



**RCA MA-017-12011687  
INSIGHT GLOBAL, INC.  
FOR  
INFORMATION TECHNOLOGY (IT) PROFESSIONAL HELP SERVICES**

THIS AGREEMENT, hereinafter referred to as "Contract" is made and entered into as of the date fully executed by and between the County of Orange, a political subdivision of the state of California, hereinafter referred to as "County" and Insight Global, Inc., with a place of business at 4170 Ashford Dunwoody Rd NE Ste 250, Atlanta GA 30319-1457, hereinafter referred to as "Contractor", which are sometimes individually referred to as "Party", or collectively referred to as "Parties".

**ATTACHMENTS**

This Contract is comprised of this document and the following Attachments, which are attached hereto and incorporated by reference into this Contract:

- Attachment A – Scope of Services
- Attachment B – Compensation and Payment
- Attachment C – IT Professional Help Classification Descriptions

**RECITALS**

WHEREAS, Contractor responded to a Statement of Qualifications (SOQ) #017-557974-10 for IT Professional Help Services; and

WHEREAS, on April 11, 2012, County and Contractor entered into the Contract for IT Professional Help Services, effective June 1, 2012 through May 31, 2014; and

WHEREAS, on February 14, 2014, County and Contractor executed Amendment Number 1 to renew the term of the Contract for three (3) additional years effective June 1, 2014 through May 31, 2017; and

WHEREAS, on April 3rd, 2017, the Parties executed Amendment No. 2 to extend the Contract through May 31, 2018; and

WHEREAS, the Parties now desire to extend the Contract for one (1) additional year and replace Attachment B "Compensation and Payment" with Attachment B-1.

NOW, THEREFORE, the parties mutually agree as follows:

1. Article 2 entitled, "Term of Contract" shall be deleted in its entirety and replaced with the following:

"2. Term of Contract: The term of this Contract shall be effective for the period June 1, 2012 through May 31, 2019."

2. Attachment B “Compensation and Payment” shall be deleted and replaced with Attachment B-1 attached hereto and incorporated herein by reference.

3. This Amendment No. 3 modifies the Contract only as expressly set forth above. This Amendment No. 3 does not modify, alter or amend the Contract in any other way whatsoever. Except as amended herein, all other terms and conditions of the Contract remain unchanged. Except as otherwise expressly set forth herein, all terms and conditions contained in the Contract, including its Amendments (if any), are incorporated by this reference as if fully set forth herein and shall remain in full force and effect as amended herein.

## ARTICLES

### General Terms and Conditions

- A. **Governing Law and Venue:** This Contract has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for trial to another County.
- B. **Entire Contract:** This Contract, when accepted by the Contractor either in writing or by the shipment of any article or other commencement of performance hereunder, contains the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County’s Purchasing Agent or his designee, hereinafter “Purchasing Agent.”
- C. **Amendments:** No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.
- D. **Taxes:** Intentionally Omitted.
- E. **Delivery:** Time of delivery of services is of the essence in this Contract. County reserves the right to refuse any services and to cancel all or any part of the descriptions or services that do not conform to the prescribed statement of work. Delivery shall not be deemed to be complete until all services have actually been received and accepted in writing by County.
- F. **Acceptance/Payment:** Unless otherwise agreed to in writing by the County, 1) acceptance shall not be deemed complete unless in writing and until all the services have actually been received to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.
- G. **Warranty:** Contractor expressly warrants that the services covered by this Contract are fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor’s part to indemnify, defend and hold County and its indemnities as identified in paragraph “HH” below, and as more fully described in paragraph “HH”, harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or

sustained by County by reason of the failure of the services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.

- H. **Patent/Copyright Materials/Proprietary Infringement:** Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in accordance with the more specific requirement contained in paragraph “HH” below, it shall indemnify, defend and hold County and County Indemnities harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, but not limited to, attorney’s fees, costs and expenses.
- I. **Assignment or Sub-Contracting:** The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned or sub-contracted by Contractor without the express written consent of County. Any attempt by Contractor to assign or sub-contract the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.
- J. **Non-Discrimination:** In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to all the penalties imposed for a violation of Section 1720 et seq. of the California Labor Code.
- K. **Termination:** In addition to any other remedies or rights it may have by law, County has the right to terminate this Contract without penalty immediately with cause or after thirty (30) days’ written notice without cause, unless otherwise specified. Cause shall be defined as any breach of Contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligations.
- L. **Consent to Breach Not Waiver:** No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
- M. **Remedies Not Exclusive:** The remedies for breach set forth in this Contract are cumulative as to one another and as to any other provided by law, rather than exclusive; and the expression of certain remedies in this Contract does not preclude resort by either party to any other remedies provided by law.
- N. **Independent Contractor:** Contractor shall be considered an independent Contractor and neither Contractor, its employees nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers’ compensation or other fringe benefits of any kind through County.

- O. **Performance:** Contractor shall perform all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workman-like manner; shall furnish all labor, supervision, machinery, equipment, materials, and supplies necessary therefore; shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work; and, if permitted to subcontract, shall be fully responsible for all work performed by sub-contractors.
- P. **Insurance Provision:** Prior to the provision of services under this contract, the contractor agrees to purchase all required insurance at contractor's expense and to deposit with the County Certificates of Insurance, including all endorsements required herein, necessary to satisfy the County that the insurance provisions of this contract have been complied with and to keep such insurance coverage and the certificates therefore on deposit with the County during the entire term of this contract. In addition, all subcontractors performing work on behalf of contractor pursuant to this contract shall obtain insurance subject to the same terms and conditions as set forth herein for contractor.

All self-insured retentions (SIRs) and deductibles shall be clearly stated on the Certificate of Insurance. If no SIRs or deductibles apply, indicate this on the Certificate of Insurance with a 0 by the appropriate line of coverage. Any self-insured retention (SIR) or deductible in an amount in excess of \$25,000 (\$5,000 for automobile liability), shall specifically be approved by the County Executive Office (CEO)/Office of Risk Management.

If the contractor fails to maintain insurance acceptable to the County for the full term of this contract, the County may terminate this contract.

#### **Qualified Insurer**

Minimum insurance company ratings as determined by the most current edition of the **Best's Key Rating Guide/Property-Casualty/United States** or **ambest.com** shall be A- (Secure A.M. Best's Rating) and VIII (Financial Size Category).

The policy or policies of insurance must be issued by an insurer licensed to do business in the state of California (California Admitted Carrier). If the carrier is a non-admitted carrier in the state of California and does not meet or exceed an A.M. Best rating of A-/VIII, CEO/Office of Risk Management retains the right to approve or reject carrier after a review of the company's performance and financial ratings. If the non-admitted carrier meets or exceeds the minimum A.M. Best rating of A-/VIII, the agency can accept the insurance.

The policy or policies of insurance maintained by the Contractor shall provide the minimum limits and coverage as set forth below:

<u>Coverage</u>	<u>Minimum Limits</u>
Commercial General Liability	\$1,000,000 per occurrence \$2,000,000 aggregate
Automobile Liability including coverage for owned, non-owned and hired vehicles	\$1,000,000 per occurrence
Workers' Compensation	Statutory
Employers' Liability Insurance	\$1,000,000 per occurrence

### **Required Coverage Forms**

The Commercial General Liability coverage shall be written on Insurance Services Office (ISO) form CG 00 01, or a substitute form providing liability coverage at least as broad.

The Business Auto Liability coverage shall be written on ISO form CA 00 01, CA 00 05, CA 0012, CA 00 20, or a substitute form providing coverage at least as broad.

The Commercial General Liability policy shall contain the following endorsements, which shall accompany the Certificate of insurance:

- 1) An Additional Insured endorsement using ISO form CG 2010 or CG 2033 or a form at least as broad naming the County of Orange, its elected and appointed officials, officers, employees, agents as Additional Insureds.
- 2) A primary non-contributing endorsement evidencing that the contractor's insurance is primary and any insurance or self-insurance maintained by the County of Orange shall be excess and non-contributing.

All insurance policies required by this contract shall waive all rights of subrogation against the County of Orange and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees when acting within the scope of their appointment or employment.

The Workers' Compensation policy shall contain a waiver of subrogation endorsement waiving all rights of subrogation against the County of Orange, and members of the Board of Supervisors, its elected and appointed officials, officers, agents and employees.

All insurance policies required by this contract shall give the County of Orange 30 days' notice in the event of cancellation and 10 days for non-payment of premium. This shall be evidenced by policy provisions or an endorsement separate from the Certificate of Insurance.

The Commercial General Liability policy shall contain a severability of interests clause also known as a "separation of insureds" clause (standard in the ISO CG 0001 policy).

Insurance certificates should be forwarded to the agency/department address listed on the solicitation. If the contractor fails to provide the insurance certificates and endorsements within seven days of notification by CEO/Purchasing or the agency/department purchasing division, award may be made to the next qualified contractor.

County expressly retains the right to require Contractor to increase or decrease insurance of any of the above insurance types throughout the term of this Contract. Any increase or decrease in

insurance will be as deemed by County of Orange Risk Manager as appropriate to adequately protect County.

County shall notify Contractor in writing of changes in the insurance requirements. If Contractor does not deposit copies of acceptable certificates of insurance and endorsements with County incorporating such changes within thirty days of receipt of such notice, this Contract may be in breach without further notice to Contractor, and County shall be entitled to all legal remedies.

The procuring of such required policy or policies of insurance shall not be construed to limit Contractor's liability hereunder nor to fulfill the indemnification provisions and requirements of this Contract, nor act in any way to reduce the policy coverage and limits available from the insurer.

- Q. **Bills and Liens:** Contractor shall pay promptly all indebtedness for labor, materials, and equipment used in performance of the work. Contractor shall not permit any lien or charge to attach to the work or the premises, but if any does so attach, Contractor shall promptly procure its release and, in accordance with the requirements of paragraph "HH" below, indemnify, defend, and hold County harmless and be responsible for payment of all costs, damages, penalties and expenses related to or arising from or related thereto.
- R. **Changes:** Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.
- S. **Change of Ownership:** Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of County.
- T. **Force Majeure:** Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within thirty-six (36) hours of the start of the delay and Contractor avails himself of any available remedies.
- U. **Confidentiality:** Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.
- V. **Compliance with Laws:** Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "HH" below, Contractor agrees that it shall defend, indemnify and hold County and County Indemnities harmless from all liability, damages, costs, and expenses arising from or related to a violation of such laws.
- W. **Freight (F.O.B. Destination):** Intentionally Omitted.

- X. **Pricing:** The Contract bid price shall include full compensation for providing all required goods in accordance with required specifications, or services as specified herein or when applicable, in the scope of work attached to this Contract, and no additional compensation will be allowed therefore, unless otherwise provided for in this Contract.
- Y. **Waiver of Jury Trial:** Each Party acknowledges that it is aware of and has had the opportunity to seek advise of counsel of its choice with respect to its rights to trial by jury, and each Party, for itself and its successors, creditors, and assigns, does hereby expressly and knowingly waive and release all such rights to trial by jury in any action, proceeding or counterclaim brought by any Party hereto against the other (and/or against its officers, directors, employees, agents, or subsidiary or affiliated entities) on or with regard to any matters whatsoever arising out of or in any way connected with this Contract and /or any other claim of injury or damage.
- Z. **Terms and Conditions:** Contractor acknowledges that it has read and agrees to all terms and conditions included in this Contract.
- AA. **Headings:** The various headings and numbers herein, the grouping of provisions of this Contract into separate clauses and paragraphs, and the organization hereof are for the purpose of convenience only and shall not limit or otherwise affect the meaning hereof.
- BB. **Severability:** If any term, covenant, condition, or provision of this Contract is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.
- CC. **Calendar Days:** Any reference to the word "day" or "days" herein shall mean calendar day or calendar days, respectively, unless otherwise expressly provided.
- DD. **Attorney Fees:** In any action or proceeding to enforce or interpret any provision of this Contract, or where any provision hereof is validly asserted as a defense, each party shall bear its own attorney's fees, costs and expenses.
- EE. **Interpretation:** This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party has been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to affect the purpose of the parties and this Contract.
- FF. **Authority:** The Parties to this Contract represent and warrant that this Contract has been duly authorized and executed and constitutes the legally binding obligation of their respective organization or entity, enforceable in accordance with its terms.
- GG. **Employee Eligibility Verification:** The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees, consultants and subcontractors performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8

U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employee, consultants and subcontractors for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

**HH. Indemnification Provisions:** Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

### **Additional Terms and Conditions**

1. **Scope of Contract:** This Contract specifies the contractual terms and conditions by which the County will procure services from the Contractor for Information Technology (IT) Professional Help Services.
2. **Term of Contract:** This Contract shall be effective June 1, 2012, and continue for two (2) calendar years from that date, unless terminated by the County. This Contract may be renewed for three (3) additional years, by mutual written agreement of both parties. Subordinate Contract may be subject to approval by the County of Orange Board of Supervisors.
3. **Usage:** No guarantee is given by the County to the Contractor regarding usage of this contract. Usage figures, if provided, are approximate, based upon the last usage. The Contractor agrees to supply services and/or commodities requested, as needed by the County of Orange, at prices listed in the contract, regardless of quantity requested.
4. **Amendments – Changes/Extra Work:** The Contractor shall make no changes to this Contract without the County's written consent. In the event that there are new or unforeseen requirements, the County with the Contractor's concurrence has the discretion to request official changes at any time without changing the intent of this Contract.  

If County-initiated changes or changes in laws or government regulations affect price, the Contractor's ability to deliver services, or the project schedule, the Contractor shall give the County written notice no later than seven calendar days from the date the law or regulation went into effect or the date the change was proposed by the County and the Contractor was notified of the change. Such changes shall be agreed to in writing and incorporated into a Contract Amendment; said Amendment shall be issued by the County-assigned DPA, shall require the mutual consent of all Parties, and may be prohibit the Contractor from proceeding with the work as set forth in this Contract.
5. **Audits/Inspections:** Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable



records, and other papers or property of contractor for the purpose of auditing or inspecting any aspect of performance under this contract. The inspection and/or audit will be confined to those matters connected with the performance of the contract including, but not limited to, the costs of administering the contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this contract.

Should the Contractor cease to exist as a legal entity, the contractor's records pertaining to this contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to the County's project manager.

6. **Precedence:** The Contract documents consist of this Contract and its attachments. In the event of a conflict between or among the Contract documents, the order of precedence shall be the provisions of the main body of this Contract, i.e., those provisions set forth in the articles of this Contract, and then the attachments.
7. **Conflict of Interest – Contractor's Personnel:** The Contractor shall exercise reasonable care and diligence to prevent any actions or conditions that could result in a conflict with the best interests of the County. This obligation shall apply to the Contractor; the Contractor's employees, agents, and relatives; sub-tier Consultants; and third parties associated with accomplishing work and services hereunder. The Contractor's efforts shall include, but not be limited to establishing precautions to prevent its employees or agents from making, receiving, providing or offering gifts, entertainment, payments, loans or other considerations which could be deemed to appear to influence individuals to act contrary to the best interests of the County.
8. **Conflict with Existing Law:** The Contractor and the County agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Either Party having knowledge of such term or provisions shall promptly inform the other of the presumed non-applicability of such provision. Should the offending provision go to the heart of the Contract, the Contract shall be terminated in a manner commensurate with interests of both Parties to the maximum extent reasonable.
9. **Contingent Fees:** The contractor warrants that no person or selling agency has been employed or retained to solicit or secure this agreement upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees of the contractor or bona fide established commercial or selling agencies maintained by the contractor for the purpose of securing business.

For breach or violation of this warranty, the County shall have the right to terminate this contract in accordance with the termination clause and at its sole discretion to deduct from the contract price or consideration, or otherwise recover, the full amount of such commission, percentage, brokerage, or contingent fee from contractor.

10. **Contingency of Funds:** Contractor acknowledges that funding or portions of funding for this contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this contract without penalty.
11. **Fiscal Appropriations:** This contract is subject to and contingent upon applicable budgetary appropriations being approved by the County of Orange Board of Supervisors for each fiscal year during the term of this contract. If such appropriations are not approved, the contract will be terminated without penalty to the County.
12. **County Project Manager:** The County shall appoint a Project Manager to act as liaison with Contractor during the term of this Contract. The County's Project Manager shall coordinate the activities of the County staff assigned to work with the Contractor.
13. **Regional Cooperative Agreement (RCA) – County-Wide Use:** This Contract is to be used as a Regional Cooperative Agreement against which subordinate contracts will be created and issued by the user agencies/departments based on the fixed pricing, terms, and conditions of this RCA. Contractor will be required to fulfill all service order(s) placed by any County agency/department. For the contractor's full and complete performance of its obligations under this Contract, the County shall compensate the contractor the fixed prices set forth herein. Pricing shall remain firm for the first period of this Contract. County agencies/departments will make service requests in their own names, will have deliveries made to their facilities, and will be responsible for making and approving payments for routine processing by the County of Orange Auditor-Controller.

As required by County policy, some subordinate contracts created against the Regional Cooperative Agreement may require Board of Supervisors approval.

Invoices are to be submitted to the user agency/department to the bill-to address, unless otherwise directed in this Contract. The contractor shall reference the agency/department's subordinate agreement number on the invoice. Payment will be net 30 days after receipt of an invoice in a format acceptable to the County of Orange and verified and approved by the agency/department and subject to routine processing requirements. The responsibility of providing an acceptable invoice rests with the contractor.

The contractor will be responsible for providing each agency/department a copy of the Regional Cooperative Agreement upon request.

The contractor is required to maintain a list of the agencies/departments that have used this Regional Cooperative Agreement, including a list of the dollar volumes spent, and shall provide this report on a quarterly basis to the originating County entity.

14. **Cooperative Agreement:** The provisions and pricing of this contract will be extended to other California local or state governmental entities. Governmental entities wishing to use this contract will be responsible for issuing their own purchase documents/price agreements, providing for their own acceptance, and making any subsequent payments. Contractor shall be required to include in any contract entered into with another agency or entity that is entered into as an extension of this Contract a contract clause that will hold harmless the County of Orange from all claims, demands, actions or causes of actions of every kind resulting directly or indirectly, arising out of, or in any way connected with the use of this contract. The cooperative entities are responsible for obtaining all certificates of insurance and bonds required. The contractor is responsible for providing each cooperative entity a copy of the contract upon request by the

cooperative entity. The County of Orange makes no guarantee of usage by other users of this contract.

The contractor shall be required to maintain a list of the cooperative entities using this contract. The list shall report dollar volumes spent annually and shall be provided on an annual basis to the County.

15. **Agency-Department Responsibilities:** Under this ensuing Regional Cooperative Agreement (RCA), each participating Agency/Department has the responsibility for issuing its own Subordinate Contract, per the terms, conditions, and scope of work of this Regional Cooperative Agreement. Subordinate Contracts must include information regarding the location(s)/site(s), building(s), parking lot(s), area(s)/perimeter(s), service hours requesting IT professional help services. Subordinate Contracts must reference this Regional Cooperative Agreement. All related matters to the individual Subordinate Contracts, shall be handled exclusively by and with the requesting issuing Agency/Department and the Contractor. Agency/Department is responsible for verifying assigned IT professional help personnel is certified and licensed.
16. **Debarment:** Contractor shall certify that neither contractor nor its principles are presently debarred, proposed for debarment, declared ineligible or voluntarily excluded from participation in the transaction by any Federal department or agency. Where contractor as the recipient of federal funds, is unable to certify to any of the statements in the certification, contractor must include an explanation with their bid/proposal. Debarment, pending debarment, declared ineligibility or voluntary exclusion from participation by any Federal department or agency may result in the bid/proposal being deemed non-responsible.
17. **EDD Independent Contractor Reporting Requirements:** Effective January 1, 2001, the County of Orange is required to file federal Form 1099-Misc for services received from a “service provider” to whom the County pays \$600 or more or with whom the County enters into a contract for \$600 or more within a single calendar year. The purpose of this reporting requirement is to increase child support collection by helping to locate parents who are delinquent in their child support obligations.
- The term “service provider” is defined in California Unemployment Insurance Code Section 1088.8, subparagraph B.2 as “an individual who is not an employee of the service recipient for California purposes and who received compensation or executes a contract for services performed for that service recipient within or without the state.” The term is further defined by the California Employment Development Department to refer specifically to independent contractors. An independent contractor is defined as “an individual who is not an employee of the government entity for California purposes and who receives compensation or executes a contract for services performed for that government entity either in or outside of California.”
- The reporting requirement does not apply to corporations, general partnerships, limited liability partnerships, and limited liability companies.
- Additional information on this reporting requirement can be found at the California Employment Development Department web site located at [http://www.edd.ca.gov/Payroll\\_Taxes/FAQ\\_-\\_California\\_Independent\\_Contractor\\_Reporting.htm](http://www.edd.ca.gov/Payroll_Taxes/FAQ_-_California_Independent_Contractor_Reporting.htm).
18. **Equal Employment Opportunity:** The contractor shall comply with U.S. Executive Order 11426 entitled, “Equal Employment Opportunity” as amended by Executive Order 11375 and as supplemented in Department of Labor regulations (41 CFR, Part 60) and applicable state of California regulations as may now exist or be amended in the future. The contractor shall not discriminate against any employee or applicant for employment on the basis of race, color, national origin, ancestry, religion, sex, marital status, political affiliation or physical or mental condition.

Regarding handicapped persons, the contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the employee or applicant for employment is qualified. The contractor agrees to provide equal opportunity to handicapped persons in employment or in advancement in employment or otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicaps in all employment practices such as the following: employment, upgrading, promotions, transfers, recruitments, advertising, layoffs, terminations, rate of pay or other forms of compensation, and selection for training, including apprenticeship. The contractor agrees to comply with the provisions of Sections 503 and 504 of the Rehabilitation Act of 1973, as amended, pertaining to prohibition of discrimination against qualified handicapped persons in all programs and/or activities as detailed in regulations signed by the Secretary of the Department of Health and Human Services effective June 3, 1977, and found in the Federal Register, Volume 42, No. 68 dated May 4, 1977, as may now exist or be amended in the future.

Regarding Americans with disabilities, contractor agrees to comply with applicable provisions of Title 1 of the Americans with Disabilities Act enacted in 1990 as may now exist or be amended in the future.

19. **Gratuities:** The Contractor warrants that no gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor to any officer or employee of the County with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the County shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the County in procuring on the open market any services which the Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the County provided in the clause shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.
20. **Lobbying:** On best information and belief, Contractor certifies no federal appropriated funds have been paid or will be paid by, or on behalf of, the Contractor to any person for influencing or attempting to influence an officer or employee of Congress; or an employee of a member of Congress in connection with the awarding of any federal contract, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
21. **Contractor Project Manager:** Contractor shall appoint a Project Manager to direct the Contractor's efforts in fulfilling Contractor's obligations under this Contract. The Project Manager shall be subject to approval by the County and shall not be changed without the written consent of the County's Project Manager.

The Contractor's Project Manager shall be assigned to this project for the duration of this Contract and shall diligently pursue all work and services to meet the project time lines. The County's Project Manager shall have the right to require the removal and replacement of the Contractor's Project Manager from providing services to the County under this Contract. The County's Project Manager shall notify the Contractor in writing of such action. The Contractor shall accomplish the removal within three (3) business days after written notice by the County's Project Manager. The County's Project Manager shall review and approve the appointment of the replacement for the Contractor's Project Manager. The County is not required to provide any additional information, reason or rationale in the event it elects to request the removal of Contractor's Project Manager from providing services to the County under this Contract.

22. **Contractor Personnel:** At any time during this Contract the County shall have the right to require the removal and replacement of any of Contractor's personnel from providing services to the County under this Contract. The County's Project Manager shall notify the Contractor's Project Manager in writing of such action. The Contractor shall accomplish the removal of the specified personnel within three (3) business days after written notice by the County's Project Manager. The County is not required to provide any additional information, reason or rationale or factual in the event it elects to request the removal of any of Contractor's personnel from providing services to the County under this Contract.
23. **Reports/Meetings:** The County's Contract Administrator and the Contractor's Project Manager will meet on reasonable notice to discuss the Contractor's performance and progress under this Contract. If requested, the Contractor's Project Manager and other project personnel shall attend all meetings. The Contractor shall provide such information as is requested by the County for the purpose of monitoring progress under this Contract.
24. **Ownership of Documents:** Except as otherwise expressly set forth herein, the County has exclusive permanent ownership of all direct, connected and derivative materials produced under this Contract by the Contractor. All documents, reports and other incidental or derivative work or materials produced hereunder shall become and remain the exclusive permanent property of the County and may be used by the County as desired without additional cost to the County. None of the documents, reports and other incidental or derivative work or furnished materials shall be used by the Contractor without the express written consent of the County.
25. **Title to Data:** All materials, documents, data or information obtained pursuant to this Contract from the County data files or any County medium furnished to the Contractor in the performance of this Contract will at all times remain the property of the County. Such data or information may not be used or copied for direct or indirect use by the Contractor, except as required to fully execute the Scope of Work, including any optional services thereunder.  
All such materials, documents, data, or information, including copies, shall be promptly returned or delivered to the County upon expiration or earlier termination of this Contract.
26. **California Public Records Act:** This Contract, the Contractor's response and the purchasing file are subject to public disclosure as permitted by the California Public Records Act. Regardless of any identification otherwise, including marking of pages of documents included as part of the Contractor's response, this Contract, or the purchasing file as "confidential" or "proprietary," all such information shall become a part of the public record and subject to disclosure without any further notice to the Contractor. The County shall not in any way be liable or responsible for the disclosure of any such records.

27. **Notices:** Any and all notices, requests, demands and other communications called for, permitted or required to be given hereunder shall be in writing, except through the course of the parties' Project Manager/Contract Administrator routine exchange of information and cooperation during the term of the Contract and except as otherwise provided herein, and shall be deemed to have been duly given (a) upon actual delivery, if delivery is made in person; or (b) upon delivery agreed to as the actual day of receipt or no more than four calendar days after being mailed by United States certified or registered mail, return receipt requested, postage prepaid, addressed to the appropriate party (the date of mailing shall count as the first day), whichever occurs first. All notices shall be delivered to the following address or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid:

Contractor: Insight Global, Inc.  
 Attention: Contract  
 Address: 4170 Ashford Dunwoody Rd NE Ste 250ATL  
 Atlanta, GA 30319-1457

For County: Name: County of Orange, CPO  
 Attention: Grace Scott  
 Address: 1300 S. Grand Avenue, Building A, 2<sup>ND</sup> Fl.  
 Santa Ana, CA 92705-4434  
 Telephone: (714) 567-5025  
 Email: Grace.Scott@ocgov.com

28. **Interpretation:** In the event of conflict or question involving the provisions of the main body of this Contract, i.e., those provisions set forth in the Recitals and Articles of this Contract, and the provisions of the Attachments, interpretation and clarification as necessary shall be determined by the County's Purchasing Agent or his designee.
29. **Breach of Contract:** The failure of the Contractor to comply with any of the provisions, covenants or conditions of this Contract shall be a material breach of this Contract. In such event the County may, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
- a. Afford the Contractor written notice of the breach and ten calendar days or such shorter time that may be specified in this Contract within which to cure the breach;
  - b. Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and
  - c. Offset against any monies billed by the Contractor but yet unpaid by the County those monies disallowed pursuant to the above.
  - d. County may terminate the Contract immediately without penalty.
30. **Civil Rights:** Contractor attests that services provided shall be in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975 as amended; Title II of the Americans with Disabilities Act of 1990, and other applicable State and federal laws and regulations prohibiting discrimination on the basis of race, color, national origin, ethnic group identification, age, religion, marital status, sex or disability.

31. **Contract Disputes:**

- A. The Parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute concerning a question of fact arising under the terms of this Contract is not disposed of in a reasonable period of time by the Contractor's Project manager and the County's Project Manager, such matter shall be brought to the attention of the County Purchasing Agent by way of the following process:
1. The Contractor shall submit to the agency/department Deputy Purchasing Agent a written demand for a final decision regarding the disposition of any dispute between the Parties arising under, related to, or involving this Contract, unless the County, on its own initiative, has already rendered such a final decision.
  2. The Contractor's written demand shall be fully supported by factual information, and, if such demand involves a cost adjustment to the Contract, the Contractor shall include with the demand a written statement signed by a senior official indicating that the demand is made in good faith, that the supporting data are accurate and complete, and that the amount requested accurately reflects the Contract adjustment for which the Contractor believes the County is liable.
- B. Pending the final resolution of any dispute arising under, related to, or involving this Contract, the Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of goods and/or provision of services. The Contractor's failure to diligently proceed shall be considered a material breach of this Contract.

Any final decision of the County shall be expressly identified as such, shall be in writing, and shall be signed by the County Purchasing Agent or his designee. If the County fails to render a decision within 90 days after receipt of the Contractor's demand, it shall be deemed a final decision adverse to the Contractor's contentions.

32. **Termination – Orderly:** Upon termination or other expiration of this Contract, each Party shall promptly return to the other Party all papers, materials, and other properties of the other held by each for purposes of execution of the Contract. In addition, each Party will assist the other Party in orderly termination of this Contract and the transfer of all aspects, tangible and intangible, as may be necessary for the orderly, non-disruptive business continuation of each Party.
33. **Breach – Sanctions:** Each and every failure to comply with any of the provisions, covenants, or conditions of this Contract shall be a material breach of this Contract. In the event a breach occurs, the County's Contract Administrator may, in his sole discretion, and in addition to any other remedies available at law, in equity, or otherwise specified in this Contract:
- A. Afford the Contractor written notice of the breach and a ten-calendar day time period within which to cure the breach thereafter;
  - B. Discontinue payment to the Contractor for and during the period in which the Contractor is in breach; and
  - C. Offset against any monies billed by the Contractor but yet unpaid by the County, any and all damages incurred by County as a result of the breach.
34. **Conditions Affecting Work:** The Contractor shall be responsible for taking all steps reasonably necessary to ascertain the nature and location of the work to be performed under this Contract and to know the general conditions which can affect the work or the cost thereof. Any failure by the Contractor to do so will not relieve Contractor from responsibility for successfully performing the work without additional cost to the County. The County assumes no responsibility for any understanding or representations concerning the nature, location(s) or general conditions made by

any of its officers or agents prior to the execution of this Contract, unless such understanding or representations by the County are expressly stated in the Contract.

35. **Emergency/Declared Disaster Requirements:** In the event of an emergency or if Orange County is declared a disaster area by the County, state or federal government, this Contract may be subjected to unusual usage. The Contractor shall service the County during such an emergency or declared disaster under the same terms and conditions that apply during non-emergency/disaster conditions. The pricing quoted by the Contractor shall apply to serving the County's needs regardless of the circumstances. If the Contractor is unable to supply the goods/services under the terms of the Contract, then the Contractor shall provide proof of such disruption and a copy of the invoice for the goods/services from the Contractor's supplier(s). Additional profit margin as a result of supplying goods/services during an emergency or a declared disaster shall not be permitted. In the event of an emergency or declared disaster, emergency purchase order numbers will be assigned. All applicable invoices from the Contractor shall show both the emergency purchase order number and the Contract number.
36. **Audit:** The County's duly authorized representative shall have access, at all reasonable times, to all reports, contract records, documents, files, and personnel necessary to audit and verify the Contractor's charges to the County hereunder. The Contractor agrees to retain all reports, records, documents, and files related to charges hereunder, (collectively the "Records"), for a period of two years following the date of final payment for the Contractor's services hereunder. The County reserves the right to audit and verify the Contractor's records at any time during this retention period. The County's representatives shall have the right to reproduce any of the aforesaid documents.
- Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this Contract shall be forwarded to the surviving entity in a merger or acquisition or, in the event of liquidation, to the County's Project Manager.
37. **Validity:** The invalidity in whole or in part of any article or provision of this Contract shall not void or affect validity of any other article or provision of this Contract.
38. **Waivers - Contract:** The failure of the County in any one or more instances to insist upon strict performance of any of the terms of this contract or to exercise any option contained herein shall not be construed as a waiver or relinquishment to any extent of the right to assert or rely upon any such terms or option on any future occasion.
39. **Authorization Warranty:** The Contractor represents and warrants that the person executing this Contract on behalf of and for the Contractor is an authorized agent who has actual authority to bind the Contractor to each and every term, condition and obligation of this Contract and that all requirements and conditions of the Contractor have been fulfilled to provide such actual authority.
40. **News and Information Release:** The Contractor agrees that it will not issue any news releases in connection with either the award of this Contract, or any other subsequent amendment of or effort under this Contract, without first obtaining review and approval of said news releases from the County through the County's Project manager.
41. **Price Increase/Decrease:** No price increases will be permitted during the first period of the contract. All price decreases will automatically be extended to the County of Orange. The County requires bona fide proof of cost increases on contracts prior to any price adjustment. A minimum of 30-days advance notice in writing is required to secure such adjustment. No retroactive price adjustments will be considered. The County may enforce, adjust, negotiate, or cancel escalating price contracts or take any other action it deems appropriate, as it sees fit. The



net dollar amount of profit will remain firm during the period of the contract. Adjustments increasing the contractor's profit will not be allowed.

42. **Security / Badge Requirement:** Some agencies may require specific issuance of security badge prior to performance of work agreement in a restricted facility. All personnel engaged in the performance of work under this proposed agreement shall be expected to pass the screening requirements which may include an F.B.I. background investigation and finger printing. Contractor employee are made aware of his/her responsibilities regarding the privilege of access to restricted areas of certain agencies such as but not limited to John Wayne Airport, Youth Detention Facilities, Sheriff's Department, and etc.

County agencies/departments or participating government entity with special security/badge requirement shall issue such requirement as additional term to their subordinate agreements against this Regional Cooperative Agreement (RCA).

**SIGNATURE PAGE**

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

Insight Global, Inc.\*

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Print Name Title

---

Signature Date

---

Print Name Title

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Signature Date

**\* If the Contractor is a corporation, signatures of two specific corporate officers are required as further set forth.**

**The first corporate officer signature must be one of the following: 1) the Chairman of the Board; 2) the President; 3) any Vice President.**

**The second corporate officer signature must be one of the following: 1) Secretary; 2) Assistant Secretary; 3) Chief Financial Officer; 4) Assistant Treasurer.**

**In the alternative, a single corporation signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.**

**County of Orange, a political subdivision of the State of California**

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Print Name Title

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Signature Date

## ATTACHMENT A

### Scope of Services

#### I. INTRODUCTION

Contractor shall provide Information Technology (IT) Professional Help Services to various County agencies/department as requested. Agencies/departments with staffing needs will issue a Subordinate Contract based on the terms and conditions of this Regional Cooperative Agreement (RCA).

#### II. CONTRACT USAGE

- A. Agency/department utilizing this contract shall submit a scope of services and request bid(s)/proposal(s) to the slate of pre-qualified contractors. Services to agencies/departments will be “project specific” and on an as-needed basis.

Project specific means that a Contractor shall propose a job classification(s) and number of hours required in response to the desired outcome of a specific project, or County agencies or departments may request in their Scope of Services, the specific number of hours and specific skill(s) or job classification(s) required for the project and/or multiple projects. The soliciting agency/department will specify the award criteria in their bid/proposal.

- B. Eighteen Classifications with Fixed Pricing in Attachment B

If requested IT classification(s) are listed in Category A of Attachment B, County agency/department will have discretion to choose amongst the approved slate of pre-qualified contractors for services.

Agency/department Subordinate Contract may require Board of Supervisor’s approval in accordance with county policy.

- C. Classifications NOT included in Category A of Attachment B

If requested IT classifications are NOT listed in Category A of Attachment B, County agencies/departments shall request proposals amongst the approved slate of pre-qualified contractors.

Agencies/Departments must allow a minimum of five (5) work days for Contractors to respond to their request for proposals.

#### III. CONTRACTOR REQUIREMENTS

##### A. Recruitment and Retention:

Contractor shall thoroughly screen, test and interview all applicants to ensure they meet the minimum qualifications indicated in the County job descriptions. The County reserves the right to reject any applicant at its own discretion.

At the County’s discretion, the County may hire Contractor’s employee after the employee has been assigned to a County position for at least thirty (30) calendar days. Contractor will be responsible for obtaining sufficient information from the individual requesting agency or department regarding each request to adequately fulfill the County’s requirements.

**B. Job/Person Match:**

Contractor shall provide professional help employees with qualifications necessary to fulfill each particular job requirement. Included in these qualifications may be things such as a knowledge and ability to work with certain computer programs, and possession of other skills, which would normally be associated with a particular job classification.

**C. Contractor Telephone Response:**

Contractor's telephone number must be available 7:00 a.m.-5:00 p.m., Monday thru Friday except holidays. Contractor's telephone response shall be within one (2) hours of the County initial request. Contractor must be capable of providing services throughout the County of Orange.

**D. Employee Response Time:**

Contractor's employee(s) must arrive at the County work site within three (3) hours of the Contractor's positive response to the County's initial request. This will be the case unless the requestor has provided a longer lead-time.

**E. Orientation:**

Contractor will provide the following information to each employee given a County assignment:

1. Location of assignment
2. Name of reporting supervisor or manager
3. Length of assignment
4. Working hours
5. Complete job description
6. Performance expectations
7. Appropriate dressing attire
8. Parking information
9. Lunch schedule

**F. Performance Appraisal:**

Each employee must be unconditionally guaranteed to perform the assigned duties to the County's satisfaction. The County will be the sole judge of satisfactory performance.

The County reserves the right to dismiss any employee and choose to replace or not replace that employee at any time. If a professional help employee does not meet the minimum requirements or is unsatisfactory to the County within four (4) hours of placement, the County may request a replacement for the remaining requirement period. The County will not be responsible for payment of the unsatisfactory employee.

The County agency or department using the employee shall forward a letter of explanation of deficiency to the CPO Deputy Purchasing Agent (DPA) with a copy to the Contractor. Three (3) such letters may result in Contract termination if the deficiencies are not addressed or cured to the County's satisfaction.

1. Quality: Contractor shall be responsible for the professional quality and technical competence of personnel provided to the County. Further, the Contractor shall be responsible for the coordination of all efforts and other services furnished by the Contractor under this Contract.

2. **Confidentiality:** Contractor shall be responsible for ensuring that its employees maintain confidentiality of all information and County records that may become accessible to its employees at the job site. All rules, regulations, statutory laws and internal policies must be strictly adhered to by the Contractor's employees, staff and/or agents.

**G. Additional Requirements:**

- The Contractor shall provide employees with bilingual skills as required. These will include, but are not necessarily limited to Spanish and Vietnamese.
- Contractor's Employees must pass a County conducted background check, and/or child abuse registry clearance.
- In addition to classifications and descriptions for which a valid California driver's license is a standard requirement (I.D. driver); Contractor's employees must be in possession of a valid California driver's license if this is requested by the County for any professional help classification.
- County reserves the right to request a resume for any employee provided by the Contractor, to determine whether the employee meets the County's minimum requirements. Failure of the contractor's employee to meet such minimum requirements may result in Contract termination

**H. Activity Summary Reports**

An annual summary & usage report must be submitted recapping the County's activity covering the entire year to DPA or upon request by County. The report shall be in a format specified by the County and shall be submitted 90 days prior to the expiration date of the contract term, or any subsequent renewal term. The report shall be segregated by department and will indicate the labor classification, hours worked (indicating straight time and overtime hours), and totals thereof.

One copy of the report shall be sent to the County at the following address:

County of Orange  
 County Procurement Office  
 Attn: Grace Scott  
 1300 S. Grand Ave., Bldg. A, 2<sup>ND</sup> Fl.  
 Santa Ana, CA 92705-4434

**IV. SECURITY REQUIREMENTS**

- A.** The County operates several secured facilities: most notable are several Probation, Sheriff and Airport operated sites. Contractors and their employees who perform services in these facilities will be required to strict operation policies and may be required to pass a background check prior to their employment due to security requirements for certain facilities covered under this Contract. During performance of the work, especially at detention facilities, workers shall closely monitor all tools, equipment and other materials at all times. Workers shall have no contact verbal or physical, with any inmate of these facilities. These policies have been designed with the primary purpose of ensuring a safe and secure environment for all involved.

1. The Contractor will provide a list of all personnel/employees who will be directly performing tasks associated with the Contract. Contractor's personnel/employees providing service in a secured detention facility, a Probation facility or a Sheriff's facility will be expected to pass two (2) separate background checks performed by the Orange County Sheriff's Department and the Orange County Probation Department. No changes shall be authorized to the approved list without a request in writing submitted by the Contractor and approved by the County Site Coordinator. At no time will unauthorized Contractor employees perform any task associated with this Contract. If this occurs, the Contractor will be notified that they have not complied with the terms of this Contract and are subject to Contract termination. The list of all Personnel/Employees working on County projects shall be submitted prior to award of this Contract.
2. Contractor shall prepare and submit a Security Clearance form to the County Site Coordinator for all persons who will be working on or who will need access to secured facilities.
3. Security Clearance forms shall be submitted at least five (5) working days prior to the start of work or prior to the use of any person subsequent to the start of work.
4. Said Security Clearance forms shall be thoroughly and accurately complete. Omissions or false statements, regardless of the nature or magnitude, may be grounds for denying clearance.
5. No person shall be employed on this work who has not received prior clearance from the Probation Department, Sheriff's Department or John Wayne Airport.
6. The County, John Wayne Airport, the Probation Department and the Sheriff's Department are not under any obligation to give a reason if clearance is denied.
7. The Contractor shall be responsible to sign in with the County Site Coordinator or designee, as required. Upon arrival at any secure facility (e.g., JWA, Probation) the Contractor shall report to the Central Control Center (Control). Contractor personnel shall have no contact, either verbal or physical, with internees in secured detention facilities.

Specifically:

- (a) Do not give names or addresses to internees.
- (b) Do not receive any names or addresses from internees.
- (c) Do not disclose the identity of any internee to anyone outside the facility.
- (d) Do not give any materials to internees.
- (e) Do not receive any materials from internees (including materials to be passed to another individual or internee).

*\*Failure to comply with these requirements is a criminal act and can result in prosecution.*

8. All vehicles parked on-site shall be locked and thoroughly secured at all times.
9. All equipment and materials shall remain in the Contractor possession at all times and shall never be left unattended. All lost or misplaced equipment or materials shall be reported immediately to the (a) security staff or Control in secured detention facilities or (b) the escort or Control in Sheriff's facilities.

10. Personnel shall not smoke or use profanity or other inappropriate language while on-site.
11. Personnel shall not enter the facility while under the influence of alcohol, drugs or other intoxicants and shall not have such materials in their possession.
12. Personnel shall plan their activities to minimize the number of times they must enter and exit a facility, i.e., transport all equipment and materials needed for the day at the start of work and restrict all breaks to the absolute minimum.

Contractor employee(s) shall be well-disposed to the public and County staff utilizing the facilities but shall be responsive only to the requests of the County Site Coordinator unless otherwise directed and shall direct all inquiries or requests to the County Site Coordinator.

#### **V. INFORMATION TECHNOLOGY (IT) CLASSIFICATIONS**

The list of IT classifications includes anticipated positions that may be requested by the County. Specific work descriptions and County minimum standards are provided in Attachment C.

**ATTACHMENT B-1**  
**Compensation and Payment**

**CATEGORY A:**

**Fixed Hourly Rates**

<b>FIXED PRICING CLASSIFICATIONS</b>			
	Classifications		Hourly Rate
1	IT Systems Technician I		\$ <del>40.00</del> <u>41.40</u>
2	IT Systems Technician II		\$ <del>45.00</del> <u>46.58</u>
3	IT Applications Developer I		\$ <del>55.00</del> <u>56.93</u>
4	IT Applications Developer II		\$ <del>65.00</del> <u>67.28</u>
5	Senior IT Applications Developer		\$ <del>75.00</del> <u>77.63</u>
6	IT Database Administrator I		\$ <del>45.00</del> <u>46.58</u>
7	IT Database Administrator II		\$ <del>55.00</del> <u>56.93</u>
8	Senior IT Database Administrator		\$ <del>65.00</del> <u>67.28</u>
9	Project Manager I		\$ <del>55.00</del> <u>56.93</u>
10	Project Manager II		\$ <del>65.00</del> <u>67.28</u>
11	Project Manager III		\$ <del>75.00</del> <u>77.63</u>
12	Senior Project Manager		\$ <del>80.00</del> <u>82.80</u>
13	IT Systems Engineer I		\$ <del>60.00</del> <u>62.10</u>
14	IT Systems Engineer II		\$ <del>65.00</del> <u>67.28</u>
15	Senior IT Systems Engineer		\$ <del>75.00</del> <u>77.63</u>
16	IT Network Engineer I		\$ <del>50.00</del> <u>51.75</u>
17	IT Network Engineer II		\$ <del>60.00</del> <u>62.10</u>
18	Senior IT Network Engineer		\$ <del>70.00</del> <u>72.45</u>

**\*IT = means Information Technology**



**CATEGORY B:**

Classifications NOT listed in Category A, shall be compensated in accordance with the fixed pricing quoted by the Contractor based on the scope of services requested or provided by the individual agency/department.

Overtime rates will be paid at time and a half of hourly rate.

Overtime is hours worked in excess of 40 hours per week. Overtime rates will only be paid with prior approval by the County. County work week may be ten (10) hours per day for four (4) days per week.

If the Contractor is notified at time of placement that 4-10's are the normal hours, then overtime will not be paid for hours worked in excess of eight (8) hours per day. Hours of service will vary with each agency/department.

**Payment – Invoicing Instructions:** The Contractor will provide an invoice on the Contractor's letterhead for services rendered. Invoices must be submitted to address indicated in the Subordinate Contract created by the individual agency/department. Each invoice must have a unique number and must include the following information:

- a) Contractor's name and address;
- b) Contractor's remittance address;
- c) Contractor's Federal Tax I.D. Number;
- d) Name of County Agency/Department;
- e) Delivery/Service address;
- f) DO Number/Subordinate Agreement Number
- g) Date of order/services rendered;
- h) Service description, # hours, and hourly rate(s)
- i) Total

**Payment Terms:** The Invoice is to be submitted in arrears to the user agency/department to the bill-to address, unless otherwise directed in this Contract. Contractor shall reference Contract number on invoice. Payment will be net 30 days after receipt of the invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the Contractor.

1. Billing shall cover services not previously invoiced. The Contractor shall reimburse the County for any monies paid to the Contractor for services not provided or when services do not meet the Contract requirements.
2. Payments made by the County shall not preclude the right of the County from thereafter disputing any services involved or billed under this Contract and shall not be construed as acceptance of any part of the services.
3. Compensation: The Contractor agrees to accept the specified compensation as set forth in this Contract as full remuneration for performing all services and furnishing all staffing and materials required, for any reasonably unforeseen difficulties which may arise or be encountered in the execution of the services until acceptance, for risks connected with the services, and for performance by the Contractor of all its duties and obligations hereunder. The County shall have no obligation to pay any sum in excess of Contract price specified below unless authorized by amendment.

## ATTACHMENT C

### IT PROFESSIONAL HELP CLASSIFICATION DESCRIPTIONS

#### 1. **Computer Processing Assistant I and II**

Performs a variety of computer support duties in a data processing, production and operations setting; prepares job schedules; initiates computer runs and resolves technical production control problems; as authorized, modifies and resubmits production jobs to meet customer requests; operates electronic equipment associated with report preparation and the processing of computer outputs for distribution; and performs other related duties as assigned.

**Computer Processing Assistant I** - This is the entry/trainee-level class. Positions in the Computer Processing Assistant I class are distinguished from Computer Processing Assistant II by the performance of less than the full range of duties assigned to the Computer Processing Assistant II level. Incumbents work initially under close supervision while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned.

**Computer Processing Assistant II** - This is the journey-level class. Positions in this class are distinguished from Computer Processing Assistant I by the performance of the full range of duties under general supervision. Incumbents at this level work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

#### **EXAMPLES OF DUTIES**

1. Coordinates operations such as file transfer, backup, replication and printing; receives and logs job requests from end users; ensures that all requested jobs are scheduled based on priorities and required timeframes.
2. Monitors and reviews job completion and check for system errors; interprets job procedures based on user needs and other common variables.
3. Identifies and attempts to resolve problems; checks equipment for routine malfunctions; scans for errors; reviews production output to check for completeness, accuracy, correct format and alignment; describes difficult problems to professional staff and modifies programs and procedures as instructed.
4. Performs basic hardware and/or software testing procedures to determine the impact of system changes; may create simple scripts to test various system functions following power interruptions or downtimes.
5. Informs management of existing or potential production problems; maintains problem logs; communicates with higher-level staff regarding documentation, testing and scheduling concerns; communicates production or testing problems to user departments and keeps them apprised of schedule changes.
6. Receives and responds to customer requests; maintains user accounts and access levels for assigned computer systems.
7. Conducts routine system and database backups.
8. Picks-up and delivers documents for internal and external customers according to established procedures and deadlines; prepares transfer lists for items to be sent to offsite storage.

9. Operates decollating/bursting, binding, wrapping and related types of equipment; sets up, adjusts and operates high speed scanners and printers; loads and unloads various types of form paper for high-speed printers, making necessary alignment and other adjustments to machine controls and changing ribbons when necessary.
10. Prepares technical reports; attends meetings, conferences and training sessions; may serve on project teams; may help train customers or other staff regarding assigned functions.
11. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

- Operations, services and activities of a data center or server room.
- Basic operational characteristics of information technology, including computer hardware and software similar to those being used by the hiring department.
- Basic principles of computer systems operation, monitoring, report preparation and processing.
- Basic methods and techniques of troubleshooting and diagnosing computer equipment malfunctions.
- Basic principles and practices of customer service.
- Methods of quality control in a technology driven environment.
- Methods and techniques of documenting and presenting technical documentation.

### Ability to:

- Operate, maintain and perform routine repairs on hardware, software and peripheral equipment similar to the hiring department's environment.
- Troubleshoot routine hardware and software issues and make minor repairs/adjustments.
- Respond appropriately to customer service requests.
- Communicate technical information.
- Plan, organize, prioritize and process own work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## **2. GIS Systems Analyst**

The GIS Systems Analyst must have any combination and experience equivalent to graduation from an accredited four-year college or university with major course work in geography, computer science, planning, engineering, or a related field, and considerable experience with geographic information system design, implementation, and management, including experience in GIS system analysis activities. Work experience in local government and familiarity with mapping and geoprocessing operations of local government are desired. More specifically, the GIS Systems Analyst must have the following knowledge, skills, and abilities:

- Thorough knowledge of the capabilities of automated mapping and geographic information processing systems.

- Skill in the design of GIS applications using GIS software system selected by the County.
- Knowledge of cartographic principles, automated mapping, GIS database design and structure.
- Knowledge of GIS hardware and software components, data communication, and network methods and techniques.
- Ability to translate technical concepts and terminology in terms understandable to management, department officials, and system user.
- Ability to establish and maintain effective relationships with user departments, administrative officials and employees.

### 3. **Imaging and Document Management Consultant**

Perform the most difficult and complex information systems analysis work for imaging systems involving mainframe and PC-based Client/Server computer systems. This includes but is not limited to the creation of customer requirements, detailed systems specifications, technical systems design, integration services, data analysis, program specifications, implementation, backup and recovery plans.

Imaging System knowledge and experience. Additionally, candidate should have workflow knowledge and experience.

### 4. **Information Technologist I and II**

This is a generalist position that performs a variety of professional technical duties pertaining to the analysis, development, maintenance and administration of computer hardware and software systems to meet business needs. This position may perform any of the following functions: sets up, maintains and monitors a variety of information systems including network, servers, peripherals, operating systems and user applications; plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; installs, configures and administers a variety of commercial, off-the-shelf (COTS) applications; meets with customers to identify business system needs and recommend hardware/software solutions; provides professional support for systems design and development projects; performs other related duties as assigned. Work is often broad in scope and may encompass multiple information technology specialties (e.g., Application Development, Network, Database, or Security)

**Information Technologist I** - This is the entry level class. Positions in this class are distinguished from Information Technologist II by the performance of less than the full range of duties assigned to the Information Technologist II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

**Information Technologist II** - This is the journey-level class. Positions in this class are distinguished from Information Technologist I by the performance of the full range of duties which may include serving as a project lead on small to medium IT projects. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective.

## EXAMPLES OF DUTIES

### Both Class Levels

1. Analyzes, develops, maintains and administers information systems. Maintains and monitors a variety of information systems including networks, servers, desktop computers, peripherals, operating systems and user applications; identifies and implements system requirements and specifications; builds, customizes, tests, implements, maintains and enhances hardware and software as needed to meet business needs.
2. Plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; obtains new and upgraded system hardware and software from vendors; utilizes appropriate tools to install and test upgrades and patches; may develop utility programs as needed to ensure that new and upgraded systems work effectively with current systems and programs; determines and documents proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.
3. Installs, configures, customizes and administers a variety of commercial, off-the-shelf (COTS) applications; may write programs/scripts and develop reports using standard application development products and tools.
4. Monitors the performance and capacity of information system components; uses performance monitoring and capacity planning tools to ensure that assigned systems and applications are performing effectively; monitors the capacity of disk drives; adjusts system resource thresholds to assure optimum performance and efficiency of resource utilization.
5. Provides professional customer support for system-related software and hardware; interacts with clients to analyze changes in business requirements that may impact system function; recommends technology solutions to improve business operations.
6. Performs routine information system security duties; implements network and data security standards; implements administrative and technical safeguards as needed to ensure appropriate security monitoring, mitigation, documentation and auditing for compliance as well as investigation purposes.
7. Creates and maintains network shares, printers and server monitoring devices; configures network communication devices (e.g., switches) for optimum server and network connectivity.
8. Performs various system quality assurance activities; tests and troubleshoots system issues using appropriate technology; executes testing plans to validate functionality and resolve issues.
9. Coordinates assigned system activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
10. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
11. May be assigned to provide routine professional analytical support pertaining to data processing operations, database administration and business process analysis; assists in Local Area Network (LAN) or Wide Area Network (WAN) administration and monitoring.
12. May conduct online, group and/or one-on-one training sessions with system users and/or technology staff in order to provide information on system functions; may design and prepare training materials.
13. Performs other related duties as assigned.

## Information Technologist II

In addition to the duties listed above:

1. May provide professional support for medium-sized information systems projects; assists in monitoring vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes.
2. Provides more advanced support in any of the following disciplines: Application Development, Network, Database or Security.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

- General principles, methods and techniques used in designing, developing, testing and implementing information technology systems.
- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Computer hardware and software systems similar to those being used by the hiring department, including operating systems, security systems and backup/recovery systems.
- Local and Wide Area Network administration.
- Typical concepts and practices of restart and recovery (including disaster).
- General principles and practices of system security.
- Information system development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Methods and techniques of evaluating business requirements to provide technology solutions.
- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Structured analysis and other database concepts.
- General operational characteristics of local and wide area network systems.
- General operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer systems.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Analyze, maintain, administer, troubleshoot and repair a variety of system issues using appropriate program testing methods and tools.
- Communicate technical information to a wide variety of users.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Interpret and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.

- Establish and maintain effective working relationships with those encountered during the course of the work.

## 5. Senior Information Technologist

This is a generalist position that leads and/or performs advanced professional duties pertaining to the analysis, maintenance and administration of computer hardware and software systems to meet business needs; serves as a lead or supervisor with responsibility for assigning, directing and monitoring the work of subordinate professional staff; manages projects requiring the support of multiple staff and the procurement/utilization of significant resources; designs and implements a variety of information systems including Local and Wide Area Networks and servers; plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; installs, configures, customizes and administers a variety of commercial, off-the-shelf (COTS) applications; meets with customers to identify business system needs and recommend hardware/software solutions; provides professional leadership and support for systems design and development projects; performs other related duties as assigned.

Senior Information Technologist positions may be assigned to perform a wide variety of activities within County departments. Duties typically emphasize advanced system administration, maintenance and problem analysis/resolution within client-server environments. Work is often broad in scope and may encompass multiple information technology specialties (e.g., Application Development, Network, Database or Security).

This is the advanced journey-level class. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective. A Senior Information Technologist may lead and direct the work of other professional staff and/or may serve as a departmental system administrator. Incumbents may also serve as project managers over large IT projects. This class is distinguished from the class of Information Technologist II by the performance of supervisory and/or advanced professional duties.

### EXAMPLES OF DUTIES

1. Serves as a supervisor or lead over subordinate professional information technology staff within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input to or perform employee performance evaluations
2. Serves as the designated administrator for one or more departmental information technology systems; researches and identifies system environment requirements and specifications; determines system integration requirements to ensure inter-operability across multiple platforms and technologies; coordinates with data processing, applications development, database administration, business process analysis, networking and/or telecommunications staff to identify, plan and implement system design specifications and resolve integration issues.
3. Plans and coordinates the implementation of administrative and technical safeguards as needed; ensures appropriate security monitoring, mitigation, documentation and auditing for compliance as well as investigation purposes.
4. May serve as the project lead over large information systems projects requiring the support of multiple staff and the procurement/utilization of significant resources; develops and monitors project budgets and resources; monitors vendor performance to ensure compliance with County standards and specifications; interfaces with clients to

- define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project specifications.
5. Develops, recommends and establishes policies and procedures pertaining to the administration of assigned systems; ensures that all system-related documentation is current.
  6. Analyzes, develops, maintains and administers information systems by setting up, maintaining and monitoring a variety of information systems including LANs, WANs, servers, peripherals, operating systems and user applications; identifies and implements system requirements and specifications; builds, customizes, tests, implements, maintains and enhances hardware and software as needed to meet business needs.
  7. Plans, implements and monitors hardware and software upgrades, patches, security and backup/recovery processes; obtains new and upgraded system hardware and software from vendors; utilizes appropriate tools to install and test upgrades and patches; may develop utility programs as needed to ensure that new and upgraded systems work effectively with current systems and programs; determines and documents proper installation parameters for software and hardware in order to ensure smooth integration, transition and efficiency.
  8. Installs, configures, customizes and administers a variety of commercial, off-the-shelf (COTS) applications; may write programs/scripts and develop reports using standard application development products and tools.
  9. Monitors the performance and capacity of information system components; uses performance monitoring and capacity planning tools to ensure that assigned systems and applications are performing effectively; monitors the capacity of disk drives; adjusts system resource thresholds to assure optimum performance and efficiency of resource utilization.
  10. Provides professional customer support for system-related software and hardware; interacts with clients to analyze changes in business requirements that may impact system function; recommends technology solutions to improve business operations.
  11. Performs routine information system security duties; implements network and data security standards; implements administrative and technical safeguards as needed to ensure appropriate security monitoring, mitigation, documentation and auditing for compliance as well as investigation purposes.
  12. Performs various system quality assurance activities; tests and troubleshoots system issues using appropriate technology; executes testing plans to validate functionality and resolve issues.
  13. Coordinates assigned system activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
  14. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
  15. May conduct online, group and/or one-on-one training sessions with system users and/or technology staff in order to provide information on system functions; may design and prepare training materials.
  16. Performs other related duties as assigned.



## MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles of lead supervision, including how to train and motivate staff.
- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology systems.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks and delegating assignments to project staff.
- Computer hardware and software systems similar to those being used by the hiring department, including operating systems, security systems and backup/recovery systems.
- Advanced concepts and practices of restart and recovery (including disaster).
- Advanced principles and practices of system security.
- System development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Advanced methods and techniques of evaluating business requirements to provide technology solutions.
- Various application and programming control languages.
- Structured analysis and other database concepts.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer systems.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Assign, direct and lead the work of others.
- Perform advanced level systems analysis and administration duties, including network, server and platform administration.
- Coordinate and administer large, complex information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Analyze, maintain, administer, troubleshoot and repair a variety of system issues using appropriate program testing methods and tools.
- Communicate technical information to a wide variety of users.
- Troubleshoot and repair a variety of complex and difficult system issues using appropriate program testing methods and tools.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.

- Establish and maintain effective working relationships with those encountered during the course of the work.

## 6. Information Technology Applications Developer I and II

Performs professional duties pertaining to the design, development and maintenance of computer software solutions to meet business needs; analyzes, designs and develops application structures and coding; participates in application deployments; performs professional-level applications maintenance and customer support duties; analyzes, designs, develops, tests, documents and implements Intranet and Internet websites; may serve as a project lead over routine technology projects that are small or medium in size and scope, and require limited staff and resources; performs other related duties as assigned.

IT Applications Developer I - This is the entry-level class. Positions in this class are distinguished from IT Applications Developer II by the performance of less than the full range of duties assigned to the IT Applications Developer II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

IT Applications Developer II - This is the journey-level class. Positions in this class are distinguished from IT Applications Developer I by the performance of the full range of duties, which may include serving as a project lead over small to medium-sized technology projects. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific scope and requirements in order to meet assigned objectives and solve business problems.

### EXAMPLES OF DUTIES

#### Both Class Levels

1. Communicates with application users as well as other technology staff in order to analyze and define application requirements; designs and writes computer applications using various computer languages and/or database platforms; writes, revises and maintains code for application development, enhancement or modification using programming logic, scripts and documentation.
2. Writes application design specifications and documentation based on flow diagrams, schematics, file structures, reports, forms and menus to meet the desired output and performance requirements.
3. Designs and executes application testing plans to validate functionality; tests, troubleshoots and de-bugs programs using appropriate technology tools; resolves programming issues; refines data and formats final products.
4. Coordinates design, development, implementation and testing processes with other technology staff to implement application design specifications.
5. Designs, develops, implements and maintains websites, including a variety of scripting, navigation, search, content management, graphics design, user interfaces, security and audio/visual streaming.
6. Monitors and analyzes website/system volume capacities; monitors and analyzes traffic patterns; monitors and tests website functionality to ensure optimal performance for end users; implements performance improvements and/or site expansion.
7. Customizes third-party off-the-shelf software to meet County needs and standards.

8. Coordinates program and/or system development activities with vendors as required; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
9. Provides professional support and troubleshooting assistance to customers pertaining to applications-related matters; investigates, troubleshoots, evaluates and resolves application function problems.
10. Conducts online, group and/or one-on-one training sessions with application users and/or technology staff in order to provide information on application functions; designs and prepares training materials.
11. Performs other related duties as assigned.

### **Information Technology Applications Developer II**

In addition to the duties listed above:

1. Works on application development projects of greater size and complexity than an IT Application Developer I.
2. Provides recommendations for improving hardware and/or software in order to accomplish business goals; recommends and/or implements system adjustments to maximize application performance
3. May provide more advanced professional support for applications-related projects that are medium in size and scope. Helps develop and monitor project budgets and resources; assists in monitoring vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; works with other IT disciplines to ensure system integration; designs and implements project testing and quality assurance processes.
4. Develops website navigation and application frameworks; creates database connections; ensures compliance of web pages and sites with County policies and procedures.

### **MINIMUM QUALIFICATIONS**

#### Knowledge of:

- Information technology hardware and software similar to that used by the hiring department.
- Principles, methods and techniques used in designing, developing, and testing business applications and websites.
- The application development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Current industry standard application and web development languages and technologies used in the Department.
- Current industry standard graphical user interface development programs and tools used in the department.
- Methods and techniques of evaluating business requirements to provide technology solutions.
- General operational characteristics of local and wide area network systems.
- Principles and practices of customer service in an information technology environment.

- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Perform professional level applications development duties, including programming, maintaining, troubleshooting and repairing various application structures and websites.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop, maintain, test and troubleshoot program structures, flow charts, layouts and screens using standard technologies and tools.
- Read and interpret source code from commonly used programming languages; develop a working knowledge of new programming languages.
- Communicate technical information to a wide variety of users.
- Troubleshoot and repair a variety of application issues using appropriate testing methods and tools.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 7. **Senior Information Technology Applications Developer**

Performs advanced professional duties pertaining to the design, development and maintenance of software application solutions to meet business needs; may serve as a lead or supervisor with responsibility for assigning, directing and monitoring the work of subordinate professional staff; may serve as a project manager, with responsibility for managing large development or customization of commercial, off-the-shelf (COTS) projects; coordinates application deployments; may design, develop, test, document and implement Intranet and Internet websites; performs advanced professional level applications maintenance and customer support duties; performs other related duties as assigned.

This is the advanced journey-level class. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and planning to meet and resolve complex problems.

This class is distinguished from the class of IT Applications Developer II by the performance of lead or supervisory worker and/or advanced professional duties.

### **EXAMPLES OF DUTIES**

1. Serves as a lead or supervisory worker over subordinate professional information technology staff within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input or write employee performance reviews.

2. May serve as the project lead over large, complex applications development projects; develops and monitors project budgets and resources; monitors vendor performance to ensure compliance with county standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project requirements; designs and implements project testing and quality assurance processes.
3. Writes complex application design specifications and documentation using flow diagrams, schematics, file structures, reports, forms and menus.
4. Communicates with application users as well as other technology staff in order to define application development requirements; designs and writes complex computer programs using various computer languages and/or database platforms; writes, revises and maintains code for application development, enhancement or modification using programming logic, scripts and documentation; evaluates and resolves program relationship and system integration issues.
5. Coordinates design, development, implementation and testing processes with other technology staff to implement application design specifications and ensure integration across multiple platforms and technologies.
6. Designs, develops, implements, documents and maintains websites, including Information Architecture, navigation, searching, content management, graphics design, user interfaces, security and audio/visual streaming. Develops website navigation and application frameworks; writes programming code and scripts; creates database connections; ensures compliance of web pages and sites with County policies and procedures.
7. Monitors and analyzes website/system volume capacities; monitors and analyzes traffic patterns; monitors and tests website functionality to ensure optimal performance for end users; implements performance improvements and/or site expansion.
8. Monitors web servers and performs server administration and maintenance duties to ensure optimal performance.
9. Implements website security to help ensure the integrity and protection of data and to prevent intrusion from external sources.
10. Performs various application quality assurance activities; tests, troubleshoots and de-bugs programs using appropriate technology; executes testing plans to validate functionality; resolves programming issues; refines data and formats final products.
11. Provides recommendations for improving hardware and/or software in order to accomplish business goals; recommends and/or implements operating system adjustments to maximize application performance and resource resolution.
12. Customizes purchased third-party software to meet County needs and standards.
13. Coordinates program and/or system development activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
14. Provides professional support and troubleshooting assistance to customers pertaining to applications-related matters; investigates, troubleshoots, evaluates and resolves complex application function problems.
15. Conducts online, group and/or one-on-one training sessions with application users and/or technology staff in order to provide information on application functions; designs and prepares training materials.
16. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
17. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles of supervision, including how to train and motivate staff.
- Project management principles and techniques including project budgeting, quality assessment and control and resource management.
- Information technology hardware and software similar to that used by the hiring department.
- General operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced principles, methods and techniques used in designing, developing, testing, documenting and implementing business applications.
- Advanced principles pertaining to the application development lifecycle; application design principles using flowcharting techniques and prototype development tools.
- Current industry standard application and web development languages and technologies used in the Department.
- Current industry standard graphical user interface development programs and tools used in the department.
- Methods and techniques of evaluating business requirements to provide technology solutions.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer applications.
- Principles and practices of customer service in an information technology environment.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Assign, direct, lead and supervise the work of others.
- Coordinate and administer complex information technology projects; plan and schedule the work of assigned project team members to accomplish project goals.
- Perform professional level applications development duties, including programming, maintaining, troubleshooting and repairing various application structures and websites, from inception to final testing and implementation.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop, maintain, test and troubleshoot program structures, flow charts, layouts and screens using standard technologies and tools.
- Read and interpret source code from commonly used programming languages; develop a working knowledge of new programming languages.
- Communicate technical information to a wide variety of users.
- Troubleshoot and repair a variety of complex and difficult application issues using appropriate program testing methods and tools.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.

- Establish and maintain effective working relationships with those encountered during the course of the work.

## 8. Information Technology Business Analyst I and II

Performs professional duties pertaining to the identification of client business needs and the development of technology solutions to resolve business problems; meets with clients to elicit and document business, organizational and/or operational requirements; identifies system changes that are needed in order to respond to regulatory requirements, resolve application problems, and/or to improve business efficiency and effectiveness; serves in a facilitator and liaison capacity to combine business expertise in one or more program and/or functional areas with information technology to analyze and translate departmental business requirements into system requirements; performs other related duties as assigned.

IT Business Analyst I - This is the entry-level class. Incumbents work under general supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve non-routine problems. This class is distinguished from the class of IT Business Analyst II because incumbents in that class have more experience and work on larger, more complex systems and projects.

IT Business Analyst II - This is the journey-level class. Incumbents in this class are distinguished from IT Business Analyst I by the performance of the full range of duties, which may include serving as a project lead over small to medium-sized technology projects. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific scope and requirements in order to meet assigned business problems.

### EXAMPLES OF DUTIES

#### Both Class Levels

1. Consults with functional unit management and personnel to identify, analyze, define and document business requirements related to the development of new systems, or changes to existing systems or business processes; works as a liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes; captures information using interviews, questionnaires, observation, document review and/or other methods.
2. Provides input and recommendations regarding current and proposed business practices and the options for translating such practices into effective system deployments.
3. Performs gap/fit analyses and application assessments to identify potential system development and/or modification needs; documents requirements, develops as-is and to-be flow diagrams to document current and future processes.
4. Reviews hierarchical logic charts, software requirements/specifications and procedure manuals to identify application linkages and relationships and determine the broad impact of proposed changes; prepares business rules and specifications.
5. Reviews and analyzes legislation, regulations, policies procedures, data audits, reports/logs, and/or other documents to define business process and/or application problems; analyzes computer and/or data error information.
6. Performs and/or coordinates system testing processes in a non-production environment; writes or provides assistance in writing user acceptance test (UAT) cases and validates

- UAT; performs comprehensive application test cases and scenarios to validate application requirements, functionality and business processes; documents test results.
7. Develops training material and provides training to system users regarding new or modified business systems.
  8. Coordinates the release of program changes between the business users and the appropriate Information Technology staff.
  9. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
  10. Performs other related duties as assigned.

### **Information Technology Business Analyst II**

In addition to the duties listed above:

1. Works on projects of greater size and complexity than a Business Analyst I.
2. Identifies opportunities for continued improvements; uses creativity and integrates new approaches in solving problems; addresses and effectively solves organizational concerns/issues.
3. May provide more advanced business analysis support for projects that are medium in size and scope. Helps develop and monitor project budgets and resources; assists in monitoring vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; works with other IT disciplines to ensure system integration; coordinates project testing and quality assurance processes

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Formal methodologies of eliciting, analyzing and documenting business requirements and processes.
- Formal business analysis processes and standards.
- The business system development lifecycle and related methodologies.
- Standard principles and practices of business application development.
- Standard techniques for identifying and defining logical relationships among data, processes or events.
- Business case analysis and process modeling.
- Quality management and testing.
- Technical writing; audience analysis, document design, understanding institutional structures, standards and styles.
- Use case diagrams, sequence diagrams, class diagrams, collaboration diagrams, state chart diagrams, activity diagrams and implementation diagrams.
- Unified Modeling Language (UML) and it's use to specify, visualize, construct, and document the artifacts of software systems and business models
- Fundamental computer concepts, networks and communications, operating systems, relational databases, the Internet and World Wide Web, software programming concepts, IT based supply chain management, enterprise resource planning, customer relationship management and evaluating commercially available software solutions.
- Use case development, testing and validation of requirements..
- Methods of conducting effective meetings.



- Basic principles and practices of project management.
- Standard principles and practices of customer service.
- Standard methods and techniques of developing and presenting technical documentation and training materials.
- Principles and methods of providing information systems user training.

Ability to:

- Work with users/customers to define, analyze and document system and user requirements and translate them into functional system design specifications that can be successfully executed by Information Technology teams.
- Identify opportunities for business process and system improvements.
- Develop effective solutions for complex issues.
- Present to, and discuss information with, a wide variety of audiences.
- Develop and make well-organized and effective oral presentations.
- Test and troubleshoot routine application problems/changes and recommend/implement solutions.
- Respond appropriately to customer service requests.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology and processes as needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer software and hardware.
- Provide leadership on routine projects involving the planning, designing and implementation of business system solutions.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 9. Senior Information Technology Business Analyst

Performs professional duties pertaining to the identification of client business needs and the development of technology solutions to resolve business problems; meets with clients to elicit and document business, organizational and/or operational requirements, identify system changes that are needed in order to respond to regulatory requirements, resolve application problems, and/or to improve business efficiency and effectiveness; serves in a facilitator and liaison capacity to combine business expertise in one or more program and/or functional areas with information technology to analyze and translate departmental business requirements into system deployments; performs other related duties as assigned.

This is the advanced, journey-level class. Incumbents in this class are distinguished from the IT Business Analyst II by the performance of the full range of duties, which may include serving as a project lead over larger technology projects. Incumbents at this level work under minimal direction, while working toward a definite objective that requires use of a wide range of planning, process and procedures to meet assigned business problems.

This class is distinguished from the class of IT Business Analyst II because incumbents in this class are fully certified and may perform supervisory duties and/or advanced professional duties

that include coordinating, administering or managing multiple projects that are larger in size and scope, requiring the support of multiple staff and/or significant resource management.

### **EXAMPLES OF DUTIES**

1. Consults with functional unit management and personnel to identify, analyze, define and document business requirements related to the development of new systems, or changes to existing systems or business processes; works as a liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for changes to business processes; captures information using interviews, questionnaires, observation, document review and/or other methods.
2. Provides input and recommendations regarding current and proposed business practices and the options for translating such practices into effective system deployments.
3. Performs gap/fit analyses and application assessments to identify potential system development and/or modification needs; documents requirements, develops as-is and to-be flow diagrams to document current and future processes.
4. Reviews hierarchical logic charts, software requirements/specifications and procedure manuals to identify application linkages and relationships and determine the broad impact of proposed changes; prepares business rules and specifications.
5. Reviews and analyzes legislation, regulations, policies procedures, data audits, reports/logs, and/or other documents to define business process and/or application problems; analyzes computer and/or data error information.
6. Performs and/or coordinates system testing processes in a non-production environment; writes or provides assistance in writing user acceptance test (UAT) cases and validates UAT; performs comprehensive application test cases and scenarios to validate application requirements, functionality and business processes; documents test results.
7. Develops training material and provides training to system users regarding new or modified business systems.
8. Coordinates the release of program changes between the business users and the appropriate Information Technology staff.
9. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
10. Performs other related duties as assigned.
11. May serve as the project lead over business analysis projects that are medium to large in size and scope. Helps develop and monitor project budgets and leads or supervises other resources.
12. Performs complex professional/technical research and analysis to propose IT solutions for business problems; identifies risks; evaluate costs and determine benefits associated with the development of IT solution.
13. Identifies opportunities for continued improvements; uses creativity and integrates new approaches in solving problems; addresses and effectively solves organizational concerns/issues.

### **MINIMUM QUALIFICATIONS**

#### Knowledge of:

- Formal methodologies of eliciting, analyzing and documenting business requirements and processes.
- Formal business analysis processes and standards.

- The business system development lifecycle and related methodologies.
- Standard principles and practices of business application development.
- Standard techniques for identifying and defining logical relationships among data, processes or events.
- Business case analysis and process modeling.
- Quality management and testing.
- Technical writing; audience analysis, document design, understanding institutional structures, standards and styles.
- Use case diagrams, sequence diagrams, class diagrams, collaboration diagrams, state chart diagrams, activity diagrams and implementation diagrams.
- Unified Modeling Language (UML) and it's use to specify, visualize, construct, and document the artifacts of software systems and business models
- Fundamental computer concepts, networks and communications, operating systems, relational databases, the Internet and World Wide Web, software programming concepts, IT based supply chain management, enterprise resource planning, customer relationship management and evaluating commercially available software solutions.
- Use case development, testing and validation of requirements..
- Methods of conducting effective meetings.
- Basic principles and practices of project management.
- Standard principles and practices of customer service.
- Standard methods and techniques of developing and presenting technical documentation and training materials.
- Principles and methods of providing information systems user training.

Ability to:

- Work with users/customers to define, analyze and document system and user requirements and translate them into functional system design specifications that can be successfully executed by Information Technology teams.
- Identify opportunities for business process and system improvements.
- Develop effective solutions for complex issues.
- Present to, and discuss information with, a wide variety of audiences.
- Develop and make well-organized and effective oral presentations.
- Test and troubleshoot routine application problems/changes and recommend/implement solutions.
- Respond appropriately to customer service requests.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology and processes as needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer software and hardware.
- Provide leadership on routine projects involving the planning, designing and implementation of business system solutions.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 10. Information Technology Database Administrator I and II

Performs professional duties that emphasize responsibility for the performance, integrity and security of one or more databases; administers, manages, designs, documents and evaluates a variety of database management systems; ensures that data remains consistent across the database(s) and that data is clearly defined; ensures that users can access the data concurrently in a form that meets business needs; ensures appropriate data security and disaster recovery; may serve as a project lead over routine technology projects that are small or medium in size and scope, and require limited staff and resources; performs other related duties as assigned.

IT Database Administrator I - This is the entry-level class. Positions in this class are distinguished from IT Database Administrator II by the performance of less than the full range of duties assigned to the IT Database Administrator II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

IT Database Administrator II - This is the journey-level class. Positions in this class are distinguished from IT Database Administrator I by the performance of the full range of duties, which may include serving as a project lead on routine projects. Incumbents receive occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve more complex problems. Incumbents in this class may perform lead duties.

### EXAMPLES OF DUTIES

1. Designs, analyzes, develops, maintains and administers database solutions; captures basic database requirements; plans, determines and implements database hardware/software configurations, taking into consideration both front end user accessibility and back end organization needs; creates standard database menu formats.
2. Refines database logical designs into specific data models; refines physical designs to meet system storage requirements.
3. Develops support programs as needed to transfer, extract, transform and load data into databases and extract and transfer data between databases.
4. Monitors and optimizes database performance. Writes scripts to support database monitoring and administration tasks.
5. Installs and tests new versions of database management systems; plans and implements upgrades; regularly tests hardware and software to ensure optimal functionality.
6. Controls user access permissions and privileges; identifies and resolves database security issues; provides recommendations to improve performance and security.
7. Ensures that database storage, archiving, backup and recovery procedures are functioning correctly; plans for capacity needs.
8. Researches and responds to customer complaints regarding database functionality; investigates, analyzes and resolves a wide variety of database-related problems; troubleshoots failures and makes corrections to ensure business continuity.
9. Writes database documentation, including data standards, procedures and definitions.
10. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
11. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

- Information technology operating systems, hardware, software and database components similar to those being used by the hiring department.
- Principles, practices, standards, terminology, protocols, and trends in database engineering and administration.
- The functions, features and benefits of database management platforms and associated structures.
- Database design methods and techniques.
- Best practice database design and software framework development.
- Database security methods, procedures and best practices.
- Applications development and support practices.
- Database performance tuning.
- Current industry standard database technology standards.
- Techniques for defining logical relationships among data, processes and events.
- Principles and practices of project management.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Analyze, develop, maintain and administer databases and database management systems similar to those being used by the hiring department.
- Test and troubleshoot database performance problems and implement solutions to correct such problems.
- Respond appropriately to customer service requests.
- Plan, design and implement new database systems.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Read, understand and apply technical information pertaining to computer software and hardware.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 11. Senior Information Technology Database Administrator

Performs advanced professional duties that emphasize responsibility for the performance, integrity and security of one or more databases; may serve as a lead or supervisor with responsibility for assigning, directing and monitoring the work of subordinate professional staff; manages database projects; administers, manages, designs, documents and evaluates a variety of database management systems; ensures that data remains consistent across the database(s) and that data is clearly defined; ensures that users can access the data concurrently in a form that meets business needs; ensures appropriate data security and disaster recovery; performs other related duties as assigned.

Senior IT Database Administrator is the advanced journey-level class. Incumbents work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and planning to resolve computer problems.

### **EXAMPLES OF DUTIES**

1. Serves as a lead or supervisor within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input to supervisor(s) regarding employee performance or write employee performance evaluation.
2. Designs, analyzes, develops, maintains and administers database software solutions; captures basic database requirements; plans, determines and implements database hardware/software configurations, taking into consideration both front end user accessibility and back end organization needs; creates standard database menu formats; refines database logical designs into specific data models; refines physical designs to meet system storage requirements.
3. Serves as the administrator for one or more departmental databases; researches and identifies database environment requirements and specifications; determines integration requirements to ensure inter-operability across multiple platforms and technologies; coordinates with systems, applications, network and other staff to identify, plan and implement database design specifications and resolve integration issues.
4. May manage complex database development projects; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs project testing and quality assurance processes.
5. Develops database programs as needed to transfer, extract, transform and load data into databases and extract and transfer data between databases.
6. Monitors database performance and manages various parameters; writes scripts to support database monitoring and administration tasks.
7. Installs and tests new versions of database management systems; plans and implements upgrades; regularly tests hardware and software to ensure optimal functionality.
8. Monitors database traffic, performance and security using a variety of evaluation tools; analyzes traffic patterns; checks logs to detect anomalies.
9. Controls user access permissions and privileges; identifies and resolves database security issues; provides recommendations to improve performance and security.
10. Ensures that database storage, archiving, backup and recovery procedures are functioning correctly; plans for capacity needs.
11. Researches and responds to customer complaints regarding database functionality; investigates, analyzes and resolves a wide variety of database-related problems; troubleshoots failures and makes corrections to ensure business continuity.
12. Writes database documentation, including data standards, procedures and definitions.
13. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
14. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles of lead supervision, including how to train and motivate staff.
- Information technology operating systems and hardware and software components similar to those being used by the hiring department.
- Principles and practices of project management.
- Principles, practices, standards, terminology, protocols, and trends in database engineering and administration within large complex organizations.
- Functions, features and benefits of database management platforms and associated structures; data migration considerations.
- Database design methods and techniques.
- Best practice database design patterns and software framework development.
- Database security methods, procedures and best practices.
- Applications development and support practices.
- Methods of database performance tuning.
- Techniques for defining logical relationships among data, processes or events.
- Principles and methods of network and server administration.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Assign, direct and lead the work of others.
- Manage complex projects involving the planning, designing and implementation of new database software and systems.
- Analyze, develop, maintain and administer moderately complex databases and database management systems similar to those being used by the hiring department.
- Test and troubleshoot moderately difficult database performance problems and implement solutions to correct such problems.
- Respond appropriately to customer service requests.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer software and hardware.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 12. Information Technology Network Engineer I and II

Performs professional duties pertaining to the analysis, development, maintenance and administration of computer networks to meet business needs; implements network configurations; analyzes network systems/structures for stable and reliable connectivity; monitors network traffic, performance and security; investigates, analyzes and resolves network-related problems; recommends network changes to enhance services; provides professional support on network-

related projects that are small or medium in size and scope and require limited staff and resources; performs other related duties as assigned.

IT Network Engineer I/II positions may be assigned to independently administer a Local Area Network (LAN) infrastructure or may provide support for a Wide Area Network (WAN). In general, the duties assigned to an IT Network Engineer I/II emphasize network administration, maintenance and problem analysis/resolution. Incumbents may also maintain and administer network components such as network appliances and peripheral equipment and may provide professional support for network development projects.

IT Network Engineer I - This is the entry-level class. Positions in this class are distinguished from IT Network Engineer II by the performance of less than the full range of duties assigned to the Network Engineer II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

IT Network Engineer II - This is the journey-level class. Positions in this class are distinguished from IT Network Engineer I by the performance of the full range of duties, which may include serving as a project lead over routine technology projects. Incumbents receive occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required in order to meet assigned objectives and solve routine problems. Incumbents in this class may perform lead duties.

## **EXAMPLES OF DUTIES**

### Both Class Levels

1. Analyzes, develops, maintains and administers network infrastructures and systems; plans, determines and implements network hardware/software configurations including VOIP, wireless equipment, hubs, switches, routers, cabling.
2. Plans and implements network upgrades; tests hardware and software to ensure optimal functionality.
3. Monitors network and server traffic, performance and security using a variety of evaluation tools; analyzes traffic patterns; checks network logs to detect intruders; writes scripts to support network monitoring and network administration tasks.
4. Identifies and resolves network security issues; provides recommendations to improve network performance and security.
5. Researches and responds to customer complaints regarding network functionality; investigates, analyzes and resolves a wide variety of network-related problems; troubleshoots network failures and telecommunication problems and re-establishes connectivity to ensure business continuity.
6. Helps implement security for web browsing, sensitive data access, and password issues; performs and/or coordinates activities pertaining to business continuity and disaster recovery; performs critical network configuration backup, network database backup, and network recovery; stays up to date on security issues such as threats, vulnerabilities, technology and vendors.
7. Assists with network design, development and maintenance projects by researching resources, timelines and other issues; analyzes potential issues pertaining to geographic location, capacity, technology/knowledge resources, and interface requirements for



- connectivity with other systems; plans and coordinates work in conjunction with other teams that may be affected; executes project implementations.
8. Coordinates assigned network activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
  9. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
  10. Prepares technical documentation and procedural manuals including detailed project plans, network diagrams, circuit schematics and user training materials.
  11. Performs other related duties as assigned.

### IT Network Engineer II

In addition to the duties listed above:

1. Works on network projects of greater size and complexity.
2. May provide more advanced professional support for network-related projects that are medium in size and scope. Helps develop and monitor project budgets and resources; assists in monitoring vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project specifications; designs and implements project testing and quality assurance processes.

### **MINIMUM QUALIFICATIONS**

#### Knowledge of:

- Information technology operating systems and hardware and software components similar to those being used by the hiring department.
- Principles, practices, standards, terminology, protocols, and trends in network engineering and administration within large complex organizations.
- Logical and physical network system designs including network layer standards and how they work together.
- Network hardware and software such as routers, LAN and WAN switches, cabling and testing equipment.
- Network routing and switch languages and protocols pertaining to TCP/IP, Ethernet, VLAN, VOIP, and other industry standard network technologies.
- Technologies pertaining to various types of network cabling (e.g., fiber and Ethernet), network circuits, and other connectivity solutions.
- Network hardware and software security.
- Principles of network administration.
- Internet service infrastructure and data circuits; Internet and Intranet architectures.
- Networking protocols, documentation, configuration, maintenance and diagnostic procedures/techniques; standard network security policies, techniques and procedures.
- Telecommunication concepts, principles, protocols, equipment, devices and operational characteristics.
- Principles and practices of computer hardware and software testing and troubleshooting.
- Principles and practices of customer service in an information technology environment.

- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Analyze, develop, maintain and administer network-related systems, equipment and software similar to that being used by the hiring department.
- Configure, test, maintain, troubleshoot, and repair complex data, voice and video network equipment.
- Troubleshoot a variety of technical network systems hardware and software problems, identify and recommend alternative technical solutions, and respond appropriately to customer service requests.
- Plan and evaluate new systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

### **13. Senior Information Technology Network Engineer**

Performs advanced professional duties pertaining to the analysis, development, maintenance and administration of computer networks to meet business needs; may serve as a lead or supervisory worker with responsibility for assigning, directing and monitoring the work of subordinate professional staff; may manage projects that are large in size and scope, requiring the support of multiple staff and the procurement/utilization of significant resources; designs network configurations; administers network systems and ensures reliable connectivity; monitors network performance and security; investigates, analyzes and resolves complex network-related problems; plans, designs and implements network changes to enhance services; provides professional leadership and support for network-related projects; performs other related duties as assigned.

This is the advanced journey-level class. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and planning to resolve complex problems.

A Senior IT Network Engineer may lead the work of other professional staff and/or may function as the network administrator for a large and complex Local Area Network (LAN) or for a medium to large-sized Wide Area Network (WAN). Duties may include responsibility for administering a wide variety of network equipment, peripherals and other network components. Incumbents may also serve as project managers over large network projects. This class is distinguished from the class of IT Network Engineer II by its lead or supervisory duties and/or advanced professional network duties.

## EXAMPLES OF DUTIES

1. May serve as a lead or supervisor over subordinate professional network staff within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input to or write employee performance reviews.
2. Serves as the administrator for a complex LAN and/or WAN; researches and identifies network environment requirements and specifications; determines integration requirements to ensure inter-operability across multiple platforms and technologies; coordinates with systems, applications, database and other staff to identify, plan and implement system design specifications and resolve integration issues.
3. Leads and performs network tests and queries; plans, determines and implements hardware/software configurations including VOIP, wireless equipment, hubs, switches, routers, cabling, and peripherals; installs and configures hardware, software and internet connections; maintains network and data security by implementing administrative and technical safeguards as necessary; plans and leads network upgrades; tests hardware and software to ensure optimal functionality.
4. Researches and obtains new and upgraded network-related hardware and software from vendors; oversees and directs the installation and testing of critical upgrades and patches; may develop utility programs as needed to ensure that new and upgraded programs work effectively within the network architecture; ensures that the network functions in a manner to support smooth integration, transition and efficiency.
5. Develops, recommends and establishes policies and procedures pertaining to network administration; ensures that all related documentation is current.
6. Monitors server/network traffic, performance and security using a variety of evaluation tools; analyzes traffic patterns; checks server logs to detect intruders; writes scripts to support network monitoring and server administration tasks.
7. Identifies and resolves network security issues; provides recommendations to improve network performance and security.
8. May serve as the project lead over network-related projects, requiring the support of multiple staff, the procurement/utilization of significant resources; develops and monitors project budgets and resources; monitors vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project specifications; designs and implements project testing and quality assurance processes.
9. Researches and responds to customer complaints regarding network functionality; investigates, analyzes and resolves a wide variety of network-related problems; troubleshoots network failures and telecommunication problems and re-establishes connectivity to ensure business continuity.
10. Ensures security for web browsing, sensitive data access, and password issues; performs and/or coordinates activities pertaining to business continuity and disaster recovery; performs critical network configuration backup, network database backup, and network system recovery; stays up to date on security issues such as threats, vulnerabilities, technology and vendors.
11. Coordinates assigned network activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
12. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.

13. Prepares technical documentation and procedural manuals including detailed project plans, network diagrams, circuit schematics and user training materials.
14. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles of lead supervision, including how to train and motivate staff.
- Project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks and delegating assignments to project staff.
- Advanced principles, practices, standards, terminology, protocols, and trends in network engineering and administration.
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Information technology operating systems and hardware and software components similar to those being used by the hiring department.
- Complex logical and physical network system designs including network layer standards and how they work together.
- Advanced concepts and practices of network restart and recovery (including disaster).
- Advanced principles and practices of network security.
- Network development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Network hardware and software such as routers, LAN and WAN switches, network servers, cabling and testing equipment, and computer integrated systems.
- Network routing and switch languages and protocols pertaining to TCP/IP, Ethernet, VLAN, VOIP, and other technologies.
- Technologies pertaining to various types of network cabling (e.g., fiber and Ethernet), network circuits, and other connectivity solutions.
- Principles of network administration.
- Internet service infrastructure and data circuits; Internet and Intranet architectures.
- Networking protocols, documentation, configuration, maintenance and diagnostic procedures/techniques; standard network security policies, techniques and procedures.
- Telecommunication concepts, principles, protocols, equipment, devices and operational characteristics.
- Principles and practices of computer hardware and software testing and troubleshooting.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Assign, direct and lead the work of others.
- Coordinate and administer large complex information technology projects.
- Perform advanced network administration duties, including security administration.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Analyze, develop, and maintain network-related systems, equipment and software similar to that being used by the hiring department.

- Configure, test, maintain, troubleshoot, and repair complex data, voice and video network equipment.
- Troubleshoot a variety of technical network systems hardware and software problems, identify and recommend alternative technical solutions, and respond appropriately to customer service requests.
- Plan and evaluate new network systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

#### **14. Information Technology Security Administrator I and II**

Performs professional duties to support and maintain the County's information technology security environment; assists with network security implementation and maintenance. May serve as a project lead over routine technology projects that are small or medium in size in scope, and require limited staff and resources; performs other related duties as assigned.

IT Security Administrator I - This is the entry-level class, Positions in this class are distinguished from IT Security Administrator II by the performance of less than the full range of duties assigned to the IT Security Administrator II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

IT Security Administrator II - This is the journey-level class, Positions in this class are distinguished from IT Security Administrator I by the performance of the full range of duties. Incumbents receive occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required to meet assigned objectives and solve problems. Incumbents in this class may perform lead duties.

#### **EXAMPLES OF DUTIES**

1. Maintains the information security program for servers, networks, database and mainframe systems.
2. Develops policies for Local Area Network (LAN), Wide Area Network (WAN), mainframe, server and desktop security; assists with maintenance of security controls.
3. Attends committees, task forces and meetings to identify, resolve and administer security-related issues and activities.
4. Assists in the identification and analysis of potential security threats that could harm or destroy information assets; interacts and communicates with other government agencies to stay aware of security issues; as appropriate, assists in the issuance of information regarding the identification, avoidance and mitigation of security threats.
5. Participates in information security audits to identify security weaknesses.

6. Participates in operations incident response teams; assists in the collaborative development and enforcement of information technology security policies; participates in security architecture project reviews, audits and e-discovery efforts.
7. Reviews research on information technology security directions, emerging technologies and information technology management approaches.
8. Prepares reports, correspondence and other documents; participates on committees; attends meetings, conferences and training sessions.
9. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

- Knowledge of information security principles, best practices and legislation that affects the agencies security posture.
- Concepts, principles and practices of LAN and WAN design, development, protocols, security and administration.
- Operations, services and security related capabilities and limitations of a database administration program.
- Information technology and systems management best practices.
- New developments in information technology and their relevance to current business needs and security strategies.
- Familiarity with computer operating systems, hardware, software and languages used in the County.
- The operations, services, concepts, terms and security related activities common to a comprehensive, state-of-the-art information systems program.
- Principles pertaining to the information system development lifecycle; application design principles.
- Principles and practices of customer service.

### Ability to:

- Analyze department procedures and data to develop logical security solutions for systems.
- Collaborate and work with others in a team environment.
- Participate in complex information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Interpret information system designs, flow charts, report layouts and screen designs.
- Clearly communicate technical information to a wide variety of users.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 15. Senior Information Technology Security Administrator

Performs advanced professional duties in planning and overseeing the County's information technology security. Plans, develops, directs, establishes, maintains and ensures the security of complex technology operations and administration of network and database security systems; performs comprehensive programmatic analysis, design, development and maintenance in support of County security requirements. Performs other related duties as assigned.

This class is distinguished from the class of IT Security Administrator II because Senior IT Security Administrator incumbents perform supervisory and/or advanced professional duties that include coordinating, administering or managing large, complex security projects requiring the support of multiple staff and the procurement/utilization and management of significant resources.

### EXAMPLES OF DUTIES

1. Plans, develops, directs, establishes and maintains the County information security program, designed to ensure the security of the County's information systems infrastructure.
2. Develops, coordinates, establishes and maintains policies to provide guidance to County departments and staff regarding Local Area Network (LAN), Wide Area Network (WAN), mainframe, server and desktop security issues; researches and drafts policies and procedures regarding security controls.
3. Plans, organizes and coordinates committees, task forces and meetings to identify, resolve and administer security-related issues and activities.
4. Researches, identifies and analyzes existing and potential security threats that could harm or destroy County information assets; interacts and communicates with other government agencies and external organizations to stay aware of security issues; as appropriate, issues County-wide virus and threat warnings as well as information regarding the identification, avoidance and mitigation of such threats.
5. Performs County-wide information security audits to identify and mitigate weaknesses that could be used to gain unauthorized access to County information resources.
6. Serves as the central point of contact for the County regarding information technology-related incidents or violations; assists department information technology staff and others (e.g., law enforcement staff) in investigating security violations.
7. Leads County operations incident response teams; collaboratively develops and enforces County-wide information technology security policies; participates in countywide security working groups; leads security architecture project reviews, audits and e-discovery efforts.
8. Leads the design and development of the County's security infrastructure; represents the County in inter-county, intra-county, and state matters.
9. Leads or manages projects that could require the support of multiple diverse staff and the procurement/utilization of specialized resources. Project-related duties may include, but are not limited to:
  - determining and developing cost benefit analyses for project justifications; developing comprehensive project budgets; identifying available resources needed to conduct the work; evaluating risk concerns and options; coordinating the development of specifications for "requests for proposals" pertaining to external services; reviewing vendor submissions and providing recommendations on vendor selection;

- monitoring vendor performance to ensure compliance with County standards and specifications; ensuring project compliance with external laws, County procedures and protocols, budgetary constraints and staff/resource utilization;
  - serving as the highest-level client interface on assigned projects; reviewing recommendations with clients and receiving approval to proceed; reviewing final outcomes with the client and obtaining their sign off that all work has been conducted in accordance with client requirements;
  - directing the resources of assigned projects, including subordinate project management staff, to ensure compliance with budget and project specifications;
  - designing and directing project testing and quality assurance processes for assigned projects.
10. Conducts research on information technology security emerging technologies and industry best practices.
  11. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
  12. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

- Operations, services and activities of comprehensive information systems security programs.
- Advanced principles and practices of system security design, development, analysis and testing.
- Advanced methods and techniques of evaluating information security and developing appropriate solutions.
- Functional structures of various operating systems components and associated security features.
- Advanced concepts, principles and practices of LAN and WAN design, development, protocols, security and administration.
- Operations, services and activities of a comprehensive database administration program.
- Operational characteristics of database support tools, servers and communication devices.
- Principles and practices of administrative and operations management including budget development and execution.
- New developments in information technology and their relevance to current business needs and security strategies.
- Process analysis, flow and documentation methodologies.
- Advanced project management principles and techniques including project budgeting, quality assessment and control and resource management.
- Computer operating systems, hardware, software used in the County.
- The operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems security program.
- Advanced principles pertaining to the information system development lifecycle.
- State-wide and industry direction for access to government information.
- Principles and practices of customer service.
- Methods and techniques of developing and clearly presenting technical documentation and training materials.



Ability to:

- Plan, develop, establish, monitor and maintain information technology security strategies.
- Direct and coordinate technical information security operations and services.
- Participate on technical committees to serve as a countywide technical advisor regarding information technology security.
- Analyze department procedures and data to develop logical security solutions for complex systems.
- Recommend, evaluate, design, develop, test and install complex security systems.
- Provide advanced-level technical support and troubleshooting for the analysis of security system problems.
- Plan and oversee quality assurance and security procedures for server based, database, network and mainframe systems.
- Assign, direct, and monitor the work of others in a team environment.
- Coordinate and manage complex information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop information system designs, flow charts, report layouts and screen designs.
- Communicate technical information to a wide variety of users in a coherent manner.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Interpret and apply complex technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**16. Information Technology Supervisor**

Supervises a group of information technology (IT) staff in one of the following technology disciplines: Application Development, Network, Security, Database or General Technology Support; performs other related duties as assigned.

This is a full supervisory-level class where incumbents work under general direction, and broad policies. Although incumbents may supervise a variety of professional, technical and/or other support staff, the preponderant responsibility assigned to positions in this class is to directly supervise the operations and staff within an information technology work unit.

**EXAMPLES OF DUTIES**

1. Supervises a group of technology professionals within an assigned technology work unit. Selects, trains and directs staff; schedules, assigns and evaluates work; procures and provides resources to staff as needed; monitors and evaluates staff performance and quality of work; initiates informal and formal disciplinary actions as necessary.
2. Develops and recommends work unit goals, objectives, policies and procedures; maintains procedure manuals and other unit documentation; plans and prioritizes work strategies for self and subordinates; creates workflow processes; identifies and recommends staffing changes in response to workload requirements.

3. Assists in administering and monitoring departmental budgets; tracks and monitors expenses for assigned areas; researches costs for new hardware, software and other items and prepares reports and recommendations.
4. Designs, directs and oversees work unit quality assurance activities.
5. May manage complex technology projects requiring the support of multiple diverse staff and the procurement/utilization of specialized resources; develops and monitors project budgets and resources; monitors and manages vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; manages the use of project resources based on project specifications; designs and directs project testing and quality assurance processes.
6. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
7. Performs other related duties as assigned.

## 8. **MINIMUM QUALIFICATIONS**

Note: technology discipline-based knowledge and ability requirements may differ, and are subject to area of assignment.

### Knowledge of:

- Principles and practices of public administration; including, budgeting, staff development, customer service and human resource management.
- Principles and practices of supervision and leadership.
- Computer hardware and software systems similar to those being used by the hiring department, including business applications, operating systems, and network systems.
- Project management principles and techniques.
- Principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design principles.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Operational characteristics of local and wide area network systems.
- Operational characteristics of communication systems, equipment and devices.
- Principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

### Ability to:

- Supervise a unit of subordinate employees who perform professional information technology work.
- Develop work plans and methods to ensure that assigned work areas are functioning in the most effective and efficient manner.
- Develop and maintain comprehensive procedures manuals and documentation.

- Assist with development and administration of the budget for the assigned unit.
- Perform professional level applications, systems and network analysis and administration duties.
- Coordinate and administer a variety of information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## 17. **Information Technology Systems Engineer I and II**

Performs professional duties pertaining to the analysis, development, maintenance and administration of servers to meet business needs; implements server configurations; analyzes server systems/structures for stability and reliability, monitors server traffic, performance and security; investigates, analyzes and resolves server-related problems; recommends server changes to enhance services; provides professional support on server-related projects that are small or medium in size and scope and required limited staff and resources; performs other related duties as assigned.

These positions may be assigned to independently administer County network operating systems, directory services, distributed server systems and storage solutions. The duties emphasize server administration, maintenance and problem analysis/resolution. Incumbents may also maintain and administer devices such as SANS (Storage Area Networks) and peripheral equipment and may provide professional support for network and application development projects.

IT Systems Engineer I - This is the entry-level class. Positions in this class are distinguished from IT System Engineer II by the performance of less than the full range of duties assigned to the System Engineer II level. Incumbents work initially under general supervision while learning job tasks, progressing to reduced direction as the procedures and processes of the assigned areas of responsibilities are learned.

IT Systems Engineer II - This is the journey-level class. Positions in this class are distinguished from IT System Engineer I by the performance of the full range of duties, which may include serving as a project lead over routine technology projects. Incumbents receive occasional supervision while working toward a definite objective that requires use of a wide range of procedures and involves planning and/or determining specific procedures or equipment required to meet assigned objectives and solve routine problems. Incumbents in this class may perform lead duties.

### **EXAMPLES OF DUTIES**

#### Both Class Levels

1. Analyzes, develops, maintains and administers server infrastructures and systems; plans, determines and implements server hardware/software configurations including domain controllers, email and file servers, distributed application systems, software and security patch distribution servers, terminal services servers, and virtual servers.

2. Plans and implements server upgrades; tests hardware and software to ensure optimal functionality.
3. Monitors server performance, reliability and security using a variety of evaluation tools; analyzes server usage patterns; checks server logs to detect intruders; writes scripts to support server administration tasks.
4. Identifies and resolves server security issues; provides recommendations to improve server performance and security.
5. Researches and responds to customer complaints regarding server and application functionality; investigates, analyzes and resolves a wide variety of server-related problems; troubleshoots server failures and problems and re-establishes server functionality to ensure business continuity.
6. Helps implement security for file sharing, sensitive data access, and password issues; performs and/or coordinates activities pertaining to business continuity and disaster recovery; performs critical server configuration backup, server database backup, and server recovery; stays up to date on security issues such as threats, vulnerabilities, technology and vendors.
7. Assists with server design, development and maintenance projects by researching resources, timelines and other issues; analyzes potential issues pertaining to geographic location, capacity, technology/knowledge resources, and interface requirements for connectivity with other systems; plans and coordinates work in conjunction with other teams that may be affected; executes project implementations.
8. Coordinates assigned server activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
9. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
10. Prepares technical documentation and procedural manuals including detailed project plans, server diagrams, and user training materials.
11. Performs other related duties as assigned.

### IT Systems Engineer II

In addition to the duties listed above:

- Works on server projects of greater size and complexity.
- May provide more advanced professional support for server-related projects that are medium in size and scope. Helps develop and monitor project budgets and resources; assists in monitoring vendor performance to ensure compliance with County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project specifications; designs and implements project testing and quality assurance processes.

### **MINIMUM QUALIFICATIONS**

#### Knowledge of:

- Information technology operating systems, hardware and software components similar to those being used by the hiring department.
- Principles, best practices, standards, and terminology in system engineering and server administration within large complex organizations.

- Distributed systems, single servers, mass storage and virtual server design and solutions that address high availability, fault tolerance and load balancing requirements.
- Server hardware and software such as blade servers, mass storage solutions, tape libraries, and server virtualization and monitoring software.
- Server operational requirements including configuration, documentation, hardware and software upgrade, backup and restore operations.
- Technologies pertaining to various types of server connectivity solutions (e.g., fiber and Ethernet).
- Server hardware and software security.
- Principles of server administration.
- Internet service infrastructure; Internet and Intranet architectures.
- Network operating system, directory services and web application protocols, documentation, configuration, maintenance and diagnostic procedures/techniques; standard server security policies, techniques and procedures.
- Directory services and network operating system concepts, principles, and operational characteristics.
- Principles and practices of computer hardware and software testing and troubleshooting.
- Principles and practices of customer service in an information technology environment.
- Basic project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, and breaking down a project into individual tasks.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Analyze, develop, maintain and administer server-related systems, equipment and software similar to that being used by the hiring department.
- Configure, test, maintain, troubleshoot, and repair complex server, storage and peripheral equipment.
- Troubleshoot a variety of technical server hardware and software problems, identify and recommend alternative technical solutions, and respond appropriately to customer service requests.
- Plan and evaluate new systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

## **18. Senior Information Technology Systems Engineer**

Performs advanced professional duties pertaining to the analysis, development, maintenance and administration of servers to meet business needs; may serve as a lead or supervisory worker with responsibility for assigning, directing and monitoring the work of subordinate professional staff; may manage projects that are large in size and scope, requiring the support of multiple staff and the procurement/utilization of significant resources; designs server and directory services

configurations; administers servers and ensures availability; monitors server performance and security; investigates, analyzes and resolves complex server-related problems; plans, designs and implements network operating system and server changes to enhance services; provides professional leadership and support for server-related projects; performs other related duties as assigned.

This is the advanced journey-level class. Incumbents at this level work under minimal direction, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures and planning to resolve complex problems.

A Senior IT System Engineer may lead the work of other professional staff and/or may function as the directory services and network operating system administrator for a large and complex Local Area Network (LAN) or for a medium to large-sized Wide Area Network (WAN). Duties may include responsibility for administering a wide variety of servers, mass storage solutions, peripherals and other network components. Incumbents may also serve as project managers over large network projects. This class is distinguished from the class of IT System Engineer II by its lead or supervisory worker and/or advanced professional network duties.

### **EXAMPLES OF DUTIES**

1. May serve as a lead or supervisor over subordinate professional network staff within an assigned work unit; schedules and assigns work; distributes resources; provides direction and guidance regarding processes and procedures; monitors staff work and work products to help meet unit goals and objectives; may provide input to or write employee performance reviews.
2. Serves as the server administrator for a complex LAN and/or WAN; researches and identifies server environment requirements and specifications; determines integration requirements to ensure inter-operability across multiple platforms and technologies; coordinates with network, applications, database and other staff to identify, plan and implement system design specifications and resolve integration issues.
3. Leads and performs server tests; plans, determines and implements hardware/software configurations including domain controllers, file servers, application servers, terminal servers, mass storage solutions and virtual servers, installs and configures hardware and software; adds and deletes users; administers user accounts, electronic mail systems; maintains server and data security by implementing administrative and technical safeguards as necessary; plans and leads server and network operating system upgrades; tests hardware and software to ensure optimal functionality.
4. Researches and obtains new and upgraded server-related hardware and software solutions from vendors; oversees and directs the installation and testing of critical upgrades and patches; may develop utility programs as needed to ensure that new and upgraded programs work effectively within the network architecture; ensures that the server infrastructure functions in a manner to support smooth integration, transition and efficiency.
5. Develops, recommends and establishes policies and procedures pertaining to server administration; ensures that all related documentation is current.
6. Monitors server traffic, performance and security using a variety of evaluation tools; analyzes traffic patterns; checks server logs to detect intruders; writes scripts to support server monitoring and server administration tasks.
7. Identifies and resolves server security issues; provides recommendations to improve server performance and security.
8. May serve as the project lead over server-related projects, requiring the support of multiple staff, the procurement/utilization of significant resources; develops and monitors project budgets and resources; monitors vendor performance to ensure compliance with

County standards and specifications; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project specifications; designs and implements project testing and quality assurance processes.

9. Researches and responds to customer complaints regarding server functionality; investigates, analyzes and resolves a wide variety of server-related problems; troubleshoots server failures and availability issues and re-establishes server operations to ensure business continuity.
10. Ensures security for file sharing, sensitive data access, and password issues; performs and/or coordinates activities pertaining to business continuity and disaster recovery; performs critical system backup, database backup, and system recovery; stays up to date on security issues such as threats, vulnerabilities, technology and vendors.
11. Coordinates assigned server activities with vendors; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
12. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
13. Prepares technical documentation and procedural manuals including detailed project plans, server diagrams and user training materials.
14. Performs other related duties as assigned.

## MINIMUM QUALIFICATIONS

### Knowledge of:

- Principles of lead supervision, including how to train and motivate staff.
- Project management principles and techniques such as organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks and delegating assignments to project staff.
- Advanced principles, best practices, standards, terminology, and trends in server engineering and administration.
- Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Information technology operating systems and hardware and software components similar to those being used by the hiring department.
- Distributed systems, single servers, mass storage and virtual server design and solutions that address high availability, fault tolerance and load balancing requirements.
- Advanced concepts and practices of server restart and recovery (including disaster).
- Advanced principles and practices of server security.
- Server hardware and software such as blade servers, mass storage solutions, tape libraries, and server virtualization and monitoring software.
- Technologies pertaining to various types of server connectivity solutions (e.g., fiber and Ethernet).
- Principles of server administration.
- Internet service infrastructure; Internet and Intranet architectures.
- Distributed systems documentation, configuration, maintenance and diagnostic procedures/techniques; standard server security policies, techniques and procedures.
- Principles and practices of computer hardware and software testing and troubleshooting.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Assign, direct and lead the work of others.
- Coordinate and administer large complex information technology projects.
- Perform advanced system administration duties, including security administration.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Analyze, develop, and maintain server-related systems, equipment and software similar to that being used by the hiring department.
- Configure, test, maintain, troubleshoot, and repair complex server, storage and peripheral equipment.
- Troubleshoot a variety of technical server systems hardware and software problems, identify and recommend alternative technical solutions, and respond appropriately to customer service requests.
- Plan and evaluate new systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively both in orally and in writing for technical and non-technical audiences.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**19. Information Technology Systems Technician I and II**

Performs a variety of technical duties emphasizing customer support for desktop computer systems and related equipment; serves as a first-level responder for computer hardware/software issues; troubleshoots and repairs system problems and provides technical assistance to customers; monitors, installs, configures and upgrades hardware, software and peripherals; and performs other related duties as assigned.

IT Systems Technician I - This is the entry-level class. Positions in this class typically require minimum directly related work experience. Positions in this class are distinguished from IT Systems Technician II by the performance of less than the full range of duties assigned to the IT Systems Technician II level. Incumbents work initially under close supervision while learning job tasks, progressing to general supervision as the procedures and processes of the assigned areas of responsibilities are learned.

IT Systems Technician II - This is the journey-level class. Positions in this class are distinguished from IT Systems Technician I by the performance of the full range of duties under general supervision. Incumbents at this level work alone on routine or regular work assignments, checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

**EXAMPLES OF DUTIES**

1. Provides help desk assistance to customers pertaining to desktop computer, peripheral and related technology; responds to requests for help over the phone, remotely and/or in



- person; receives and logs requests for assistance from end users; utilizes and updates system maintenance logs and other tools to prepare trouble tickets and to track and respond to service requests; verifies the location of the problem by eliciting information from end users regarding the nature of the issue; determines severity of problem and either resolves or refers to higher-level information technology staff.
2. Conducts an on-site assessment of problems; investigates, troubleshoots, evaluates and resolves a variety of routine computer hardware, software and peripheral equipment problems; determines whether a problem needs to be escalated to a higher level staff member.
  3. Performs a variety of technical support work pertaining to the basic operation and maintenance of computers and peripheral equipment for an information technology unit or division; monitors routine system parameters such as response time and general performance; tests and sets up basic hardware and software configurations; performs basic maintenance and repair on system components.
  4. Performs routine system backups, upgrades and/or other hardware/software support activities; connects computers to printers, scanners, PDA's and other peripheral equipment; loads software.
  5. Performs routine system support duties such as monitoring or adding users/devices, modifying user profiles, re-setting passwords and performing regular file maintenance; sets up basic user access permissions consistent with County policies and procedures; documents all changes and revisions.
  6. May conduct online, group and/or one-on-one training sessions with desktop users regarding routine technical processes; provides information on basic system and application functions; explains user access rights.
  7. May assist higher-level information technology staff in the acquisition and distribution of computer hardware and software solutions; may contact vendors and research/gather product information.
  8. Helps coordinate equipment repairs with external vendors by contacting vendors and arranging to have parts purchased/shipped as needed; arranges for vendors to perform on-site repairs.
  9. Prepares technical reports, correspondence and other documents; provides general administrative support that may include maintaining records; participates on committees and task forces; attends meetings, conferences and training sessions; may serve on project teams.
  10. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### Knowledge of:

1. Operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
2. Computer hardware and software components similar to those being used by the hiring department.
3. Basic operational characteristics of local and wide area network systems.
4. Basic operational characteristics of communication systems, equipment and devices.
5. Tools and test equipment used in the installation, maintenance and repair of desktop computer systems.
6. Methods and techniques of troubleshooting desktop computer system hardware and software problems.

7. Basic principles and practices of technical-level system administration.
8. Principles and practices of customer service.
9. Methods and techniques of developing and presenting technical documentation and training materials.

Ability to:

- Operate, maintain and perform routine repairs on information technology equipment and software similar to that being used by the hiring department.
- Troubleshoot a variety of routine desktop hardware and software issues and respond appropriately to customer service requests.
- Test and repair electronic equipment using appropriate tools.
- Communicate technical information to a wide variety of users.
- Assist in planning and evaluating new systems and equipment.
- Plan, organize, prioritize and process work to ensure that deadlines are met.
- Learn and utilize specialized terminology if needed by the specific assignment.
- Read, understand and apply technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**20. Mainframe Computer Analyst Programmer**

Perform analysis and difficult programming work for mainframe-based computer systems including the creation of programming specifications based on previously approved system specifications as well as detailed logic design, coding, testing, and documentation.

This requires knowledge and experience in structured programming techniques including but not limited to, NATURAL and COBOL programming languages, interactive programming tools, on-line systems, and ADABAS database management. Experience with CICS, DB2 and ORACLE database management is also desirable.

**21. Mainframe Computer Programmer**

Perform computer programming for mainframe-based computer systems from previously approved program specifications including detailed logic design, coding, testing, and documentation.

This requires knowledge and experience in structured programming techniques including but not limited to, NATURAL and COBOL programming languages, interactive programming tools, on-line systems, and ADABAS database management. Experience with CICS, DB2 and ORACLE database management is also desirable.

**22. Mainframe Computer Systems Analyst**

Perform the most difficult and complex information systems analysis work for mainframe-based computer systems. This includes, but is not limited to, the creation of detailed systems specifications, technical systems design, data analysis, and program specifications.

This requires knowledge and experience in structured programming techniques including but not limited to, NATURAL and COBOL programming languages, interactive programming tools, on-

line systems, and ADABAS data case management. Experience with CICS, DB2 and ORACLE database management is desirable.

**23. Oracle Case Analyst Programmer**

Perform analysis and the more difficult programming work including the creation of programming specifications based on previously approved system specifications as well as detailed logic design, coding, testing, and documentation.

This requires knowledge and experience regarding the use of, but not limited to Oracle's Developer 2000 including the use of Oracle Forms Designer and Oracle Reports Designer. Requires experience with the programming language PL/SQL.

**24. Oracle Case Systems Analyst**

Perform the most difficult and complex information systems analysis work for case-designed computer systems. This includes but is not limited to the creation of detailed systems specifications, technical systems design, data analysis, and program specifications.

This requires knowledge and experience regarding the use of, but not limited to Oracle's Designer 2000 case tool utilizing case concepts for business process modeling, systems analysis modeling (Entity Relationship, Dataflow, Function Hierarchy), systems design and application generation.

**25. Project Manager I, II, and III**

Utilizing technical and project management knowledge, education and experience, Project Managers plan, organize, coordinate, manage and ensure completion, to the County's satisfaction, of information technology projects performed by County and private contractor staff. Project Managers are responsible for the effective and ethical management of public resources, effective communication ensuring high quality work and other work as assigned.

Project Manager I - Under close supervision, manages small to large-sized projects and/or may assist one or more higher level staff with elements of mid to large-sized projects such as administrative research, drafting policies and procedures, proposing project changes and coordinating and implementing specific project related tasks.

Project Manager II - May supervise a team responsible for a broad range of projects and/or under the direction of higher-level staff independently manage projects involving specialized functions or components of major projects. Project Manager II's negotiate contract issues and provide direction and decision-making per Department policy on changes to project scope and project implementation matters.

Project Manager III - Independently manages one or more information technology projects from inception to conclusion. Projects assigned to the Project Manager III level are typically of moderate complexity in terms of technical, logistical, and legal issues and may require issue analysis and coordination with external entities such as cities, and/or state or federal regulatory agencies. Project Manager III's oversee diverse project teams composed of internal and/or contracted staff as well as government officials and private corporate executives. Projects assigned to this level of project manager may have major financial or operational impact on key business units and County objectives.

1. Communication - Effectively present, orally and in writing, proposals, progress reports and recommendations to the highest levels in the organization including the Board of Supervisors, County executive management, private sector executives and external government Agency staff.
2. Leadership - Assist executive management in developing departmental business objectives and specific project strategies.

**26. Senior Project Manager** - Independently manages one or more of the largest and most technically, legally and politically complex projects managed by the County. Projects assigned to this level involve significant resources, complex technical execution requirements and complicated relationship management issues. Positions at this level may provide full supervision to staff and/or manage the most complex and diverse project teams. Senior Project Managers also serve as technical consultants to Senior Management on technical and strategic issues and manage internal cross functional issues to resolution.

#### Core Competencies

In addition to the education and experience requirements for each level in the Project Manager series, Senior Project Manager must possess the following core competencies.

1. Planning and Organization - Plans and organizes work effectively to ensure that assignments are on schedule.
2. Results Orientation - Completes assignments on time and within budget and policy.
3. Analysis and Problem Solving - Researches, evaluates estimates and accurately interprets and applies technical data and policy information to solve problems and/or make recommendations to management.
4. Communication - Communicates in a timely and effective manner both orally and in writing to individuals and/or groups with diverse interests including contractors and departmental representatives.
5. Customer Service - Is committed to understanding and meeting customer needs within policy and building strong customer relationships.
6. Technology - Proficiently uses common office and technical computer software programs to complete assignments.
7. Ethics - Makes sound decisions within a professional ethical framework.
8. Teamwork - Leads a project team or serves as an active team participant for the purposes of project completion and/or individual development.
9. Technical - Apply fundamental hardware and systems.
10. Project Management - Effectively apply Project Management industry standards and practices in the areas of project planning, coordinating, budget management, scheduling and monitoring.
11. Legal Compliance - Apply knowledge of Federal, State and local codes and regulations to ensure the compliance of County projects.
12. Contract Administration - Negotiate and manage competitive bidding processes for complex contracts for diverse development and maintenance services.
13. Supervision - Some assignments work with direct reports to establish and achieve project and professional developmental goals that are aligned with business objectives
14. Communication - Effectively present, orally and in writing, proposals, progress reports and recommendations to the highest levels in the organization including the Board of Supervisors, County executive management, private sector executives and external government Agency staff.
15. Leadership - Assist executive management in developing departmental business objectives and specific project strategies.

**27. Quality Assurance Analyst**

Ensures software development processes and procedures are in place and are used. Can and should include industry standards in Design review, and testing. Establishes and maintain production libraries for source and executable programs and related modules.

**28. Software Quality Assurance Administrator**

Responsible for the effective development and implementation of programs to ensure that all information systems products and services meet minimum County standards and end-user requirements. Develops, modifies, applies and maintains standards for quality operating methods, processes, systems, and procedures. Provide coordination and guidance of testing, change control and problem resolution. Bachelor's degree or experience in related field; approximately ten years of experience in a related field, two of which must be management experience.

**29. Technical Writer**

The duties assigned to the individual in this positions will include but are not limited to writing, editing and re-writing manuscript copy for reference manuals, operations manuals, operations manuals, user manuals and programming manuals. Coordinates with programmers and software engineering to acquire or verify knowledge of subject. Oversees preparation of illustrative material, selecting drawings, sketches, diagrams and charts. May assist in preparation and layout of work publication.

**30. Senior Technical Writer**

Generate user, administrative, system, and policies and procedures documentation in support of current operations. The writer is involved in the full documentation process, from creation of objectives, requirements and specifications, on through product delivery.

Duties:

- Project management.
- Scheduling, development and status reporting
- Creating hard copy user manuals, online documentation and online help
- Assisting in the design and development of documentation architecture
- Participating in reviews
- Testing of implemented and embedded help features
- Writing, editing, and proofreading all documentation

Qualifications:

Minimum of 5 years technical writing experience

**31. Senior Applications Developer/ EHR Meaningful Use Informatics Specialist:**

This position will assist the HCA Behavioral Health EHR team with performing activities related to the achievement of meaningful use of the EHR system, as required by the U.S. Department of Health and Human Services (HHS), the Centers for Medicare & Medicaid Services (CMS) and the Office of National Coordinator (ONC) for Health Information Technology.

This position will work closely with our Clinical, Information Technology and Administrative Teams to provide application support for the Cerner Behavioral Health Electronic Health Record system and associated third party HIT software. Primary responsibilities include:

- Identify, define, monitor, audit, and analyze required metrics and reports for assigned eligible professionals and identify process and performance gaps to ensure overall meaningful use achievement.
- Provide summary reports and information about patterns of care for clinics, providers, and consumers to Health Care Agency Behavioral Health and IRIS Leadership, and Clinical Staff.
- Define, collaborate on implementation, and monitor clinical quality outcome reporting tools as related to HCA's participation in Clinical Quality Improvement Initiatives, and act as the information technology liaison for collecting, analyzing, evaluating, and presenting clinical data documentation to a wide range of audiences.
- Work directly with physicians, clinicians and contract providers and office staff in developing and implementing clinical documentation improvement plans in support of meaningful use and to leverage any related patient/consumer care opportunities.
- Maintain awareness, interpret and communicate accurate and current information relating to evolving ARRA/HITECH/MU requirements and timelines. Understand relevance to HCA and perform necessary actions to communicate to internal staff and take steps towards compliance and training.
- Ensure ongoing compliance with all privacy, security, and HIPAA regulations.
- Collaborate with administrative/IT/ clinical users to analyze and optimize electronic health record clinical software workflows and administrative and clinical operational plans to support the collection and production of meaningful use metrics.
- Develop training plans within the clinical setting and the admin staff.
- Ensure all development meets all privacy, security, and HIPAA regulations.

Requirements:

- Four year Bachelor's college degree or higher preferred.
- Clinical environment knowledge and experience helpful.
- At least 3 years work experience in a lead position.
- Basic knowledge of SQL/ Oracle/ Business Objects/ Crystal Reports preferred.
- Demonstrable experience and in and working knowledge of Health Information Technology areas, electronic health record systems, meaningful use, HIPAA, privacy and security requirements.
- Considerable knowledge of clinical protocols, compliance requirements and documentation methods.
- Effective organizational, oral and written communication skills.
- Strong business writing, PC and MS Office skills.
- Excellent communication and teamwork skills.
- Willingness to accommodate anticipated local travel of between 20-50%

**32. Senior Applications Developer/ EHR/Meaningful Use Technical Analyst**

This individual will assist the HCA IRIS team with the development of necessary software systems and solutions for the collection and reporting of necessary data required for the continuing achievement of EHR meaningful use metrics to appropriate state and federal agencies, as required by the U.S. Department of Health and Human Services (HHS), the Centers for Medicare & Medicaid Services (CMS) and the Office of National Coordinator (ONC) for Health Information Technology. In addition, this position will support general CCL based rules development within the Cerner system. This position will perform the following activities:

- Work directly with clinical informatics specialists and other technical and program staff in ensuring the collection of necessary clinical data that supports the multi-stage

meaningful use metrics, via a combination of the Cerner application and other database and web development tools.

- Develop and implement clinical, administrative and compliance rules and scripts within the Cerner/CCL system to support the EHR system.
- Design, code, test, debug, and validate each required reporting application and solution.
- Compile, analyze, and review required meaningful use metrics prior to presentation to program staff and transmittal to state and federal agencies.
- Maintain awareness of accurate and current information relating to evolving ARRA/HITECH/MU requirements and timelines.
- Ensure all development meets all privacy, security, and HIPAA regulations.
- Develop documentation and training plans within the clinical setting and the admin staff for the collection and reporting solution.
- Assist in the pre and post implementation EHR planning and deployment as it relates to the meaningful use technical component.
- Assist in ensuring a standardized and consistent approach relating to meaningful use compliance and implementation across the different programs.

Requirements:

- Four year Bachelor's college degree or higher preferred.
- Experience with Cerner applications and development tools preferred.
- Clinical environment knowledge and experience helpful.
- High expertise in SQL/ Oracle/ Business Objects/ Crystal Reports/ JavaScript/ HL7/ XML required.
- Demonstrable experience and in and working knowledge of Health Information Technology areas, electronic health record systems, meaningful use, HIPAA, health information privacy and security requirements.
- At least 3 years of experience using/maintaining software development platforms and servers.
- Knowledge of clinical protocols, compliance requirements and documentation methods helpful.
- Effective organizational, oral and written communication skills.
- Strong business writing, PC and MS Office skills.
- Excellent communication and teamwork skills.
- Willingness to accommodate anticipated local travel of approximately 20%.

**33. Senior Systems/ Programmer Analyst/ EHR Interoperability Technical Analyst**

This individual will serve as the primary individual to design and establish interoperability between the HCA Behavioral Health EHR system and external entities including local contract provider organizations and state and federal Health Information Exchanges. This is in support of the integration and interoperability requirements established by the U.S. Department of Health and Human Services (HHS), the Centers for Medicare & Medicaid Services (CMS) and the Office of National Coordinator (ONC) for Health Information Technology. This position will perform at least the following activities:

- Design and establish EHR connectivity between internal EHR system and a number of external EHR and/or electronic databases to share necessary patient and clinical data, in compliance with all relevant state and federal requirements for content, transport and encryption standards, as well as overall compliance with HL7 and HIPAA data privacy and security requirements.

**Requirements:**

- Four year Bachelor's college degree or higher preferred.
- Experience with Cerner applications and development tools preferred.
- Must be familiar with all published and best-practices methodologies and requirements for EHR data interoperability as mandated by such federal agencies as the U.S. Department of Health and Human Services (HHS), the Centers for Medicare & Medicaid Services (CMS), the Office of National Coordinator (ONC) Office of Standards & Interoperability, and National Institute of Standards and Technology.
- High expertise and knowledge of network design, connectivity, security, authentication systems, servers and multi-purpose appliances.
- High expertise and knowledge of databases and data warehouses, messaging standards, health information exchanges, network device integration.
- High expertise in SQL/ Oracle/ Business Objects/ Crystal Reports/ JavaScript/ HL7/ XML required.
- Demonstrable experience and in and working knowledge of Health Information Technology areas, electronic health record systems, meaningful use, HIPAA, health information privacy and security requirements.
- Clinical environment knowledge and experience helpful.
- At least 3 years of experience using/maintaining software development platforms and servers.
- Knowledge of clinical protocols, compliance requirements and documentation methods helpful.
- Effective organizational, oral and written communication skills.
- Strong business writing, PC and MS Office skills.
- Excellent communication and teamwork skills.
- Willingness to accommodate anticipated local travel of approximately 20%.

**34. Other Positions as Needed**