

MICROCOMPUTER SPECIALISTINFORMATION TECHNOLOGIES SUPPORT
TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

~~To provide the full range of support for the city's microcomputers and users; to assist in determining users' needs; and to perform a variety of technical duties relative to assigned area of responsibility.~~ Provides the full range of support for the city's computers and users; assists in determining users' needs; and performs a variety of technical duties relative to assigned responsibilities.

DISTINGUISHING CHARACTERISTICS

This is the full journey level class within the Information Technologies Support Microcomputer Specialist seriesTechnician series. ~~Employees within this class are distinguished from the Sr. Microcomputer Specialist by the performance of the full range of duties as assigned, while the Sr. Microcomputer Specialist typically is assigned the more complex and difficult tasks or has lead responsibilities.~~ Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the MicrocomputerInformation Technologies Support Supervisor or higher level management staff.

Receives technical and functional supervision from ~~the~~ Sr. Microcomputer SpecialistsInformation Technoloiges Support Technicians.

ESSENTIAL FUNCTION STATEMENTS--Essential responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Provides ~~information and~~ service and support, both in the office and in the field, pertaining to computer hardware, software and network problems; installs, configures and tests all types of computer hardware, ~~and~~ software, electronic devices and other equipment as needed.
2. Responds to inquiries and requests for service and support in a courteous manner; troubleshoots hardware, software and network problems.

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Information Technologies Support Technician Microcomputer Specialist *(continued)*

3. Provides technical assistance on information technology systems and programs; advises end-users of possible solutions to computer hardware, software and network problems.

4. Follows up on calls to self-evaluate customer support satisfaction.

~~1.~~

~~2. Respond to telephone calls and email requests for assistance from users; troubleshoot hardware, software and network problems; advise users of possible solutions and direct them to take specific action for resolution; complete customer request records; refer problem to field specialist for resolution when it cannot be resolved over the telephone or remotely; follow up on calls to determine customer support satisfaction.~~

3.5. Logs and tracks calls for service and support; prepares related reports regarding such activities, results and problem trends.

Essential Functions:

4.6. Provides brief hands-on technical training to other city staff on computer software and system use; writes or compiles documentation for training or instruction.

5.7. Assists in installation, troubleshooting and maintenance of network equipment.

6.8. Coordinates vendor repair requirements with Sr. Microcomputer Specialists user community.

7.9. Assists in consulting with city departments to determine microcomputer information technology needs.

7.10. Provides remote support for special events; sets up laptops, projectors and other equipment; and provides assistance as needed; provide technical assistance on microcomputer systems and programs.

8. ~~Assist in training or instructing computer users at individual work stations.~~

7.11. Maintains the microcomputer section hardware asset database.

12. Assists in developing system specifications for standard personal computers.

8.13. Maintains a variety of automated and manual logs, records and files; performs a variety of record keeping, filing, indexing and other general clerical work.

Marginal Functions:

1. Attends and participates in professional group meetings and committees; stays abreast of new trends and innovations in computers for business applications.

2. Operates and secures assigned vehicle and other assigned equipment; determines whether vehicle is in good working order; maintains vehicle in clean and fueled condition.

3. Inputs and retrieves data from the database.

2.4. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and methods of personal computer configuration and operation.

Principles and methods of computer networking hardware.

Principles of data communications standards and implementation.

Computer peripherals and accessories.

Troubleshooting techniques for personal computer hardware and software problems.

Techniques of record keeping.

Techniques and methods of report preparation.

Principles, techniques and methods of customer service.

Skills in: Ability to:

Operating a personal computer, including a variety of software programs.

Analyzing computer problems, identifying possible cause, projecting consequences of proposed solutions, recommending best options and implementing appropriate solution.

Maintaining accurate records of work performed.

Reading, interpreting and comprehending technical written materials.

Preparing clear and concise reports, instructions and other technical written materials.

Organizing work, set priorities and meet deadlines.

Ability to:

Establishing and maintaining effective working relationships with those contacted in the course of work.

Communicating clearly and concisely, both orally and in writing.

~~Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:~~

~~———— Sitting, standing and walking for long periods of time; and~~

~~———— Operating assigned equipment.~~

~~Maintain effective audio-visual discrimination and perception needed for:~~

~~———— Making observations;~~

~~———— Communicating with others;~~

~~———— Reading and writing; and~~

~~———— Operating assigned equipment.~~

~~Maintain mental capacity which allows the capability of:~~

~~———— Making sound decisions;~~

~~———— Effective interaction and communication with others; and~~

~~———— Demonstrating intellectual capabilities.~~

Experience and Training Requirements

Experience:

Two years of experience within the previous four years with primary responsibility in a business environment for troubleshooting and supporting networks, printers and computer systems, and installing and configuring hardware and software, using the latest Microsoft Operating Systems.

Training:

Equivalent to graduation from high school. Additional specialized training in personal computers or a related field is desirable.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

Certifications obtained through the Microsoft Certified Professional program, the Cisco Internetworking Certification Program, the American Management Association, or other acceptable, related information technology certification, are desirable.

Special Requirement

May be required to be on-call and respond, if necessary, on a rotating schedule.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment; possible detention center environment; travel from site to site.;

Hazards: eExposure to computer screens.

Physical Conditions:

~~Essential and marginal functions may require maintaining physical condition necessary for moderate lifting, stooping, kneeling, crawling, sitting, bending, and twisting for prolonged periods of time.~~

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

-- Walking, standing, stooping, kneeling, bending, twisting crawling or sitting for extended periods of time;

-- Moderate lifting; and

-- Operating assigned equipment.

Maintaining effective audio-visual discrimination and perception needed for:

-- Making observations;

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Information Technologies Support Technician Microcomputer Specialist (continued)

- Communicating with others;
- Reading and writing; and
- Operating assigned equipment.

Maintaining mental capacity which allows the capability of:

- Making sound decisions;
- Effective interaction and communication with others; and
- Demonstrating intellectual capabilities.

ARBSEGAL

REV 12/14/045/9/11 (formerly Microcomputer Specialist)

FLSA & City: nonexempt

CSB 3/9/05

Segal 07/20/10

GRAPHIC PRINT MEDIA OPERATIONS SUPERVISOR

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

~~To~~Supervises, assigns and reviews the work of staff responsible for the design and production of various printed materials and mailroom operations; ~~to~~oversees and participates in all work activities; ~~to~~formulates and administers the city-wide photocopier rental agreement; and ~~to~~ performs a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from ~~the GIS Manager~~the assigned Information Technologies Manager and higher level management staff.

~~Exercises direct supervision over technical staff.~~Acts as a formal supervisor, exercising direct supervision, including selecting new employees, monitoring and formally evaluating employee performance, and participating in the discipline and termination of employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Plans, prioritizes, assigns, supervises and reviews the work of staff responsible for providing graphic design, printing services and mailroom services for the city.
2. Acts as first line supervisor for designated staff within a department, including interviewing and selecting of job applicants, training, overseeing work, and establishing and evaluating appropriate performance standards in accordance with department objectives.
- 1.3. Ensures employees adhere to established work methods, techniques and schedules, and comply with applicable city and department policies, procedures, standards and specifications; reviews needs with appropriate management staff; allocates resources accordingly.
4. Recommends and assists in the implementation of division goals, objectives, policies and procedures. Assists with the annual development and submission of business plan measures. Prepares and presents monthly performance statistics and reports. Recommends and implements approved policies and procedures.
2. Develop, recommend and implement approved goals, objectives, policies and procedures; participate in the establishment of quality standards.
5. Coordinates with Graphic Artists to establish a plan for print production and resolve

customer needs.

- ~~3. Recommend appropriate service and staffing levels; establish schedules for providing graphic arts production and mailroom services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.~~
- ~~4. Participate in the selection of staff; provide or coordinate staff training; work with employees to develop short and long term goals, monitor accomplishments, establish performance requirements and personal development targets and provide coaching for performance improvement and development.~~
- ~~6. Participates in the preparation and administration of the section budget and the mailroom budget. Submits budget recommendations. Monitors all financial transactions, expenditures, and identifies and reports potential financial overruns and variances at an early stage. Prepares reports on actual and estimated revenues and expenditures. Oversee and participate in the development and administration of the section budget; forecast funds needed for staffing, equipment, materials and supplies; monitor expenditures; implement adjustments.~~
- ~~5.7. Monitors and maintains appropriate levels of supplies, equipment, and inventory to ensure efficient and effective operations. Participates in the procurement process, including researching materials, equipment, and vendors, assisting with specifications, and requisitioning materials as needed.~~
- ~~6.8. Manage efficiency and pricing of print jobs. Calculates cost of internal prints jobs and obtains quotes from vendors for external print jobs. Evaluates and adjusts charges for services provided.~~
- ~~9. Monitors job pricing and coding for completeness, accuracy and compliance with city policy.~~
- ~~7. Verify the work of staff for accuracy, proper work methods and techniques and compliance with acceptable standards and practices.~~

Essential Functions:

- ~~8. Coordinates Work~~ with Purchasing and Contracts staff to formulate city-wide photocopier rental agreement; monitors vendor performance and administers the rental agreement, including service, usage billing, copier placement and upgrades.
- ~~9. Prepare analytical and statistical reports on operations and activities.~~
- ~~10.9. Negotiate and resolve sensitive and controversial issues. Serves as liaison for the division with other city departments, divisions, public and outside agencies. Represents the division in various committees and work groups. Receives and responds to complex and sensitive inquires and issues. Handles inquiries and complaints from start through resolution in an efficient and timely manner.~~

Marginal Functions:

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Graphic-Print Media Operations Supervisor (*Continued*)

1. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of printing services.
2. Consults with and advises departments on the design and production of printed materials.
3. Operates reproduction equipment in a back up capacity.
4. Invoices for printing services and determines delivery times; ~~assist in monitoring work of outside vendors.~~
5. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of centralized graphic arts, printing and duplicating and mailroom services programs.

Various printing mediums including inks, toner, paper and binding.

Graphic techniques of optical scanning and reproduction, editing, layout and design.

Techniques of reproduction, editing and layout.

Principles of the operation of an offset system of duplication.

Sources of supply for materials used in the division.

Principles of supervision, training and performance evaluation.

Modern and complex principles and practices of graphic design, printing and reproduction.

United States Postal Service regulations and laws.

Mailing and shipping regulations for various private service providers such as UPS and Federal Express.

Xerographic copiers.

Pertinent federal, state and local laws, codes and regulations.

Principles and practices of budget preparation and administration.

Skills in: Ability to:

~~Oversee and direct the operations of the Graphic Arts section, including graphic design, printing services and mailroom services.~~

~~Plan, direct, organize, assign and review the work of staff.~~

~~Supervise, train and evaluate staff.~~

~~Prepare and administer a large and complex budget.~~

~~Administer large equipment rental contracts.~~

~~Design and produce a variety of printed material.~~

~~Operate a variety of printing machines within the Graphic Arts section.~~

Cleaning and maintaining various printing and duplicating machines.

Interpreting, explaining and enforcing city and department policies and procedures.

Researching and evaluating new service methods and techniques.

Preparing clear and concise reports.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work including city officials and the general public.

Maintain mental capacity which allows the capability of:

- ~~_____ Making sound decisions~~
- ~~_____ Effective interaction and communication with others~~
- ~~_____ Demonstrating intellectual capabilities.~~

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- ~~_____ Standing or sitting for extended periods of time~~
- ~~_____ Operating assigned duplication and reproduction equipment.~~

Maintain effective audio-visual discrimination and perception needed for:

- ~~_____ Making observations~~
- ~~_____ Communicating with others~~
- ~~_____ Reading and writing~~
- ~~_____ Operating assigned equipment and vehicles.~~

Experience and Training Requirements

Experience:

Four years of increasingly responsible printing, duplicating or ~~graphic-arts~~digital reproduction experience. ~~including e~~One year of supervisory or lead responsibility is desirable.

Training:

Equivalent to graduation from high school. Additional specialized training in printing and ~~graphic-arts~~digital reproduction or a related field.

WORKING CONDITIONS

Environmental Conditions:

Location: Printing office environment.

Hazards: ~~e~~Exposure to noise and dust; exposure to computer screens.

Physical Conditions:

~~Essential and marginal functions may require maintaining physical condition necessary for light to moderate lifting, bending, stooping, kneeling, standing and sitting for prolonged periods of time.~~

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- ~~-- Walking, standing, bending, stooping, kneeling or sitting for extended periods of time;~~
- ~~-- Moderate to light lifting;- and~~
- ~~-- Operating assigned equipment.~~

Maintaining effective audio-visual discrimination and perception needed for:

- ~~-- Making observations;~~
- ~~-- Communicating with others;~~

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Graphic Print Media Operations Supervisor (Continued)

-- Reading and writing; and

-- Operating assigned equipment.

Maintaining mental capacity which allows the capability of:

-- Making sound decisions;

-- Effective interaction and communication with others; and

-- Demonstrating intellectual capabilities.

ARBSEGAL

REV 7/12/99/6/11 (formerly Graphic Operations Supervisor)

FLSA: exempt; City: nonexempt

CSB 8/11/99

Segal 07/21/10

PRINT MEDIA OPERATOR
GRAPHIC EQUIPMENT OPERATOR I
GRAPHIC EQUIPMENT OPERATOR II

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Operates and maintains various digital reproduction machines used for the preparation and reproduction of various printed materials; binds and distributes printed materials; and performs routine maintenance and minor repairs.~~To operate and maintain various printing machines used for the preparation and reproduction of various printed materials; bind and distribute printed materials; and perform routine maintenance and minor repairs.~~

DISTINGUISHING CHARACTERISTICS

~~Graphic Equipment Operator I~~—This is the entry level class in the Graphic Equipment Operator series. This class is distinguished from the Graphic Equipment Operator II by the performance of the more routine tasks and duties assigned to positions within the series including operating photocopy equipment, letterpress and related equipment and tools. This class may be used as a training class, wherein employees need only limited or no directly related work experience; or the class may contain positions wherein employees perform routine tasks on a permanent basis and therefore remain at an entry level.

~~Graphic Equipment Operator II~~—This is the full journey level class within the Graphic Equipment Operator~~Print Media~~ series. Employees within this class ~~are distinguished from the Graphic Equipment Operator I by the performance of~~ the full range of duties as assigned including operating printing equipment at an advanced level. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. ~~This class is distinguished from the Senior Graphic Equipment Operator in that the latter operates more complex equipment and works more independently.~~

SUPERVISION RECEIVED

Graphic Equipment Operator I

Receives immediate supervision from the Graphic Equipment Operations Supervisor.

Graphic Equipment Operator II

Receives general supervision from the Print Media Operations Supervisor and Graphic Equipment Operations Supervisor; higher level management staff.

Receives functional lead supervision from Print Media Services Representative.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Reproduces documents in accordance with job ticket instruction including copying, cutting, stapling, collating, and hole-punching documents; edits and transfers computer files related to digital reproduction as required.
2. Operates all machines within print media services; produces the highest level of work such as four color process, complex jobs and duotones.
3. Processes files electronically or scans hard copies of files.
4. Binds a variety of documents.
5. Prepares mass mailings including address merging and printing of mailers.
- ~~1. Operate offset presses, duplication and other reproduction machinery and equipment for reproduction of printed materials.~~
- ~~2. Operate plate exposure equipment used to prepare metal and other non-direct printing materials.~~
- ~~3. Examine plates for flaws; develop line and half-tone negatives; develop plates for printing; mask and strip negatives to paper and acetate; operate process camera.~~
- ~~2. Operate cutting, binding, letterpress and collating equipment.~~
- ~~3.4. Cleans and Pperforms preventative maintenance and minor repairs on various printing machines.~~
5. Responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner. Provide appropriate level of customer service, generally internal.

Marginal Functions:

- ~~1. Perform receptionist duties in handling incoming telephone calls.~~
- May operate a collator, stapler, hole puncher and cutting and binding equipment.
1. Assists in monitoring and maintaining appropriate levels of supplies, equipment, and inventory as directed by management.
 2. Performs a variety of record keeping, filing, indexing and other general clerical work.

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Graphic Equipment Operator I/HPrint Media Operator (Continued)

3. Answers telephone; provides service to customers at the front counter.
- ~~4. Wrap finished products and deliver to appropriate City departments.~~
- ~~5. Participate in ordering supplies as required.~~
4. Operates and secures mail van assigned vehicle; determines if van-vehicle is in good working order; maintains van-vehicle in clean and fueled condition.
- ~~6.5. Packages and delivers to appropriate city departments as needed.~~
- ~~7.6. Performs related duties and responsibilities as required.~~

QUALIFICATIONS

Graphic Equipment Operator I

Knowledge of:

Functions and operations of digital reproduction machines, bindery machines and other related equipment.
Various paper types and sizes.
Properties and uses of paper, ink and toner.
Basic principles of duplication/reproduction machines, process camera, plate makers, letterpress, bindery machines and other related equipment.
Procedures and methods of photocopying documents digital reproduction.
Techniques and methods for cleaning and maintaining duplicating and printing reproduction machines and related tools and equipment.
Safe work practices.
Methods and techniques of preparing and reproducing various printed materials.
Common office software packages including print production packages.

Skills in: Ability to:

Operating duplication/digital reproduction machines, process camera, plate makers, letterpress, bindery machines and other related equipment reproducing basic level work.
Independently performing the most difficult set up and operation of printing equipment.
Working with black a variety of colored ink, toner and a variety of paper stocks.
Cleaning and maintaining various duplication/reproduction digital reproduction machines, processing camera, plate makers, letterpress, bindery machines and other related equipment.
Providing appropriate level of internal and/or external customer service.
Understanding and following oral and written instructions.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.
Working independently with limited supervision.

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Graphic Equipment Operator I/HPrint Media Operator (Continued)

~~Maintain mental capacity which allows for effective interaction and communication with others.~~

~~Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:~~

~~———— Walking or standing for extended periods of time~~

~~———— Operating assigned equipment.~~

~~Maintain effective audio-visual discrimination and perception needed for:~~

~~———— Making observations~~

~~———— Communicating with others~~

~~———— Operating assigned reproduction and duplicating equipment.~~

Experience and Training Requirements

Experience:

One year of ~~duplication~~, digital reproduction and printing experience ~~is desirable~~.

Training:

Equivalent to graduation from high school.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

QUALIFICATIONS

Graphic Equipment Operator II

In addition to the qualifications for Graphic Equipment Operator I:

Knowledge of:

~~Advanced functions and operations of duplication/reproduction machines, process camera, plate makers, letterpress, bindery machines and other related equipment.~~

~~Various paper types and sizes.~~

~~Properties and uses of paper and ink.~~

Ability to:

~~Operate duplication/reproduction machines, process camera, plate maker, letterpress, bindery machines and other related equipment at an advanced level producing work such as screens, solids and color matches.~~

~~Work with a variety of colored inks.~~

~~Work independently in the absence of supervision.~~

~~Provide appropriate level of internal and/or external customer service.~~

Experience and Training Requirements

Experience:

Two years of increasingly responsible duplication, reproduction and printing experience.

Training:

Equivalent to graduation from high school. Additional specialized training in printing or graphic arts or a related field is desirable.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application.

WORKING CONDITIONS

Environmental Conditions:

Location: Printing office environment;

Hazards: eExposure to noise and dust.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for moderate lifting; bending, stooping, or kneeling; standing for prolonged periods of time; operating motorized equipment.

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- Walking, standing, bending, stooping, kneeling or sitting for extended periods of time;
- Moderate lifting; and
- Operating assigned equipment.

Maintaining effective audio-visual discrimination and perception needed for:

- Making observations;
- Communicating with others;
- Reading and writing;
- Distinguishing colors; -and
- Operating assigned equipment.

Maintaining mental capacity which allows the capability of:

- Making sound decisions;
- Effective interaction and communication with others; and
- Demonstrating intellectual capabilities.

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Graphic Equipment Operator I/HPrint Media Operator (Continued)

ARB:maeSEGAL

Revised 06/958/4/11 [Formerly Graphic Equipment Operator I and II (X)]

FLSA & City: nonexemptCSB-8/11/93

Segal 07/21/10

SENIOR GRAPHIC EQUIPMENT OPERATOR/PRINT MEDIA SERVICES
REPRESENTATIVE

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Serves as the primary liaison with customers and outside vendors; assists with planning, prioritizing and coordinating the scheduling of jobs; ~~To leads,~~ oversees and participates in the more complex and difficult work of staff responsible for preparation and reproduction of various printed materials; and ~~to performs~~ a variety of technical tasks relative to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

This is a functional lead level class within the Print Media series. This class is distinguished from the Print Media Operator by the performance of the full range of duties as assigned, including intake functions and coordinating with clients. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

This is the advanced journey level class in the Graphic Equipment Operator series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including operation of an offset press and electrostatic platemaker, and the most complex preparation and maintenance tasks. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from ~~Graphic Operations Supervisor~~ the Print Media Operations Supervisor and higher level management staff.

May exercise functional and technical supervision over lower level staff. May serve as a functional lead over lower level staff, including scheduling and assigning tasks, monitoring work progress, and reviewing work products.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

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Senior Graphic Equipment Operator/Print Media Services Representative- (continued)

1. Serves as the primary liaison with customers and outside vendors; communicates with customers to obtain proper specifications for timely and correct production of requested product; advises customers on best format, size, colors, paper stock and types of material to be used.
2. Provides estimates and final prices for requested jobs; obtains bids and coordinate jobs produced by outside vendors; researches and recommends vendors to provide supplies and printing services; sends invoices to customers.
3. Plans, prioritizes and coordinates the scheduling of jobs; participates in the design, layout and composition of jobs; attends meetings with design staff and customers; and ensures quality of finished product.
4. Responds to inquiries in a courteous manner; provides information within the area of assignment; resolves complaints in an efficient and timely manner.

Serves as a functional ~~Leads~~, ~~plans~~ing, ~~scheduling~~ and ~~assigning~~ work, ~~monitoring~~ the ~~progress~~ of ~~print jobs~~, ~~trains~~ and ~~review~~sing the work of staff responsible for ~~printing~~ ~~print~~ ~~media~~ services.

5. —

- ~~1. Plan and participate in the preparation and reproduction of various printed materials.~~
- ~~2. Operate offset presses, duplicating and other related reproduction equipment including binding and darkroom equipment.~~

~~Train assigned employees in their areas of work in duplicating and reproduction methods and techniques and in the set up and use of equipment.~~

6. Monitors and maintains appropriate levels of supplies, equipment, and inventory to ensure efficient and effective operations. Participates in the procurement process, including researching materials, equipment, and vendors, assisting with specifications, and requisitioning materials as needed; makes purchases using a p card.

3. —

- ~~5. Ensure the adherence to safe work practices and procedures.~~

Essential Functions: (continued)

- ~~6.7. Operates all machines within print media services; Set up and operate advanced printing equipment to~~ produces the highest level of work such as ~~4~~four color process, complex jobs and duotones.
—
- ~~2. Operate all machines within printing services; operate photocopier machines to reproduce reports, forms, special publications and related matter; cut and paste up forms as necessary.~~

CITY OF LAS VEGAS

Senior Graphic Equipment Operator/Print Media Services Representative- (continued)

- ~~8. Maintain and clean various machines including the electrostatic platemaker and offset press; make minor repairs or adjustments as needed. Cleans and performs preventive maintenance and minor repairs on various printing machines.~~

Marginal Functions:

- ~~1. Respond to inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.~~
- ~~6. Estimate time, materials and equipment required for jobs assigned; requisition materials as required.~~

~~7.1. Performs~~ related duties and responsibilities as required.

- ~~7.2. Participates in the preparation and reproduction of various printed materials, including copying, cutting, stapling, collating, binding and hole-punching documents; edits and transfers computer files related to digital reproduction as required.~~

~~7.~~

- ~~3. Performs a variety of record keeping, filing, indexing and other general clerical work.~~

- ~~4. Delivers packages to appropriate city departments as needed.~~

- ~~5. Operates and secures assigned vehicle and other assigned equipment; determines whether vehicle is in good working order; maintains vehicle in clean and fueled condition.~~

~~7.—~~

QUALIFICATIONS

Knowledge of:

Printing estimation techniques.

Printing production planning and scheduling techniques.

Principles and practices of customer service.

Basic math principles.

Operations, services and activities of a duplicating digital reproduction and printing program.

Principles of lead supervision and training.

Methods and techniques of preparing and reproducing various printed materials.

Operational characteristics of duplicating and printing equipment and tools, including offset machinery, electrostatic platemaker, copy machine digital reproduction, and binding and darkroom equipment.

Techniques and methods for cleaning and maintaining duplicating and printing machines.

Various paper types and sizes.

Make-up, paste-up, camera and darkroom procedures.

Occupational hazards and standard safety practices.

Common office software packages including print production packages.

Skills in: Ability to:

~~Lead, organize and review the work of staff in the area of work assigned.~~

Independently performing ing the most difficult set up and operation of printing equipment.

Interpreting, explaining and enforcing department policies and procedures.

Operating a variety of duplicating and reproduction equipment in a safe and effective manner.

Working with a variety of colored inks, toners and paper stocks.

Cleaning and maintaining various duplicating machines and other equipment.

Working independently ~~in the absence of~~ with limited supervision.

Understanding and following oral and written instructions.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

~~Maintain mental capacity which allows for effective interaction and communications with others.~~

Ability to: (continued)

~~Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:~~

~~———— Standing or sitting for extended periods of time~~

~~———— Operating assigned equipment.~~

~~Maintain effective audio-visual discrimination and perception needed for:~~

~~———— Making observations~~

~~———— Communicating with others~~

~~———— Reading and writing~~

~~———— Operating assigned equipment.~~

Experience and Training Requirements

Experience:

Three years of increasingly responsible digital duplication, reproduction and printing experience, including planning, coordinating, pricing and scheduling jobs.

Training:

Equivalent to graduation from high school. Additional specialized training in reprographics digital reproduction or a related field is desirable.

License or Certificate

Possession of an appropriate, valid driver's license on the date of application, and maintenance thereafter.

WORKING CONDITIONS

Environmental Conditions:

Location: Printing office environment;

Hazards: ~~e~~Exposure to noise and dust.

Physical Conditions:

~~Essential and marginal functions may require maintaining physical condition necessary for moderate lifting, bending, stooping, kneeling, standing or sitting for prolonged periods of time; operating motorized equipment.~~

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- Walking, standing, bending, stooping, kneeling, -or sitting for extended periods of time;
- Moderate lifting; and
- Operating assigned equipment.

Maintaining effective audio-visual discrimination and perception needed for:

- Making observations;
- Communicating with others;
- Reading and writing;
- Distinguishing colors; -and
- Operating assigned equipment.

Maintaining mental capacity which allows the capability of:

- Making sound decisions;
- Effective interaction and communication with others; and
- Demonstrating intellectual capabilities.

SEGAL

Revised 8/4/11 (formerly Senior Graphic Equipment Operator and Graphic Services Technician)

FLSA & City: nonexempt

CSB-6/30/96

Segal 07/21/10

SENIOR SYSTEMS ANALYST

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

~~To p~~Participates in the more complex and difficult application of information technologies to business opportunities and solutions; ~~to assist~~s in establishing, maintaining and enforcing development standards, processes and procedures; ~~to serve~~s as the technical lead on computer applications from project initialization through implementation and validation; and ~~to~~performs a variety of technical tasks relative to assigned areas of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Systems Analyst series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series ~~including directing, planning, mentoring and reviewing the work of lower level staff; conducting in-depth analysis resulting in the establishment of new systems or enhancements to existing systems.~~ Employees at this level are required to be fully aware of all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

~~Receives direction from the assigned Information Technologies Manager and higher level management staff.~~

~~Receives direction from higher level~~ supervisory and management staff.

~~May exercise functional and technical supervision over lower level analysis and programming staff.~~

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS ~~--~~Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Plans, directs and participates in the evaluation, design, testing and maintenance of computer applications.
2. ~~Verify the work of assigned team members for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.~~ Participates in the

CITY OF LAS VEGAS

Senior Systems Analyst (*continued*)

peer review of other team members for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.

3.2. Assists in the development, maintenance and quality control of programming and documentation standards.

2. Essential Functions:

4.3. Provides in-depth analysis for establishment of new systems and enhancements to existing systems.

5.4. Develops, documents and maintains computer systems design including, but not limited to, screens, reports, interfaces and programs; writes and tests new computer applications and systems; develops accurate time lines for assigned projects.

6.5. Consults with representatives from city departments and external organizations to resolve problems; identifies and coordinates system activities with users and internal departmental organizations.

~~7. Assist other departments with program and operational issues; analyze causes of issues and recommend solutions or corrective actions.~~

~~4.~~

6. Monitors and evaluates operations and activities of assigned system responsibilities; recommends improvements and modifications; produces functional and visual design recommendations.

7. Performs database analysis to determine the most effective database designs; develops and implements new and improved database tables; creates and runs reports.

6.8. Prepares documentation for new systems and changes to existing systems; in accordance with established standards and procedures.

~~9. Responds to inquiries in a courteous manner; facilitates the resolution of complaints in an effective and timely manner.~~

When Assigned to Oracle ERP Support:

9. Administers the functionality of payroll administration and financial modules within the Oracle eBusiness Suite including, but not limited to design, establishment, modification and monitoring of business rules and interfaces; report and query administration including definition, design, implementation and management; and serving as the subject matter expert to management and key operating personnel.

~~5.~~

8. When Assigned to WEB Development:

~~1. Conduct or participate in application usability analysis; produce functional and visual design recommendations.~~

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Senior Systems Analyst (*continued*)

When Assigned to Business Intelligence:

~~10.1.~~ Conducts or participates in business rules assessments; develops and implements rules and objects.

~~9.11.~~ Performs all duties and job responsibilities of a Systems Analyst.

Marginal Functions:

1. Stays abreast of new computer programs or applications and trends or innovations in the assigned department; researches of new computer software and hardware; searches new web technologies and analyzes their possible application in the city.

2. Assists other departments with program and operational issues; analyzes causes of issues and recommends solutions or corrective actions.

~~1.3.~~ Participate in the training of users in the operation of new or modified computer applications and procedures. Integrates commercial off the shelf software into the city's Enterprise Resource Planning (ERP) environment.

~~2.4.~~ Assists in the validation of new applications or modifications; assists in the development of validation criteria.

~~3.5.~~ Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Organizational structure, policies and operating procedures of the department and division.

Generally accepted software and system development life cycle processes.

Generally accepted validation and testing processes.

Generally accepted programming and documentation methods.

~~Generally accepted project management methods, techniques and processes.~~

Principles and techniques of lead supervision.

Principles and techniques of project leadership.

Object and service oriented design concepts.

In addition to the above qualifications for Senior Systems Analyst:

When Assigned to Oracle ERP Support:

Oracle Relational Database Management System (RDBMS).

Oracle application middleware, user interface, reporting, query and backend development tools.

Oracle Human Resource, Payroll, Financials and self-service modules.

Structured Query Language (SQL).

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Senior Systems Analyst (*continued*)

When Assigned to WEB Development:

~~User interface design and usability assessment.~~
~~Web development tools, methods and standards.~~
~~Object and service oriented design concepts.~~

When Assigned to Business Intelligence:

Advanced business intelligence administration.
Business rules and object development and support techniques.

Skills inAbility to:

Leading, organizing and reviewing the deliverables of staff assigned to projects and tasks.
Independently, and as a team member, performing the most difficult analysis and design activities assigned.
Understanding, explaining and enforcing department and division policies and procedures.
Analyzing, designing, and implementing complex information technology solutions.
Reading, understanding and applying relevant information from technical publications, manuals and other applicable media.
Working independently with minimal supervision while adhering to the direction established by management and established policies, procedures and task assignments.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with those contacted in the course of work.

Ability to:

~~Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:~~

~~_____ Sitting for extended periods of time; and~~
~~_____ Operating assigned equipment.~~

~~Maintain effective audio-visual discrimination and perception needed for:~~

~~_____ Making observations;~~
~~_____ Communicating with others;~~
~~_____ Reading and writing; and~~
~~_____ Operating assigned equipment.~~

~~Maintain mental capacity which allows the capability of:~~

~~_____ Making sound decisions;~~
~~_____ Effective interaction and communication with others; and~~
~~_____ Demonstrating intellectual capabilities.~~

Experience and Training Requirements

Experience:

Depending on assignment, one of the following will apply:

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Senior Systems Analyst (*continued*)

Three years of increasingly responsible applications development and systems analysis experience with both commercial off-the-shelf solutions and custom applications.
~~Three years of increasingly responsible systems analysis experience with both commercial off-the-shelf solutions and custom applications development.~~

When Assigned to Oracle ERP Support: Experience in two Oracle Application implementations or significant upgrades.

When Assigned to WEB Development: Minimum of three years technical experience in the areas of WEB development, security, documentation, deployment, content management, source code management tools, and application interface usability analysis and design. Two years experience in web development tools, technologies methods and one year experience in development, implementation and support of service oriented architectures.

When Assigned to Business Intelligence: Minimum of two years support, development and implementation of commercial business intelligence solutions including two business intelligence solution deployments or significant upgrades.

Training:

Bachelor's degree from an accredited college or university with major in computer sciences, business administration, management information systems or a field related to the essential functions. ~~A combination of formal education and directly related work experience may substitute for the degree.~~

When Assigned to Oracle ERP Support: Oracle Certified Application Developer is desirable, if applicable.

May substitute combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment;

Hazards: eExposure to computer screens.

Physical Conditions:

~~Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.~~

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

-- Walking, standing, or sitting for extended periods of time; and

-- Operating assigned equipment.

CITY OF LAS VEGAS

Senior Systems Analyst (*continued*)

Maintaining effective audio-visual discrimination and perception needed for:

- Making observations;
- Communicating with others;
- Reading and writing; and
- Operating assigned equipment.

Maintaining mental capacity which allows the capability of:

- Making sound decisions;
- Effective interaction and communication with others; and
- Demonstrating intellectual capabilities.

SMMSEGAL

REV 1/17/08 7/18/11

FLSA: exempt; City: nonexempt

CSB: 2/27/08

Segal 08/17/10