10% +/- 5%

- Performs supporting administrative responsibilities; attends trainings and conferences to stay abreast of best practices and changes to laws and regulations; meets with director to discuss the unit's progress and any issues affecting unit's work; prepares reports tracking inspections performed by the unit, including number, type, and result; prepares year-end annual report mandated by the state.

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

- High school diploma or equivalent and five (5) years of experience as a certified Weights and Measures inspector.

### **Additional Requirements**

- A Weights and Measures certification is required.

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

#### **Physical Requirements**

- Ability to operate a variety of office machines including laptops, computers, smart devices, and multi-function printers.
- Ability to operate a variety of related tools and equipment including weight verification kit, retail fuel prover, and tape measure.

#### **Technology Requirements**

- Ability to utilize a variety of software and databases including Microsoft Word, Excel, and Outlook and weights and measures/consumer protection software.
- Ability to create reports comparing and analyzing data and trends.

#### **Supervisory Responsibilities**

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction and training to other employees.
- Ability to solve and act on employee problems.
- Ability to recommend the transfer, selection, evaluation, or promotion of employees.
- Ability to recommend the discipline or discharge of employees.

#### **Mathematical Ability**

- Ability to add, subtract, multiply, divide, calculate decimals and percentages, and perform routine and advanced statistics (standard deviation, etc.).

## Supervisor, Weights and Measures

### Language Ability & Interpersonal Communication

- 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.
- Ability to comprehend a variety of informational documents including customer complaint forms, timesheets, calibration reports, price verification reports, package checking reports, and mileage reports.
- Ability to comprehend a variety of reference books, manuals, and guidelines including weights and measures handbooks, tolerances and technical requirements, Ohio Weights and Measures Laws and Rules, Ohio Revised Code 1327, and Cuyahoga County Code Title 13.
- Ability to prepare inspection and test reports, annual state-mandated report, weekly meeting notes, training classes, 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, to convince and influence others, to record and deliver information, to explain procedures, and 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 weights and measures legal terminology and language.
- Ability to communicate with co-workers, supervisor, staff, other County employees, business owners, service company employees, representatives from state agencies, and the general public.

### Environmental Adaptability

- Work is performed in an office environment and in the field performing inspections.
- Work may involve exposure to temperature and weather extremes, fumes, odors, dust, and loud noises.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Business Systems Analyst	<b>Class Number:</b>	16271
<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.

**Business Systems Analyst**

**1070**

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# Exhibit I

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Communications / 9-1-1 Planner	<b>Class Number:</b>	12111
<b>FLSA:</b>	Exempt	<b>Pay Grade:</b>	9
<b>Dept:</b>	Public Safety and Justice Services		

### Classification Function

The purpose of this classification is to complete assignments/projects related to the operation and maintenance of the 9-1-1 systems, radio, phone or other assigned Public Safety communication systems.

### Distinguishing Characteristics

This is the journey level classification, working under general supervision within a framework of well-defined policies, procedures, and regulations. Incumbents independently perform daily assignments, often outside of proximity of their supervisor. Incumbents are expected to become fully aware of operating procedures and policies.

### 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.**

- Handles maintenance, contracts, program/usage, upkeep, transportation, and any other assigned tasks related to radio/radio equipment, 9-1-1 systems, telephone, Public Safety IT, other Communications Center technology; coordinates radio interoperability within the County; prepares and implements communication plans. 35% +/- 10%
- Coordinates and completes special projects assigned by the CECOMS Manager. 25% +/- 10%
- Performs related administrative responsibilities; coordinates time and location to program radios; updates data and produces maps; reviews radio licensing for all radio systems at the County; reviews and edits RFP's; reviews billing paperwork; reviews 9-1-1 system infrastructure and usage; collaborates with State personnel about communications center related issues; attends various related meetings; participates in various webinars and conference calls; documents meeting minutes and prepares meeting agenda; instructs various courses as needed. 40% +/- 10%

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

High school diploma or equivalent with three (3) years of public safety communications, radio, IT, or 9-1-1 experience; or any equivalent combination of training and experience.

### Additional Requirements for all levels

No special license or certification 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 computer and copier.
- Ability to lift up to 25 pounds.

### **Mathematical Ability**

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

### **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 billing invoices, radio system status reports, CECOMS 9-1-1 call report, EAS system status report, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Personnel Policies and Procedures Manual and FCC Rules and Regulations.
- Ability to prepare correspondence, radio interoperability map, radio tower maintenance, CECOMS employee network and systems, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to counsel and advise administrators, to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret basic networking, 9-1-1 system, and communication terminology and language.
- Ability to communicate with managers, supervisors, coworkers, cellular carriers, outside organizations, and other County employees.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Construction Contract Coordinator	<b>Class Number:</b>	16411
<b>FLSA:</b>	Non - Exempt	<b>Pay Grade:</b>	7
<b>Dept:</b>	Public Works		

**Classification Function**

The purpose of this classification is to assemble all County Engineer construction project bid packages based on engineering specifications received from the Design Division, and to process all estimates to be paid and amended agreements; to perform related clerical work, as required.

**Distinguishing Characteristics**

This is a journey level technical classification with responsibility for assembling, delivering, tracking and filing information related to construction contracts. This classification works under a framework of defined procedures and regulations. The incumbent exercises discretion in applying procedures to ensure that assigned activities are completed in a timely and efficient manner. This class is distinguished from the Construction Supervisor that is a first-line supervisor.

**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%

• Assembles all Public Work's engineering specifications received from the Design Division into a complete construction bid package for requests for proposal; attends pre-bid conferences and bid openings. Computes all bidders' quotes and makes necessary preparations to award projects.
- 20% +/- 10%

• Upon award of contract, prepares and distributes contracts; processes estimates for each active project; processes amended agreements for each project
- 15% +/- 10%

• Prepares and processes applications to the County Council for all projects; prepares and processes "Notice of Commencements" at the Fiscal Officer's Office for all projects.
- 15% +/- 10%

• Acts as Prevailing Wage Coordinator: registers each project; receives all updates to update master prevailing wage packet; receives and disperses all certified payroll reports; corresponds with the County Commissioner's designee regarding all prevailing wage information.
- 20% +/-5%

• Establish and maintain files for each project, utilizing appropriate computer software packages as necessary.

**Experience Required to Perform Essential Job Functions**

High school diploma or GED with five (5) years of related experience; or any combination of education and experience that provides equivalent knowledge, skills and abilities.



## **Construction Contract Coordinator**

### **Additional Requirements**

No license requirements.

### **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**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to add, subtract, multiply and divide.

#### **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 bid proposals, legal documents, prevailing wage information, forms, files, and applications.
- Ability to comprehend a variety of reference books and manuals including departmental and county policy manual, reference manuals, OSHA rules and standards, specifications, and prevailing wage information.
- Ability to prepare requests for proposal, correspondence, applications, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to record, deliver, and file 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 construction related terminology and language.
- Ability to communicate with supervisor, employees of other sections, consultants, contractors, departmental employees, and administrators.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

## **Construction Contract Coordinator**

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Enterprise Technical Analyst	<b>Class Number:</b>	16061
<b>FLSA:</b>	Non Exempt	<b>Pay Grade:</b>	8B
<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>	Lead Computer Operator	<b>Class Number:</b>	16052
<b>FLSA:</b>	Non Exempt	<b>Pav 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 and outside departments and administrators.

## **Lead Computer Operator**

- Ability to use and interpret computer terminology and language.

## **Environmental Adaptability**

- Work is typically performed in an office environment.

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## Exhibit M

### CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Manager, Videoconferencing	<b>Class Number:</b>	16201
<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.

## **Manager, Videoconferencing**

### **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.

### **Manager, Videoconferencing**

- 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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# Exhibit N

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	Network Security Specialist	<b>Class Number:</b>	16291
<b>FLSA:</b>	Non - Exempt	<b>Pav Grade:</b>	8B
<b>Dept:</b>	Information Technology		

### Classification Function

The purpose of this classification is to provide first line defense of network security for server password protection; provide help desk assistance by phone; monitor and enforce the Information Services Center security policies and procedures.

### Distinguishing Characteristics

This is a journey level classification, working under general supervision from higher level staff in the Security Unit of the Information Technology Department. Employees in this class work under a framework of defined procedures in troubleshooting, monitoring appliances for network security and in assisting clients in computer use. After gaining experience, employees are expected to work with a degree of independence, exercising judgment and initiative in problem solving, while recognizing their limits of expertise and referring complex matters to departments and higher level professional staff. Employees participate in emergency response and disaster recovery planning, implementation and actions.

### 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 the overnight processes for intrusion detection and protection system alerts, web filtering reporting and following up with the appropriate departments to ensure network security infrastructure integrity is maintained; monitors 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%  
• Documents processes and procedures; researches and writes a monthly security advisory; contacts and maintains communication with technical support personnel for devices when issues arise; resets passwords; updates and resets security appliance, as needed.
- 20% +/- 10%  
• Stays abreast of trends and new technology in the field; researches possible solutions to problems; reads technical documents regarding appliance operability.

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

Bachelor's degree in computer science or a related field with one (1) year of information technology experience; or an equivalent combination of education, training, and experience.

### Additional Requirements

Certified in current County technologies. -desirable.

## **Network Security Specialist**

### **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, monitoring appliances and peripheral equipment.

#### **Supervisory Responsibilities**

- No supervisory responsibilities.

#### **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 email security, Web security, the email system, reports, and customer service requests (CSR).
- Ability to comprehend a variety of reference books and manuals including online documentation, configuration guides, software user guides, network design, departmental security policies and procedures.
- Ability to prepare security policies and procedures, security advisories, trends reports, update reports, status reports, using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to follow instructions, record and deliver information and to explain procedures; ability to advise and interpret regarding the application of policies, procedures and standards to specific situations.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with clients, vendors, supervisor, network administrators and departmental employees and administrators.
- Ability to use and interpret computer and networking terminology and language.

#### **Environmental Adaptability**

- Work is typically performed in an office environment.

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## **Network Security Specialist**

*disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.*

**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	Prevailing Wage Coordinator	<b>Class Number:</b>	19051
<b>FLSA:</b>	Non - Exempt	<b>Pay Grade:</b>	6
<b>Dept:</b>	Public Works, Department of Development		

**Classification Function**

The purpose of this classification is to ensure organizational compliance with all Federal, State and Local regulations pertaining to Prevailing Wage laws as they relate to the Davis Bacon Act, and to ensure construction compliance, federal grants compliance and Department of Energy compliance with all Equal Employment Opportunity (EEO) laws and regulations.

**Distinguishing Characteristics**

This is a journey level classification requiring an understanding of and ability to enforce compliance with Prevailing Wage laws. This classification works under a framework of regulations, policies and procedures. The incumbent exercises discretion in monitoring construction projects and applying regulations to relevant projects.

**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%
- Reviews, files, organizes and maintains contractor payrolls according to the Davis Bacon Act and other Federal regulations; reviews grant submissions; reviews paperwork substantiating funding (including federal, state and local grants) provisions; reviews corrections to funding provisions as well as the wage laws of the state of Ohio as appropriate.
- 20% +/- 10%
- Conducts personal wage interviews with contractor employees.
- 20% +/- 10%
- Represents the Public Works Office or Department of Development in Prevailing Wage meetings and discussions; maintains current Prevailing Wage Law updates as well as corresponding EEO information; prepares and maintains written reports and records regarding Prevailing Wage and EEO; resolves disputes pertaining to EEO and Prevailing Wage issues and makes recommendations; distributes and maintains current Prevailing Wage rates.
- 20% +/- 10%
- Monitors contract compliance and performs construction site inspections for appropriate EEO material. Monitors Disadvantage Business Enterprises compliance; submits semi-annual labor report.
- 10% +/- 5%
- Performs administrative duties to support the department and functions of the office; gathers information, statistics and prepares necessary reports and documents, maintains files; provides back-up administrative assistance.

## **Prevailing Wage Coordinator**

### **Experience Required to Perform Essential Job Functions**

Associate's degree in Business Administration with two (2) years of related experience; or any combination of education and experience that provides equivalent knowledge, skills and abilities.

### **Additional Requirements**

No special license or certification 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.

#### **Supervisory Responsibilities**

- No supervisory requirements

#### **Mathematical Ability**

- Ability to perform 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 reports, records, audits, payroll, affidavits and laws.
- Ability to utilize a variety of advisory data and information such as Federal Labor Standards, Davis Bacon Law, Ohio DBE Program, Prevailing Wage Rates, laws, and other legal documents.
- Ability to prepare summary sheets, construction activity reports, interview forms, labor reports, NOVUS submissions, sub-contractor forms, memos, correspondence, meeting minutes, records, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to persuade, convince, influence, train and monitor, in favor of a desired outcome.
- 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 legal terminology and language.
- Ability to communicate with supervisor, employees of other sections and departments, consultants, contractors, departmental employees, and administrators.



## **Prevailing Wage Coordinator**

### **Environmental Adaptability**

- Work is typically performed in the field and in an office environment.

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**CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION**

<b>Class Title:</b>	SAP Basis Administrator	<b>Class Number:</b>	16252
<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>	Software Specialist	<b>Class Number:</b>	16391
<b>FLSA:</b>	Non-Exempt	<b>Pay Grade:</b>	7B
<b>Dept:</b>	Information Technology		

**Classification Function**

The purpose of this classification is to provide computer software technical support and assistance to end-users in a County department.

**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.

- 70% +/- 15%
- Provides computer software technical support and assistance to end-users in a County department; installs and maintains software and associated hardware systems; troubleshoots problems with software programs or supporting hardware and makes or initiates corrections; writes macro programs within software to automate data calculations for users; publishes procedural manuals, reports, graphs, charts, etc. to present programs and other information; conducts software training sessions for department employees.
- 20% +/- 5%
- Evaluates existing department software systems and makes recommendations; evaluates department's software and hardware needs and recommends new purchases to supervisor; evaluates software releases from vendors and tests packages before installation.
- 10% +/- 5%
- Performs miscellaneous administrative duties; provides non-computer related assistance such as proof reading and maintaining computer inventory.

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

Associate's degree in computer science or a related field and one (1) year of computer experience; or any equivalent combination, of training and experience.

**Additional Requirements**

No special license or certification is required.

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

## **Software Specialist**

1053111

- Ability to operate a variety of automated office machines including personal computer, scanners, printers, and telephone.
- Ability to move and install computer and related hardware equipment.

### **Mathematical Ability**

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

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

- 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.
- Ability to comprehend a variety of informational documents including periodicals, source materials, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including various software manuals and computer manuals.
- Ability to prepare flow charts, program data forms, memos, procedural manuals, and other job related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, maintain confidentiality of restricted information, and to follow instructions.
- Ability to use and interpret computer and computer software terminology and language.
- Ability to communicate effectively with managers, supervisors, other County employees, the general public and vendors.

### **Environmental Adaptability**

- Work is typically performed in an office environment.

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# Exhibit R

## CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

<b>Class Title:</b>	WAN Analyst 2	<b>Class Number:</b>	16281
<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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