



BE A FORCE

October 19, 2015

Milwaukee Police Department
Police Administration Building
749 West State Street
Milwaukee, Wisconsin 53233
<http://www.milwaukee.gov/police>

Edward A. Flynn
Chief of Police

(414) 933-4444

The Board of the
Fire and Police Commissioners
200 East Wells Street, Room 706
Milwaukee, WI 53202

RE: REQUEST FOR EXAMINATION AND ELIGIBILITY LIST –
APPLICATION SUPPORT ANALYST & DATABASE ADMINISTRATOR

Dear Commissioners:

The Department has received capital funding for its Records Management System project scheduled to begin on January 1, 2016. For this project to succeed, it is critical that the Department hire two (2) Application Support Analysts and one (1) Database administrator to staff the project. It is anticipated that these three (3) positions will be funded in the 2016 budget; however, it is necessary to begin recruitment for these positions as soon as possible. Therefore, I respectfully request that your Honorable Commission refer this request to the Department of Employee Relations (DER) to conduct a recruitment, administer an examination, and provide an eligibility list for the positions as soon as administratively possible.

The Application Support Analyst is responsible for troubleshooting applications and software for the Department. This position also reviews, analyzes and modifies programming systems including encoding, testing and debugging to support the organization's application systems. The Database Administrator is responsible for designing, installing, monitoring, maintaining and performance tuning production databases, backup and training while ensuring high levels of data availability.

Please be advised that both the Department of Employee Relations and the Budget Office are aware of these positions and the urgency to fill them. Job descriptions for the positions are attached, and Department representatives are available to assist DER staff in this matter. If there are any questions regarding this matter, please contact Human Resources Specialist Pamela K. Roberts at 935-7191.

Sincerely,


EDWARD A. FLYNN
CHIEF OF POLICE

EAF:pk
Attachments

IN SOME JOBS, SUCCESS IS MEASURED BY WHAT DOESN'T HAPPEN.

JOB DESCRIPTION

FOR DER USE ONLY

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

1. Date Prepared/ Revised: June 17, 2015	2. Present Incumbent: New Position and Job Classification	Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>		
3. Date Filled:	4. Previous Incumbent:			
5. Department: POLICE DEPARTMENT		Bureau: Strategic Management Division: IT Division		Unit: Section:
6. Work Location: Information Systems		Telephone: Email:		Work Schedule: Hours: _____ Days: _____
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?		8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt
10.	Official Title: Systems Analyst Senior	Pay Range	Job Code	EEO Code
	Underfill Title (if applicable):			
	Requested Title (if applicable): Database Administrator			
Recommended Title (DER Use Only):		Approved by: _____		
		Date:		

11. BASIC FUNCTION OF POSITION:

The Database Administrator's role is to design, install, monitor, maintain, and performance tune production databases, backup and training while ensuring high levels of data availability. This individual is also responsible for developing, implementing, and overseeing database policies and procedures to ensure the integrity and availability of databases and their accompanying software. Database systems supported are Microsoft SQL and Oracle.

12. DESCRIPTION OF JOB (Check if description applies to Official Title or Underfill Title A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
	Strategy & Planning <ul style="list-style-type: none"> Assess and develop long-term strategic goals for production databases along with backup and training in conjunction with data owners and department managers. Work with application development staff to develop database architectures, coding standards, and quality assurance policies and procedures. Design and implement redundant systems, policies, and procedures for disaster recovery and data archiving to ensure effective protection and integrity of data assets.
	Acquisition & Deployment <ul style="list-style-type: none"> Conduct research and make recommendations on database products, services, protocols, and standards in support of procurement and development efforts.
	Operational Management <ul style="list-style-type: none"> Create models for new database development and/or changes to existing ones. Install and configure relevant network components to ensure database access as well as database consistency and integrity. Respond to and resolve database access and performance issues. Monitor database system details within the database, including stored procedures and execution time, and implement efficiency improvements. Monitor, optimize and allocate physical data storage for database systems. Plan and coordinate data migrations between systems. Develop, implement, and maintain change control and testing processes for modifications to databases. Create, or support creation of, required reports in response to business user needs.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> • Perform database transaction and security audits. • Establish appropriate end-user database access control levels. • Develop routines for end users to facilitate best practices database use. • Manage and/or provide guidance to junior members of the team.
	•

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Information Systems Manager.

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Assignments received Information Systems Manager.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
0		

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- College diploma or university degree in the field of computer science and/or 5 years equivalent work experience.
- Certifications in Database Administration for SQL Server and Oracle.

ii. Knowledge, Skills and Abilities:

- Strong understanding of database structures, theories, principles, and practices.
- Working technical experience with designing, building, installing, configuring and supporting database servers, including Microsoft SQL Server and Oracle.
- Hands-on database tuning and troubleshooting experience.
- Experience with data processing flowcharting techniques.
- Project management experience.
- Good understanding of the organization's goals and objectives.
- Knowledge of applicable data privacy practices and laws.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input checked="" type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input checked="" type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input checked="" type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input checked="" type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently,

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input type="checkbox"/>	and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. **VISUAL ACUITY REQUIREMENTS:** (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input checked="" type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. **THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:**

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** 10%

CHECK ALL THAT APPLY:

<input type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input checked="" type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input checked="" type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. **MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:**

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input checked="" type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input checked="" type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (please list):		
<input checked="" type="checkbox"/>	Office Machines (check all that apply):	<input checked="" type="checkbox"/>	Copier
		<input checked="" type="checkbox"/>	Facsimile
		<input checked="" type="checkbox"/>	Calculator
		<input type="checkbox"/>	Cash register
<input checked="" type="checkbox"/>	Other (please list): radio, belt		

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

- Good written and oral communication skills.
- Strong technical and documentation skills.
- Good interpersonal skills.
- Ability to conduct research into database issues, standards, and products as required.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- On-call availability and periodic overtime.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components.
- Sitting for extended periods of time.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

JOB DESCRIPTION

FOR DER USE ONLY

Instructions: Complete all sections. Refer to the *Guidelines for Preparing Job Descriptions* for instructions on completing specific items.

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

1. Date Prepared/ Revised: June 18, 2015		2. Present Incumbent: New Position and Job Classification		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> <i>If YES, indicate Underfill Title in box 10.</i>			
3. Date Filled:		4. Previous Incumbent:					
5. Department: POLICE DEPARTMENT			Bureau: Strategic Management Division: IT Division		Unit: Section:		
6. Work Location: Information Systems			Telephone: Email:		Work Schedule: Hours: _____ Days: _____		
7. Represented by a Union? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Bargaining Unit: If in District Council 48, which local?			8. FLSA Status (check one): <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt		
10.	Official Title:				Pay Range	Job Code	EEO Code
	Underfill Title (if applicable):						
	Requested Title (if applicable): Application Support Analyst						
Recommended Title (DER Use Only):				Approved by: _____			
				Date:			

11. BASIC FUNCTION OF POSITION:

The Application Support Analyst's role is to deliver support to end users in the organization for various types of software programs efficiently and effectively in fulfilling business objectives. This includes troubleshooting applications and software for all internal customers, such as District Operations, HR, Investigative Units, Finance Department, and other business units. The Application Support Analyst is also responsible for assisting in the design, delivery, and improvement of in-house software applications programs. The Application Support Analyst reviews, analyzes, and modifies programming systems including encoding, testing, and debugging to support an organization's application systems. The Application Support Analyst consults with users to identify current operating procedures and to clarify program objectives. This position is expected to write documentation to describe program development, logic, coding, and corrections. Other responsibilities include writing manuals for Information Technology Division personnel to describe installation and operating procedures. Must have a working knowledge of relational databases and client-server concepts.

12. DESCRIPTION OF JOB (Check if description applies to Official Title or Underfill Title A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
	Strategy & Planning <ul style="list-style-type: none"> • Create and deploy feedback mechanisms for end users. Analyze results, make recommendations for support process improvement, and implement changes. • Evaluate documented resolutions and analyze trends for ways to prevent repeated future problems.
	Acquisition & Deployment <ul style="list-style-type: none"> • Conduct research into software application products and services in support of development and purchasing efforts. • Provide support for the testing of new and existing software applications under development or consideration for purchase.
	Operational Management <ul style="list-style-type: none"> • Field incoming problem tickets from end users to resolve or assist in resolving application and software issues within servers, databases, and other mission-critical systems. • Document all pertinent end user identification information, including name, department, contact information,

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% of Time	ESSENTIAL FUNCTION
	<p>and nature of problem or issue.</p> <ul style="list-style-type: none"> • Prioritize, schedule, and administer all instances where enhancements and defect resolution are required. • Perform hands-on fixes including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications. • Record, track, and document the problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution. • Communicate application problems and issues to key stakeholders, including management, development teams, end users, and unit leaders. • Test fixes and perform post-resolution follow-ups to ensure problems have been adequately resolved. • Maintain and enhance performance of all new and existing software and applications across the organization. • Identify and learn appropriate software applications used and supported by the organization. • Participate in the design, development, and delivery of software applications training programs with the Training Academy and individual classes. • Post software updates, drivers, knowledge bases, and frequently asked questions resources on company intranet to assist in problem resolution. • Perform preventative maintenance, including the installation of service packs, patches, hot fixes, anti-virus software, and so on. • Apply diagnostic utilities to aid in troubleshooting. • Manage and/or provide guidance to junior members of the team.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
	•
	•

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Applications Manager.

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Assignments received Information Systems Manager.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = **None**.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

a. Assign duties	e. Sign or approve work	
b. Outline methods	f. Make hiring recommendations	
c. Direct work in progress	g. Prepare performance appraisals	
d. Check or inspect completed work	h. Take disciplinary action or effectively recommend such	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
0		

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

- College diploma or university degree in the field of computer science, information systems, and/or 3 years equivalent work experience.
- Minimum three year of professional systems analysis experience preferably involving enterprise application support and/or development.

ii. Knowledge, Skills and Abilities:

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- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, including Records Management System (RMS), Computer Aided Dispatch (CAD), and Microsoft Office.
- Proven experience with troubleshooting principles, methodologies, and issue resolution techniques.
- Broad knowledge of programming languages and techniques, including Visual Basic and C/C++.
- Database fundamentals including SQL and working with large sets of data.
- Front end scripting capabilities preferred (Velocity, JavaScript, or JSP).
- Use of HTML and Cascading Style Sheets.
- Working knowledge of Java application servers like WebSphere or Tomcat.
- Database query experience with SQL Server.
- Able to develop and interpret technical documentation for training and end user procedures.
- Knowledge of trends in technology relating to software applications.
- Ensure that all trouble tickets are created and maintained throughout the problem resolution process.
- Good understanding of the organization's goals and objectives.

iii. Certifications, Licenses, Registrations:

Valid Wisconsin's driver's license.

iv. Other Requirements:

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input checked="" type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input checked="" type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input checked="" type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks, forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work: 10%**

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.

<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input type="checkbox"/>	Camera and photographic equipment	<input checked="" type="checkbox"/>	Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/>	Cleaning supplies	<input checked="" type="checkbox"/>	Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/>	Commercial vehicle	<input type="checkbox"/>	Packing materials (boxes, shrink wrap, etc.)
<input checked="" type="checkbox"/>	Data processing equipment	<input checked="" type="checkbox"/>	PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/>	Handcart	<input checked="" type="checkbox"/>	PC software
<input type="checkbox"/>	Hand tools (<i>please list</i>):		
<input checked="" type="checkbox"/>	Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input checked="" type="checkbox"/> Calculator <input type="checkbox"/> Cash register		
<input checked="" type="checkbox"/>	Other (<i>please list</i>): radio, belt		

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such as personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

- Highly self-motivated and directed.
- Ability to absorb new ideas and concepts quickly.
- Good analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to conduct research into software development and delivery concepts, as well as technical application issues.
- Ability to present ideas in business-friendly and user-friendly language.
- Very strong customer service orientation.
- Excellent written, oral, interpersonal, and presentational skills.
- Excellent documentation skills.
- Flexibility to work in an environment that includes possibility of short-notice assignments.
- Experience working in a team-oriented, collaborative environment.
- Ability and willingness to work weekends and/or holidays if needed.
- Ability and willingness to be "on-call" after-hours. Member will be assigned pre-scheduled, rotational after-hours "on-call" duties to handle after-hour urgent and emergency support situations (on-call duties shared amongst 8 members in the work group).
- Ability to work successfully with vendors.
- Occasional travel between training locations required.
- Sitting for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components.
- Lifting and transporting of moderately heavy objects, such as computers and peripherals.

M. I believe that the statements made above in describing this job are complete and accurate.

Signature of Department Head or Designated Representative

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks required of the position.