

Regular Meeting

June 27, 2016  
12:30 p.m.

A regular meeting of the Municipal Civil Service Commission convened on Monday, June 27, 2016, at 12:51 p.m. with Grady Pettigrew, Jr. and Stefanie Coe. Delena Edwards was absent.

PLEASE NOTE: These Minutes are summarized and are not actual statements made by each presenter in the meeting.

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*RE: Review and approval of the Minutes from the May 23, 2016 Regular Meeting.*

A motion to approve the minutes was made, seconded, and approved unanimously.

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*RE: Pre-Hearing Conference Reviews.*

No Pre-Hearing Conferences this month.

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*RE: Rule Revisions.*

No Rule Revisions were submitted this month.

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*RE: Trial Boards*

No Trial Boards were submitted this month.

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*RE: Request of the Civil Service Commission Staff to create the classification Network Manager for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Network Manager for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Network Manager.

By **DEFINITION**, the Network Manager, working under general direction, will be responsible for managing the network infrastructure and supervising the activities of network personnel, and performing related duties as required.

Incumbents will be required to manage all work related to the District's network infrastructure including security, connectivity, and recovery, while supervising all network personnel. The proposed **EXAMPLES OF WORK** were:

Manages network infrastructure including connectivity components such as fiber-optic, wireless, telecommunications, local area networks, wide area networks, the Internet, intranets, and other network infrastructure components and related technology;

Advises upper management regarding the design, development, and implementation

of network systems; facilitates and integrates all network infrastructure;

Supervises and manages the activities of network services and data communications staff; monitors all personnel and labor matters and approves staff leave requests;

Designs incremental builds to a fiber-optic network infrastructure including developing the bid specification package, hosting pre-bid meetings and walkthroughs, leading the bid evaluation team, and making contract award recommendations to the director;

Manages the District's contracts with service providers responsible for assisting the District with the design, selection, integration, and implementation of network infrastructure; provides access to resources that will assist with the development and implementation of the District's network infrastructure;

Develops network design concepts for new or remodeled facilities providing specifications to the architects/contractors for how each facility will be cabled and what standard equipment shall be used; works with the architects/contractors and/or engineering firms to ensure these designs are included in the actual building design;

Monitors the performance of the network through network management and diagnostic programs and utilities; adjusts network for maximum efficiency; maintains and analyzes records of network activity and recommends and implements network software and hardware as needed;

Diagnoses network problems, such as connectivity or operability failures, and makes repairs and adjustments or obtains services from vendors;

Directs the development, preparation, submission, and implementation of budgets and other financial information, special reports, plans, and other data required for network infrastructure management;

Coordinates and manages policies and program objectives for network infrastructure; designs and implements special projects that enhance the achievement of network infrastructure initiatives;

Monitors the network system and troubleshoots to ensure full up-time of network operability; conducts network audit checks and other appropriate activities to improve network capabilities;

Prepares documents, correspondence, and technical reports; develops technical standards, manuals, and guidelines for network infrastructure management.

Stays abreast of new technologies and industry standards.

Network Managers are expected to have a strong background in network repair, maintenance, security, and support, as well as the ability to manage personnel. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in mathematics, engineering, telecommunications, computer science, or a closely related field, and three (3) years of experience managing network infrastructure. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** include the following:

Thorough knowledge of the objectives, methods, systems and applications of network infrastructure management;

Considerable knowledge of research and problem-solving techniques;

General knowledge of the purposes, functions, policies, organizational structure, operating needs, and the regulations required of the District;

Skill in project management;

Skill in public speaking;

Skill in marketing analysis;

Ability to negotiate contracts;

Ability to operate network infrastructure systems;

Ability to present technical information;

Ability to develop financial plans;

Ability to analyze and resolve problems;

Ability to review, analyze and evaluate data objectively and make appropriate recommendations;

Ability to write and speak effectively;

Ability to develop and maintain cooperative working relationships with business and community representatives, the general public, and government officials.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Network Manager be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission Staff to create the classification Network Administrator for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Network Administrator. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Network Administrator.

By **DEFINITION**, the Network Administrator, working under general direction, will be responsible for the reliable operation, maintenance, installation, design, and development of the network infrastructure, and performing related duties as required.

Incumbents will be required to maintain the integrity, functionality, security and usability of networks used by district employees. They will work closely with other IT personnel on connectivity, recovery, and security. The proposed **EXAMPLES OF WORK** were:

Oversees and/or participates in the configuration, operation, and administration of network hardware and connectivity components such as routers, switches, gateways, local area networks, wide area networks, the Internet, intranets, and/or other network infrastructure components;

Designs new or redesigns existing network systems; loads network applications and tests new or redesigned network systems to ensure performance standards are met;

Configures and installs routers, switches, and other related network equipment;

Configures Voice over Internet Protocol (VoIP) system working with Voice Gateways, routing, and switching of VoIP data packets;

Coordinates the installation of wireless technologies such as wireless LAN, Point-to-Point and Point-to-MultiPoint for remote site connectivity; works with wireless controllers for the management of the wireless devices;

Troubleshoots network and high-speed telecommunications circuits using network diagnostic equipment software; analyzes and resolves more complex or recurrent network problems; provides technical assistance to network and desktop support personnel; closes Technology Service Desk tickets as problems are resolved or maintenance work is completed;

Evaluates requirements for and components of systems, networks, and software products for applicability and adaptation; makes recommendations to management; provides input for the purchase of, and oversees the installation and support of, network equipment;

Evaluates and tests network accessibility and security; implements security priorities; identifies and resolves security-related events and follows security escalation procedures; assists in developing security policies and procedures; makes modifications to security system as needed;

Provides planning and support for enterprise installations; provides documentation and design specifications to support current and planned network equipment configurations;

Installs, tests, and maintains open systems solutions in an enterprise client-server environment;

Maintains accurate documentation and administrative information for all network related data including topologies, wiring, network settings, and software and hardware inventories;

Oversees work of technical support personnel involved with data backup, archival functions, and network monitoring functions;

Coaches subordinate personnel in the performance of their duties raising their overall technical knowledge;

Stays abreast of new technologies and industry standards.

Network Administrators are expected to have a strong background in network repair, maintenance, and support. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester hours or 32 quarter hours) in computer science, engineering, mathematics, or a closely related field, and two (2) years of experience in network engineering, analysis, support, or administration in a multi-user environment. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

Considerable knowledge of the methods, systems and applications of network infrastructure;

Considerable knowledge of hardware configuration and design, data structures, and network structures of large information technology systems;

Considerable knowledge of communication protocols, routing protocols, bridging, switching, gateways, and high speed remote site links;

Considerable knowledge of VoIP, Wireless technology, NOS, LAN/WAN, TCP/IP, the Internet, and intranets;

Considerable knowledge of research and problem-solving techniques;

Considerable verbal and written skills;

General knowledge of data security management and security design;

General knowledge of contemporary computer languages;

General knowledge of documentation and report writing procedures;

Ability to analyze complex computer systems or networks, identify problems, and develop effective solutions;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to convey complex technical knowledge while coaching junior staff members;

Ability to prepare and maintain records;

Ability to develop and maintain good working relationships.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Network Administrator be approved as proposed

A motion to approve this request was made, seconded, and passed unanimously

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*RE: Request of the Civil Service Commission Staff to revise the classification Network Analyst for Columbus City Schools, change the examination type to competitive, and extend the probationary period to 365 days (Class Code 9232).*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to revise the classification Network Analyst for Columbus City Schools (Class Code 9293). Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to revise the classification Network Analyst (Class Code 9232).

By **DEFINITION**, a Network Analyst, working under general supervision, will be responsible for performing network support activities to maintain the integrity, operability, availability and/or security of the network infrastructure, and performing related duties as required.

Incumbents in this classification are required to perform all the duties necessary to keep the District's network infrastructure functioning, including installing new network connections, monitoring the network, and making necessary repairs.

The proposed revisions to the **EXAMPLES OF WORK** were:

Utilizes the network management system (NMS) and other tools to monitor traffic on local area and wide area computer networks for evaluation of network security, stability, and availability;

Runs network diagnostics to troubleshoot, detect, analyze, and isolate network problems; notifies higher-level personnel of more complex problems;

Resolves routine problems arising from diagnostic checks, Technology Service Desk trouble tickets, and items escalated from other support staff; closes Technology Service Desk as problems are resolved/maintenance work is completed;

Analyzes and evaluates the performance of the network resources including the network operating systems, Voice over Internet Protocol (VoIP), wireless technologies, physical LAN/WAN, or applications performance;

Installs, configures, and maintains routers and other system hardware and software; optimizes and tunes operating systems to resolve performance issues;

Assists with the maintenance of accurate documentation and administrative information of all network topologies, wiring, network settings, and hardware and software inventories;

Evaluates and tests network accessibility and security; implements security priorities; makes modifications to security systems as directed;

Evaluates requirements and components of systems, networks, and software products for applicability, adaption, and cost effectiveness related to network operations;

Works with vendors and/or utilizes a computer and/or manuals to solve non-routine software and hardware problems;

Provides technical advice and assistance to Technology Service Desk personnel in order to coordinate service to users;

Assists in the implementation and maintenance of the enterprise network system including LAN, WAN, the Internet, intranet, and other network infrastructure components;

Provides network support for the District's various business application systems;

Stays abreast of new technologies and industry standards;

Coaches Data Communications Technicians in the performance of their duties, raising their overall technical knowledge.

Network Analysts are expected to have a solid background in data/network infrastructure and related hardware and software. It is recognized that this knowledge can be obtained through education, experience or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of an associate's degree with significant coursework (16 semester hours or 24 quarter hours) in mathematics, engineering, computer science, or a closely related field, and two (2) years of experience providing basic network support and analysis activities, and/or data communications/telecommunications support. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** were:

Considerable knowledge of communication protocols, routing protocols, bridging, switching, gateways, and high speed remote site links;

Considerable knowledge of VoIP, wireless technologies, NOS, LAN/WAN, TCP/IP, the Internet, and intranets;

Considerable verbal and written skills;

General knowledge of the methods, systems, and applications of data/telecommunications networks;

General knowledge of hardware configuration and design, data structures, and network structures of multi-user computer systems;

General knowledge of research and problem-solving techniques;

General knowledge of data security management and security design;

General knowledge of contemporary computer languages;

General knowledge of documentation and report writing procedures;

Ability to analyze information technology or networks, identify problems, and develop effective solutions;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to convey complex technical knowledge while coaching junior staff members;

Ability to prepare and maintain records;

Ability to develop and maintain good working relationships.

It was recommended that the **Examination** type be *Competitive* with a **Probationary Period** of *365 Days*. Furthermore, it was recommended that the **EEO Category** be *302*. There is no proposed change to the **Job Family**.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the classification Network Analyst be revised as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission staff to revise the classification Data Communications Specialist for Columbus City Schools and retitle it to read Data Communications Technician II (Class Code 9465).*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to revise the classification Data Communications Specialist for Columbus City Schools (Class Code 9495) City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to revise the classification of Data Communications Specialist and retitle it to read Data Communications Technician II (Class Code 9465).

By **DEFINITION**, the Data Communications Technician II, working under direction, will be responsible for the repair, installation, modification, and maintenance of data communications/telecommunications lines and equipment, and performing related duties as required.

Incumbents will work with technicians and network personnel on data and voice communications equipment throughout the District. The proposed **EXAMPLES OF WORK** included the following:

Installs, moves, changes, repairs, or removes data communications/telecommunications equipment, including modems;

Troubleshoots all telephone and data lines; monitors, maintains, and repairs existing phone and data lines and equipment including those for fire, security, and energy monitoring;

Maintains and replaces UPS battery backup systems for data switches and servers, telephone systems, etc.; replaces batteries and units as needed; disposes of used batteries as required;

Contacts service providers to request additional phone lines and service connections; installs approved communications lines; works with vendors to resolve problems with services;

Installs new telecommunications, data communications, and peripheral equipment, including new cables, jacks, data racks, and data and voice patch panels; modifies existing equipment to suit new applications;

Tests and makes the adjustments required to assure proper operation of equipment after wiring and cable installation is completed;

Completes labor and material cost estimates for structured cabling jobs; obtains supervisor's approval to order needed materials;

Uses AutoCad to design cable installations and document wiring/cable placements;

Answers emergency and routine service calls;

Maintains records of work schedule, work volume, hardware specifications, and technical installation documentation; updates documentation to record new installations, new sites, equipment removals, and changes to configurations;

May train subordinate personnel to perform higher-level technical duties.

Incumbents in this classification should have sound knowledge of voice and data communications, as well as hands-on experience working with data communications

and telecommunications systems. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of an associate's degree in electronics, electronics engineering, computer science, or a closely related field, and two (2) years of experience installing, repairing and maintaining data communications and/or telecommunications systems. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included:

Considerable knowledge of the principles of electronics;

Considerable knowledge of the tools, equipment, practices, and methods of maintenance, repair, and installation of data communications/telecommunications equipment;

Considerable knowledge of the methods, systems, and applications of data/telecommunication networks;

Considerable knowledge of data communications/telecommunications protocols and high speed remote site links;

General knowledge of NOS, LAN/WAN, TCP/IP, IPX/SPX, the Internet, and intranets;

General knowledge of hardware configuration and design, cabling, data structures, and network structures of multi-user computer systems;

General knowledge of research and problem-solving techniques;

General knowledge of contemporary computer languages;

General knowledge of PBX telephone systems;

Some knowledge of the physical and data link layers of the OSI model;

Skill in the use of hand tools and electronic test equipment;

Ability to troubleshoot electronic equipment, identify problems, and develop effective solutions;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to prepare and maintain records;

Ability to read schematic drawings and technical manuals;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others

It was recommended that the **EEO Category** be *302*. There are no proposed changes to the **Probationary Period, Examination** type, or **Job Family**.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the classification Data Communications Specialist be retitled to read Data Communications Technician II and be revised as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission staff to create the classification Data Communications Technician I for Columbus City Schools, designate the exam type as competitive, and assign a probationary period of 180 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Data Communications Technician I for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Data Communications Technician I.

By **DEFINITION**, the Data Communications Technician I, working under general supervision, will be responsible for the basic installation, repair, and maintenance of voice and data communication lines and equipment, and performing related duties as required.

Incumbents will be required to work with senior technicians and network personnel on data and voice communication equipment throughout the district. The proposed **EXAMPLES OF WORK** for the Data Communications Technician I classification were :

Assists in reviewing work orders to move, change, install, repair, or remove equipment such as modems, cables, and wires;

Runs, pulls, terminates, and splices cables and wiring to establish voice and data networks;

Assists in the maintenance and replacement of UPS battery backup systems for data switches and servers, telephone systems, etc., as needed, and disposing of used batteries as required;

Tests circuits, equipment, and alarms; runs diagnostics to troubleshoot, detect, and isolate connectivity problems;

Resolves basic problems arising from diagnostic checks and/or Technology Service Desk trouble tickets; refers more complex problems to higher level personnel;

Closes Technology Service Desk tickets as problems are resolved/maintenance work is completed;

Assists in maintaining voice communication lines including simple programming of voice mail systems;

Maintains records of work completed; maintains records of cabling layouts; prepares reports as required;

Provides voice/data support to District personnel.

An incumbent in this classification should have basic knowledge of voice and data communications, but will need hands-on experience to begin working within the District's infrastructure. While education may provide the foundation for the knowledge needed for this work, a minimum amount of experience is necessary for newly hired employees to work on the equipment from day one. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** should read as follows:

Two (2) years of experience providing network focused support that includes data communications or telecommunications troubleshooting, cabling, and/or network

connectivity issues. Substitution(s): Significant post-secondary coursework (16 semester hours or 24 quarter hours) in computer technology, electronics, engineering, telecommunications, or a related field may substitute for one (1) year of the experience.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

General knowledge of the principles of electronics;

General knowledge of the tools, equipment, practices, and methods of maintenance, repair and installation of data communication/telecommunication equipment;

General knowledge of data communication/telecommunication protocols and high speed remote site links;

General knowledge of NOS, LAN/WAN, TCP/IP, IPX/SPX, the Internet, and intranets;

General knowledge of the methods, systems and applications of data/telecommunications networks;

Some knowledge of hardware configuration and design, cabling, data structures, and network structures of multi-user computer systems;

Some knowledge of the physical and data link layers of the OSI model;

Some knowledge of research and problem-solving techniques;

Some knowledge of contemporary computer languages;

Some knowledge of documentation and report writing procedures;

Good verbal and written skills;

Skill in the use of hand tools and electronic test equipment;

Ability to troubleshoot electronic equipment, identify problems and develop effective solutions;

Ability to read schematic diagrams and technical manuals;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to prepare and maintain records;

Ability to develop and maintain good working relationships.

It was recommended that the **Examination** type be *Competitive* and the **Probationary Period** be *180 Days*. Furthermore, it is recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Data Communications Technician I be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission staff to revise the classification Systems Administrator for Columbus City Schools and extend the probationary period to 365 days (Class Code 9240).*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to revise the classification Systems Administrator (Class Code 9240) for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to revise the classification of Systems Administrator.

By **DEFINITION**, a Systems Administrator, working under direction, will be responsible for performing a range of systems administration activities that include troubleshooting, installing, upgrading, and configuring assigned operating systems, and providing systems maintenance, evaluation, and support, and performing related duties as required.

Incumbents in this classification will be required to maintain the integrity and viability of the operating systems and analyze and resolve problems which may arise. The proposed **EXAMPLES OF WORK** for the Systems Administrator were:

Maintains day-to-day operation of operating systems (OS), including upgrades, systems backups and recovery, user accounts, security logs, shell scripting and systems health status;

Analyzes and resolves problems associated with server hardware and/or operating systems software; detects, diagnosis, reports, and/or corrects system/server problems; communicates with programmers and other IT staff to resolve these issues; closes Technology Service Desk tickets as maintenance work is completed and/or problems are resolved;

Coordinates and communicates network maintenance schedule, repairs, and downtime to appropriate staff for communication to clients/users; coordinates hardware and software repair issues in conjunction with support personnel;

Monitors, analyzes, and resolves security issues regarding computer systems; evaluates and installs security patches; remains current on operating system vulnerabilities;

Confers with management to determine user requirements, procedures, and problems in order to improve efficiency and effectiveness of existing operating systems, or to create new systems; researches, analyzes, and tests application or system software for compatibility and capability to perform necessary job assignments;

Installs new hardware and/or software packages; modifies and adapts software features and functions and/or structures to meet the needs of the clients; provides technical assistance to clients and end users;

Writes system documentation, program specifications, production procedures, and other documentation that may include user manuals and instructions; maintains accurate documentation and administrative information for operating systems;

Provides training to staff and coaches subordinate personnel in the performance of their duties, raising their overall technical knowledge;

Participates in Districtwide information technology projects; participates in professional activities to remain knowledgeable regarding developments in the field

of systems administration.

Systems Administrators are expected to have a solid background in operating systems and related hardware and software. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, systems analysis, engineering, mathematics, or a closely related field and two (2) years of experience in server or information systems maintenance, systems administration, or systems analysis. Substitution: Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included:

Considerable knowledge of operating systems, and related hardware and software;

Considerable knowledge of scripting;

Considerable knowledge of systems administration practices such as OS installation, systems setups, systems tuning, performance monitoring, account management, systems backup/restore, and peripheral installations;

Considerable knowledge of networking principles and practices;

General knowledge of database principles;

General knowledge of programming capabilities and limitations;

General knowledge of documentation and report writing procedures;

Ability to plan and integrate information delivery systems and organizational objectives;

Ability to evaluate the capabilities of computer hardware and software;

Ability to analyze, diagnose, and resolve problems with operating systems;

Ability to develop priorities and work sequences;

Ability to communicate technical concepts and solutions to non-technical personnel;

Ability to oversee the work of support staff;

Ability to convey complex technical knowledge while coaching junior staff members;

Ability to prepare and maintain records;

Ability to develop and maintain working relationships with others.

It was recommended that the **Probationary Period** be *365 Days*. Furthermore, it is recommended that the **EEO Category** be *302*. There were no proposed changes to the **Examination** type or **Job Family**.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the classification Systems Administrator be revised as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission staff to create the classification Technical Support Analyst for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Technical Support Analyst for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a part of this overall review, Columbus City Schools requested to create the classification of Technical Support Analyst.

By **DEFINITION**, the Technical Support Analyst, working under direction, will be responsible for providing specialized support and resolution of problems related to the integrity, operability, and availability of the District's information systems and/or networks, and performing related duties as required.

Incumbents will be resolving more complex and large-scale problems and/or projects associated with the District's information technology systems. They will work closely with other IT personnel on problem resolutions, new installations, and upgrades of equipment. The proposed **EXAMPLES OF WORK** for the Technical Support Analyst were:

Responds to Technology Service Desk trouble tickets to resolve complex and advanced end user or systemic problems with hardware, software, and peripherals through on-site or remote simulation and/or re-creation of the user's problem; determines appropriate resolution path;

Leads the deployment of computer hardware and/or software for specialized, departmental, enterprise, or Districtwide systems, which may involve creating standard disk images, desktop operating system standards, or desktop operating system updates for deployment on a citywide basis;

Assists in the implementation and maintenance of the enterprise network system including LAN, WAN, the Internet, intranet, and other data/telecommunications networks;

Troubleshoots, analyzes, and resolves server and/or network problems using available technology;

Evaluates requirements and components of systems, networks and software products for applicability and adaptation and makes recommendations to management staff; tests new desktop solutions (e.g., hardware, software) prior to implementation;

Analyzes and evaluates the performance of systems' resources including the network operating system, physical LAN/WAN, servers, or applications performance;

Optimizes and tunes various operating systems to resolve performance issues;

Evaluates and tests network accessibility to diagnose user issues; corrects problems or refers to an appropriate resolution path;

Provides planning and support for enterprise installations as required; develops documentation and design specifications to support current and planned server and network equipment configurations;

Provides support for the District's various business application systems;

Stays abreast of new technologies and industry standards.

Technical Support Analysts will be expected to have a strong background in providing technical support for desktop systems relating to both hardware and software applications and mobile devices. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** for Technical Support Analyst be read as follows:

Possession of an associate's degree with significant coursework (16 semester hours or 24 quarter hours) in mathematics, engineering, computer science, or a closely related field, and three (3) years of experience providing technical hardware/software support for desktop systems and applications. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** for a Technical Support Analyst include:

Considerable knowledge of the methods and applications of data/telecommunications systems;

Considerable knowledge of contemporary computer languages;

General knowledge of servers and/or network structures of large computer systems;

General knowledge of research and problem-solving techniques;

General knowledge of hardware configuration and design;

General knowledge of routers, switches, and hubs;

Knowledge of data security management and security design;

Knowledge of communication protocols, routing protocols, bridging, switching, gateways, and high speed remote site links;

Knowledge of LAN/WAN, TCP/IP, IPX/SPX, the Internet, and intranets;

Knowledge of documentation and report writing procedures;

Ability to analyze complex computer systems or networks, identify problems, and develop effective solutions;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to maintain good working relationships with business representatives, coworkers, and other city employees.

It was recommended that the **Examination** type be *Noncompetitive*, and as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Technical Support Analyst be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Desktop Support Technician for Columbus City Schools, designate the exam type as qualifying noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Desktop Support Technician for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Desktop Support Technician.

By **DEFINITION**, the Desktop Support Technician, working under general supervision will be responsible for providing second-level technical support and resolution of desktop hardware, peripheral hardware, software, and mobile device problems for end users, and performing related duties as required.

Incumbents in this class will receive work orders escalated from the IT Service Desk Representatives, and will be responsible for the installation of new hardware, software, and peripherals in their assigned schools. The proposed **EXAMPLES OF WORK** for the Desktop Support Technician were:

Responds to Technology Service Desk trouble tickets to resolve personal computer problems through on-site or remote access and/or re-creation of the user's problem;

Documents steps taken to diagnose and resolve customer problems; close trouble tickets upon completion of services or resolution of problem;

Maintains records of statistics and tracking requirements and hardware and software maintenance and repair;

Installs, configures, and supports new computers and software, including peripheral hardware and mobile devices;

Installs, upgrades, and maintains a variety of software applications and computer hardware, including peripherals;

Diagnoses, troubleshoots, and repairs software and hardware problems;

Performs backup activities and restoration of files on internal servers;

Participates in testing and implementation of new systems and procedures;

Refers complex problems to senior support personnel or determines an appropriate resolution path, as needed, and communicates with senior support staff to resolve system problems;

Requisitions supplies and materials as required;

May provide support for the Technology Service Desk on an as-needed basis.

Desktop Support Technicians are expected to have a strong technical background in computer hardware, software, and peripheral support. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of an associate's degree with significant coursework (16 semester or 24 quarter hours) in mathematics, engineering, computer science, or a closely related field, and two (2) years of experience providing technical hardware/software support for desktop systems and applications. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

Possession of a valid driver's license.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** for Desktop Support Technician were:

Considerable knowledge of the basic principles and methods of personal computer configuration and operation;

Considerable knowledge of operating systems;

Considerable knowledge of the functions and operations of computer peripherals and accessories;

Knowledge of the principles and methods of computer networking and the associated hardware;

Knowledge of Microsoft Office products and other contemporary software applications;

Knowledge of computer languages and programming;

Knowledge of modern office procedures, methods, and computer equipment;

Skill in the use of hand tools and electronic test equipment;

Ability to troubleshoot hardware and software problems;

Ability to analyze problems and propose logical solutions;

Ability to read schematic diagrams and technical manuals;

Ability to maintain and prepare records;

Ability to communicate technical terms at a level appropriate to the audience;

Ability to communicate effectively, both orally and in writing;

Ability to follow instructions and procedures;

Ability to develop priorities and work sequences;

Ability to develop and maintain effective working relationships.

It was recommended that the **Examination** type be *Qualifying Noncompetitive* with a **Probationary Period** of *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Desktop Support Technician be approved as proposed

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification IT Service Desk Representative for Columbus City Schools, designate the exam type as competitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification IT Service Desk Representative for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of IT Service Desk Representative.

By **DEFINITION**, the IT Service Desk Representative, working under general supervision, will be responsible for providing first-level technical support and resolution of desktop hardware and software for end users, and performing related duties as required.

Incumbents in this class will be operating in a help center environment, receiving calls and emails from District employees who are experiencing computer problems. They can resolve issues directly, either through direct conversations or using remote access to the user's computer. More difficult or complex issues will be referred to the appropriate technology personnel (desktop, network, server) for resolution. The proposed **EXAMPLES OF WORK** were:

Answers, evaluates, and prioritizes telephone, voicemail, and email requests for assistance from computer users experiencing problems hardware, software, networking, and/or other computer-related technology;

Logs all calls into a Technology Service Desk management database using clear descriptions and established procedures; creates trouble ticket numbers, sets priority rankings, and completes all pertinent information related to service requests;

Interviews and evaluates user response to determine the source of the problem such as printer, modem, cabling, and/or user error through established policies, diagnostic procedures, and protocol;

Closes trouble tickets upon completion of services or resolution of problems;

Handles problem recognition, isolation, resolution, and follow-up using direct communication and enterprise management tools such as those that allow remote connection to individual computers on the network;

Provides user support for Microsoft Office products and other applications; provides support functions to users, such as password resets, basic user account administration, and basic user applications assistance;

Refers situations requiring a greater level of evaluation, isolation, and/or time to an appropriate resolution path;

Generates statistical reports indicating nature, frequency, and resolution of computer problems.

IT Service Desk Representatives are expected to have a technical background in basic computer hardware and software support. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of an associate's degree with significant coursework (16 semester or 24 quarter hours) in mathematics, engineering, computer science, or a closely related field, and one (1) year of experience providing technical hardware/software support for desktop systems and applications. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

- General knowledge of the principles, uses, and operation of computer systems;
- General knowledge of uses, operations, and adjustment of peripheral computer equipment;
- General knowledge of Microsoft Office products and other generalized software applications;
- General knowledge of contemporary computer languages;
- General knowledge of modern office procedures, methods, and computer equipment;
- Skill to operate personal computers;
- Ability to troubleshoot basic computer software and hardware problems;
- Ability to communicate effectively, calmly, and tactfully both verbally and in writing;
- Ability to communicate technical terms at the level appropriate to the audience;
- Ability to read and comprehend technical or trade books, magazines, and manuals;
- Ability to follow instructions or procedures;
- Ability to develop priorities and work sequences;
- Ability to complete forms and maintain records;
- Ability to develop and maintain effective working relationships.

It was recommended that the **Examination** type be *Competitive* with a **Probationary Period** of *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification IT Service Desk Representative be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Database Administrator for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Database Administrator for Columbus City Schools Columbus. City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated

classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Database Administrator.

By **DEFINITION**, the Database Administrator, working under general direction, will be responsible for designing and implementing new database systems, and maintaining and modifying existing databases to optimize performance, security, and integrity, using a variety of contemporary products, and performing related duties as required.

Incumbents will be required to maintain the integrity, functionality, security and usability of multiple databases used by District employees. They will work closely with other IT personnel on data backups, recovery, and storage allocation. The proposed **EXAMPLES OF WORK** were:

Installs and upgrades the database server and the database management and diagnostic software;

Applies patches or service packs to assigned database servers and resolves associated issues;

Allocates system storage and plans for future storage requirements for the database system;

Creates primary database storage structures after application design has been completed; creates primary objects (tables, views, indexes) for applications;

Creates and modifies procedures, packages, and triggers as required to support applications and process automation;

Modifies database structure, as necessary, from information received from application developers and/or programmers; tests and corrects database errors and refines changes; performs database tuning where possible;

Enrolls users and maintains security; establishes user access levels and monitors usage;

Plans backup and recovery of database information; maintains archived data; backs up and restores database; performs data integration or migration from one system to another;

Prepares and maintains accurate documentation and administrative information, records, and reports of database maintenance, modifications, and enhancements;

Coordinates with system administrators to ensure efficient resource utilization;

Participates in Districtwide information technology projects;

Develops maintenance applications to support automated database management;

May participate in professional activities to remain knowledgeable regarding developments in the field of database management.

Database Administrators are expected to have a solid background in database management and related hardware and software. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, engineering, mathematics, or a closely related

field, and three (3) years of experience in enterprise database management. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

- Thorough knowledge of the principles of relational databases including data instrumentation, normalization, and standardization;
- Thorough knowledge of enterprise database administration;
- Considerable knowledge of SQL;
- Considerable level of skill in database tuning;
- General knowledge of underlying operating systems such as UNIX, Linux, Windows, etc.;
- General knowledge of data modeling;
- General knowledge of systems application and development;
- General knowledge of compiled database procedures (in SQL);
- General knowledge of the principles, methods, and techniques of computer programming, including testing and debugging;
- General level of skill in database backup and recovery;
- General level of skill in production database;
- Ability to analyze, plan, and design databases;
- Ability to recognize and correct technical errors and problems;
- Ability to perform database maintenance and enhancement;
- Ability to communicate instructions clearly, both orally and in writing;
- Ability to communicate technical terms at a level appropriate to the audience;
- Ability to maintain records and prepare reports;
- Ability to develop and maintain good working relationships.

It was recommended that the **Examination** type be *Noncompetitive* and, as with noncompetitive classes, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Database Administrator be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classifications Senior Application Developer for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Senior Applications Developer for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Senior Applications Developer.

By **DEFINITION**, the Senior Applications Developer, working under direction, will be responsible for planning, developing, modifying, and implementing complex or specialized application development projects and performing related duties as required.

Incumbents will be planning for new applications, and leading the planning, development, and implementation of large-scale or complex software application projects. The proposed **EXAMPLES OF WORK** were:

Consults with clients, managerial, and information systems staff to review and translate business specifications into computer applications; determines program intent and the extent of programming and coding required, and identifies potential problems;

Consults with multiple levels of clients to determine the full scope of projects a certain the objectives of the proposed systems or program

Codes, tests, and debugs applications programs to create new business applications or modify existing applications to meet user needs; analyzes new and/or current software for compatibility with program requirements and/or to increase operating efficiency;

Develops workflow charts and diagrams for complex and/or specialized programs; utilizes a variety of computer languages and open-source code; contributes to existing source code repository;

Develops and prepares documents for the general design of solutions that meet project requirements; develops specifications to detail what new applications or enhancements to existing applications can accomplish;

Attends meetings with users, coordinators, third-party vendors, and other programming staff in order to obtain and exchange information; coordinates customer support for third-party software applications;

Writes and executes programs to extract, transform, and load data for system conversions;

Performs unit or modular testing and integration testing for new or modified applications;

Writes documentation to describe program development, logic, coding, and corrections; writes manuals for users to describe installation and operating procedures.

Incumbents in the Senior Applications Developer classification are expected to have a strong background in application development and computer programming. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it is recommended that the **MINIMUM**

**QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, engineering, mathematics, or a closely related field, and one (1) year of experience in computer programming and application development activities. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

- Considerable knowledge of contemporary computer programming languages;
- Considerable knowledge of programming principles, standards, methods, and techniques;
- Considerable knowledge of object-oriented design practices and languages;
- Considerable knowledge of Web-based applications and systems development;
- Considerable knowledge of fundamental concepts and operating principles of data communications, data systems analysis, and data processing hardware and software;
- Considerable knowledge of application development and development tools;
- Considerable knowledge of the concepts and principles associated with databases and servers;
- General knowledge of systems administration;
- Ability to analyze data and situations, reason logically, interpret problems, and develop recommendations to problems;
- Ability to plan and develop procedures for systems implementation and documentation;
- Ability to write logical codes for program execution;
- Ability to conduct interviews to gather information;
- Ability to establish and maintain cooperative working relationships with users;
- Ability to prepare reports, maintain records and conduct correspondence related to the work;
- Ability to communicate technical terminology at a level appropriate to the audience.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Senior Applications Developer be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Applications Developer for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Applications Developer for Columbus City Schools Columbus. City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Applications Developer.

By **DEFINITION**, the Applications Developer, working under general supervision, will be responsible for analyzing, modifying, and maintaining general and specialized software applications, and performing related duties as required.

Incumbents are expected to review and modify software applications to meet the needs of the District. They will perform programming duties, such as writing code, testing, and debugging programs. The proposed **EXAMPLES OF WORK** were:

Meets with users to understand and document business requirements; confers with users and supervisors to resolve questions of program intent, input/output requirements, and program development or revision;

Codes, tests, and debugs applications programs to modify business applications or to meet user needs; analyzes current software for compatibility with program requirements;

Writes program specifications and analyzes workflow charts and diagrams; converts workflow charts to computer language utilizing a variety of computer languages and open-source code; utilizes and contributes to existing source code repository;

Writes and executes programs to extract, transform, and load data for system conversions;

Runs and tests programs to identify and correct logic sequences and syntax errors; replaces, deletes, or modifies code to correct errors;

Performs unit or modular testing and integration testing for new or modified applications;

Develops or acquires test data for programs; evaluates test results to ensure output complies with program specifications;

Assists in the implementation of new applications, programs, or modules; upgrades existing applications, programs, or modules as directed;

Documents program development and subsequent revisions; maintains records and prepares reports and correspondence related to work;

Writes operating instructions to guide users, computer operators, and/or technical support personnel; trains users in the proper use of programs or applications, or arranges for vendor training for system users;

Assists users in resolving day-to-day application or program problems.

Incumbents in the Applications Developer classification are expected to have a background in application development and computer programming. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of an associate's degree in computer science, engineering, mathematics, or a closely related field, and one (1) year of technical experience writing and coding computer programs and performing associated application development duties. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

- General knowledge of contemporary computer programming languages;
- General knowledge of programming principles, standards, methods, and techniques;
- General knowledge of object-oriented design practices and languages;
- General knowledge of version control software;
- General knowledge of application development and Web-based application methods;
- General knowledge of file maintenance and report generation methods;
- General knowledge of the basic functions associated with databases and servers;
- General knowledge of systems administration;
- Ability to gather data and analyze specifications and instructions to define the problem and develop solutions;
- Ability to write logical codes for program execution;
- Ability to prepare detailed written instructions and documentation;
- Ability to design user friendly input screens and output forms;
- Ability to perform program maintenance or enhancement;
- Ability to plan and design computer programs and/or systems;
- Ability to understand and carry out oral and written instructions;
- Ability to conduct interviews to obtain information;
- Ability to communicate technical terminology at a level appropriate to the audience;
- Ability to establish and maintain cooperative working relationships with users.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Applications Developer be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Educational Systems Administrator for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Educational Systems Administrator for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Educational Systems Data Analyst II.

Two major areas within Columbus City Schools use technology-related classifications - Information Support and Accountability, which includes the Divisions of Testing and Program Evaluation, and Information Management. Information Support is responsible for the hardware/software side of technology, while Accountability is responsible for student data collection, management and reporting, covering multiple levels from an individual school to the state and federal levels. Employees in Accountability are focused on data usage (verification and reporting) rather than the physical side of technology. Employees in the Educational Systems Data Analyst II class will be assigned to the Department of Accountability.

By **DEFINITION**, the Educational Systems Data Analyst II, working under direction, will be responsible for performing fully skilled analysis, interpretation, and validation of data from student information and specialized educational management information systems, and performing related duties as required. Incumbents will be proficient in the specific student information and reporting systems used in the Columbus City Schools, namely the Educational Management Information System (EMIS) and the Infinite Campus applications. EMIS is a statewide data collection system for Ohio's primary and secondary education, including demographic information, attendance, course information, financial data, and test results. Information within EMIS is used for state and federal reporting requirements, funding and distribution of payments, academic accountability, and statewide and District reporting. Infinite Campus is a web-based enterprise student information system that includes demographic data, attendance, test scores, etc.

Incumbents will be required to extract, manipulate, correct, and revise databases to ensure that the information regarding District students is accurate. They write complex queries and programs to extract data from multiple databases, compare names and numbers to identify and correct data errors, and prepare reports to meet District, state, and federal requirements. They will be responsible for verifying data, looking for patterns of errors in data sets, creating Excel spreadsheets, compliance with state and federal reporting standards relating to Columbus City School students, and ensuring the integrity of the District's student information and educational management information systems.

The proposed **EXAMPLES OF WORK** included the following:

Writes advanced or complex queries and programs to extract data from a variety of databases; integrates data into required reporting formats; provides required reporting documentation to local, state, and federal agencies;

Performs analysis of complex data sets in support of ad hoc and specialized information requests;

Develops ad hoc, custom, and/or complex reports, tables, and graphs; provides assistance to staff in interpreting and analyzing results;

Compiles data into mandated reporting formats; ensures that data submitted to

external agencies meets all applicable laws, regulations, and dates, as they relate to reporting requirements;

Analyzes reporting processes to recommend procedures to support effective and efficient compilation of data necessary for mandated reporting requirements;

Trains personnel on the specialized educational reporting systems;  
Participates in developing standards, policies, and procedures for data retrieval and reporting; identifies ways to facilitate processes to eliminate recurring types of errors; instructs users in new methods;

Partners with District personnel to improve workflow processes and ensures an understanding of data needs and reporting requirements.

According to the current staff and their supervisors, it takes a minimum of one year working with EMIS to become familiar with the system. Candidates for positions in this classification may obtain the knowledge through a combination of education and experience. However, it is recognized that additional experience performing the duties and responsibilities listed would be a valid substitution for the required education. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, mathematics, or a closely related field, and three (3) years of experience in data analysis and research, one (1) year of which must include experience using analytic software in a student information and/or educational management information system. Substitution: Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

Considerable knowledge of data analysis processes and procedures;

Considerable knowledge of data quality assurance processes and procedures;

Considerable knowledge of relational databases and data retrieval methods;

Considerable knowledge of research and problem-solving techniques;

Considerable knowledge of SQL;

General knowledge of documentation and report writing procedures;

General knowledge of Microsoft Office software, including Excel;

General knowledge of the techniques used to write queries and simple programs;

Ability to retrieve and manipulate large data sets to identify patterns, problems, and errors;

Ability to use logic and analysis to solve problems;

Ability to develop priorities and work sequences;

Ability to prepare and maintain records;

Ability to organize and summarize information in written format;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information*

*Technology* and the **EEO Category** be 302.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Educational Systems Data Analyst II be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Educational Systems Data Analyst II for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Educational Systems Data Analyst II for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Educational Systems Data Analyst II.

Two major areas within Columbus City Schools use technology-related classifications - Information Support and Accountability, which includes the Divisions of Testing and Program Evaluation, and Information Management. Information Support is responsible for the hardware/software side of technology, while Accountability is responsible for student data collection, management and reporting, covering multiple levels from an individual school to the state and federal levels. Employees in Accountability are focused on data usage (verification and reporting) rather than the physical side of technology. Employees in the Educational Systems Data Analyst II class will be assigned to the Department of Accountability.

By **DEFINITION**, the Educational Systems Data Analyst II, working under direction, will be responsible for performing fully skilled analysis, interpretation, and validation of data from student information and specialized educational management information systems, and performing related duties as required. Incumbents will be proficient in the specific student information and reporting systems used in the Columbus City Schools, namely the Educational Management Information System (EMIS) and the Infinite Campus applications. EMIS is a statewide data collection system for Ohio's primary and secondary education, including demographic information, attendance, course information, financial data, and test results. Information within EMIS is used for state and federal reporting requirements, funding and distribution of payments, academic accountability, and statewide and District reporting. Infinite Campus is a web-based enterprise student information system that includes demographic data, attendance, test scores, etc.

Incumbents will be required to extract, manipulate, correct, and revise databases to ensure that the information regarding District students is accurate. They write complex queries and programs to extract data from multiple databases, compare names and numbers to identify and correct data errors, and prepare reports to meet District, state, and federal requirements. They will be responsible for verifying data, looking for patterns of errors in data sets, creating Excel spreadsheets, compliance with state and federal reporting standards relating to Columbus City School students, and ensuring the integrity of the District's student information and educational management information systems.

The proposed **EXAMPLES OF WORK** included the following:

Writes advanced or complex queries and programs to extract data from a variety of

databases; integrates data into required reporting formats; provides required reporting documentation to local, state, and federal agencies;

Performs analysis of complex data sets in support of ad hoc and specialized information requests;

Develops ad hoc, custom, and/or complex reports, tables, and graphs; provides assistance to staff in interpreting and analyzing results;

Compiles data into mandated reporting formats; ensures that data submitted to external agencies meets all applicable laws, regulations, and dates, as they relate to reporting requirements;

Analyzes reporting processes to recommend procedures to support effective and efficient compilation of data necessary for mandated reporting requirements;

Trains personnel on the specialized educational reporting systems;  
Participates in developing standards, policies, and procedures for data retrieval and reporting; identifies ways to facilitate processes to eliminate recurring types of errors; instructs users in new methods;

Partners with District personnel to improve workflow processes and ensures an understanding of data needs and reporting requirements.

According to the current staff and their supervisors, it takes a minimum of one year working with EMIS to become familiar with the system. Candidates for positions in this classification may obtain the knowledge through a combination of education and experience. However, it is recognized that additional experience performing the duties and responsibilities listed would be a valid substitution for the required education. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, mathematics, or a closely related field, and three (3) years of experience in data analysis and research, one (1) year of which must include experience using analytic software in a student information and/or educational management information system. Substitution: Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

Considerable knowledge of data analysis processes and procedures;

Considerable knowledge of data quality assurance processes and procedures;

Considerable knowledge of relational databases and data retrieval methods;

Considerable knowledge of research and problem-solving techniques;

Considerable knowledge of SQL;

General knowledge of documentation and report writing procedures;

General knowledge of Microsoft Office software, including Excel;

General knowledge of the techniques used to write queries and simple programs;

Ability to retrieve and manipulate large data sets to identify patterns, problems, and errors;

Ability to use logic and analysis to solve problems;

Ability to develop priorities and work sequences;

Ability to prepare and maintain records;

Ability to organize and summarize information in written format;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Educational Systems Data Analyst II be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Educational Systems Data Analyst I for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Educational Systems Data Analyst I for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Educational Systems Data Analyst I.

Two major areas within Columbus City Schools use technology-related classifications - Information Support and Accountability, which includes the Divisions of Testing and Program Evaluation, and Information Management. Information Support is responsible for the hardware/software side of technology, while Accountability is responsible for student data collection, management and reporting, covering multiple levels from an individual school to the state and federal levels. Employees in Accountability are focused on data usage (verification and reporting) rather than the physical side of technology. The Educational Systems Data Analyst I class will be assigned to the Department of Accountability.

By **DEFINITION**, an Educational Systems Data Analyst I, working under general supervision, will be responsible for performing entry-level analysis, interpretation, and validation of data from the student information and educational management information systems; and for performing related duties as required. Incumbents will be introduced to the specific systems used in the Columbus City Schools, namely the Educational Management Information System (EMIS) and the Infinite Campus applications. EMIS is a statewide data collection system for Ohio's primary and secondary education, including attendance, course information, financial data, and testing and evaluation results. Information within EMIS is used for state and federal reporting requirements, funding and distribution of payments, academic accountability, and District reporting. Infinite Campus is a web-based enterprise student information system that includes personal demographic data, attendance, test scores, etc.

Incumbents in this classification will use both information systems to collect,

extract, validate, submit, and verify data. They will learn to write simple queries and programs to extract data from multiple databases, compare names and numbers to identify and correct data errors, and prepare reports to meet District, state, and federal requirements. They will be responsible for learning to work with EMIS, verifying data, looking for patterns of errors in data sets, creating Excel spreadsheets, and ensuring the integrity of the District's student information and educational management information systems.

The proposed **EXAMPLES OF WORK** included the following:

Extracts requested data from a variety of databases and integrates data into required file formats;

Reviews data accuracy and integrity; identifies and analyzes error patterns in data sets; corrects errors by researching sources of information;

Monitors data entries for timely and accurate completion; identifies issues with methods of data gathering, entry, and reporting by staff and system users, such as duplicate entries and overlapping dates;

Learns the specialized methods required by state and federal agencies for submission of educational data;

Assists upper level personnel with identifying ways to facilitate processes to eliminate recurring types of errors; instructs users in new methods;

Writes queries and simple programs to collect and compile specific data needed for reports, as required by local, state, and federal agencies, staff, and users;

Develops routine and ad hoc reports, tables, and graphs; provides assistance to staff in interpreting and analyzing the results; develops custom reports as requested;

Reviews data submitted to external agencies for compliance with all applicable laws and regulations;

May participate in developing standards, policies, and procedures for data retrieval and reporting.

Candidates for positions in this classification may obtain the knowledge needed to perform this type of work through a combination of education and experience. However, it is recognized that additional experience performing the duties and responsibilities listed would be a valid substitution for the required education. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, mathematics, or a closely related field, and one (1) year of experience in data analysis and research. Substitution: Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

General knowledge of data analysis processes and procedures;

General knowledge of data quality assurance processes and procedures;

General knowledge of relational databases and data retrieval methods;

General knowledge of research and problem-solving techniques;

General knowledge of documentation and report writing procedures;

General knowledge of Microsoft Office software, including Excel;

General knowledge of the techniques used to write queries and simple programs;

Ability to retrieve and manipulate data sets to identify patterns, problems, and errors;

Ability to use logic and analysis to solve problems;

Ability to organize and summarize information in written format;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others.

It was recommended that the **Examination** type be Noncompetitive and, as a noncompetitive class, it was also recommended that the **Probationary Period** be 365 Days. Furthermore, it was recommended that the **Job Family** be Information Technology and the **EEO Category** be 302.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Educational Systems Data Analyst I be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Educational Systems Support Analyst for Columbus City Schools, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Educational Support Systems Support Analyst for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Educational Systems Support Analyst.

Two major areas within Columbus City Schools use technology-related classifications - Information Support and Accountability, which include the Divisions of Testing and Program Evaluation, and Information Management. Information Support is responsible for the hardware/software side of technology, while Accountability is responsible for student data collection, management and reporting, covering multiple levels from an individual school to the state and federal levels. Employees in Accountability are focused on data usage (verification and reporting) rather than the physical side of technology. Educational Systems Support Analysts will be assigned to the Department of Accountability.

By **DEFINITION**, the Educational Systems Support Analyst, working under general supervision, will be responsible for performing a range of application support activities for the student information and educational management information systems, and performing related duties as required. Incumbents will be responsible for the functionality portion of Infinite Campus. They will be working within this web-based application to make additions, revisions, and deletions pertinent to the District's calendars; have the ability to grant access permissions to users, reset passwords, and assist users in accessing their accounts; and be able to create links to directories, assist

the Educational Systems Administrator in the student data rollover process, and assist in testing upgrades and patches. They will retrieve data, manipulate data sets, and use Microsoft Office software to create ad hoc reports and respond to requests for information. The proposed **EXAMPLES OF WORK** included the following:

Assists with the diagnoses and resolution of system and/or data issues associated with student information and educational informational management systems;

Collects and compiles specific data needed for reports, as required by local, state, and federal agencies, staff, and users; generates specialized statistical and operational reports;

Completes District calendar updates, course scheduling, grading period adjustments, and data rollovers;

Assists with data and information requests from District personnel; creates ad hoc reports; designs and constructs forms and templates as requested;

Completes biannual user audits to ensure staff information is correct; assists with tasks associated with year-end transition processes;

Assists in testing new software releases, updates, patches, and enhancements; assists in software maintenance;

Assists in the development of recommendations for system improvement;

May provide support functions to users, which include assigning permissions and tool rights, password resets, basic user account administration, and specialized application assistance.

Candidates for positions in this classification may obtain the knowledge to do this job through a combination of education and experience. However, it is recognized that additional experience performing the duties and responsibilities listed would be a valid substitution for the required education. As a result, it was recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of an associate's degree with significant coursework (16 semester or 24 quarter hours) in computer science or a closely related field, and two (2) years of experience in support of information systems software applications.

Substitutions: Additionally years of the specified experience may substitute for the educational requirement on a year-for-year basis

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** include the following:

Considerable knowledge of relational databases and data retrieval methods;

General knowledge of database principles;

General knowledge of SQL programming languages;

General knowledge of the techniques used to write queries and simple programs;

General knowledge of Microsoft Office software, including Excel;

General knowledge of research and problem-solving techniques;

General knowledge of documentation and report writing procedures;

General knowledge of system administration practices including account management;

General knowledge of operating systems and user security;

Ability to use logic and analysis to troubleshoot and solve problems;

Ability to organize and summarize information in written format;

Ability to develop priorities and work sequences;

Ability to communicate technical concepts and solutions to non-technical personnel;

Ability to prepare and maintain records;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Educational Systems Support Analyst be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Data Reporting Specialist for Columbus City Schools, designate the exam type as competitive, and assign a probationary period of 365 days.*

PRESENT: Barbara Crawford, Personnel Analyst II

Barbara Crawford presented this request to create the classification Data Reporting Specialist for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Data Reporting Specialist.

Two major areas within Columbus City Schools use technology-related classifications - Information Support and Accountability, which include the Divisions of Testing and Program Evaluation, and Information Management. Information Support is responsible for the hardware/software side of technology while Accountability is responsible for student data collection, management, and reporting, covering multiple levels from an individual school to the state and federal levels. Employees in Accountability are focused on data usage (verification and reporting) rather than the physical side of technology. Data Reporting Specialists will be assigned to the Department of Accountability.

By **DEFINITION**, a Data Reporting Specialist, working under general supervision, will be responsible for compiling and producing student information reports, surveys, and media publications through data retrieval and assimilation, and performing related duties as required.

Incumbents in this class are required to retrieve data from various sources, use Microsoft Excel, and assimilate this information into reports, media publications, and other documents, as requested by District employees. The proposed **EXAMPLES OF WORK** included the following:

Reviews internal and external data requests to ensure that the parameters of the desired report are clearly defined; contacts user to clarify details of requests; determines the specific database(s) needed for information retrieval;

Writes queries or simple programs to download data from in-house and state educational software programs; corrects any errors;

Uploads data into MS Excel spreadsheets; compiles reports into requested formats and forwards to users; troubleshoots reports to ensure that data is available to authorized personnel;

Designs, creates, and sends out parent surveys; scans returned surveys into system and reviews individual surveys for missing and/or unreadable responses; makes required corrections;

Prepares reports and materials for data walks, in-house conferences, meetings and/or public presentations;

Ensures that data submitted to external organizations meet all applicable laws and regulations according to reporting requirements;

Communicates with school personnel to recommend the use of existing report templates; provides instructions on preparing and running reports;

Adds administrators for testing assessments;

Reviews school reports regarding truancy, absenteeism, and tardiness for accuracy; contacts school administrators to initiate corrections.

Incumbents in this classification will write queries and simple programs to retrieve requested information from multiple databases. They will use Microsoft Office software for uploading data and creating surveys, reports, posters, etc. to complete requests for information. Candidates for positions in this classification may obtain the knowledge required to do the job through a combination of education and experience. However, it is recognized that additional experience performing the duties and responsibilities listed would be a valid substitution for the required education. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** read as follows:

Possession of an associate's degree and one (1) year of experience in data retrieval and/or analysis. Substitution(s): Additional years of the specified experience may substitute for the required educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

General knowledge of data analysis processes and procedures;

General knowledge of relational databases and data retrieval methods;

General knowledge of documentation and report writing procedures;

General knowledge of problem-solving techniques;

General knowledge of Microsoft Office software, including Excel;

Some knowledge of the techniques used to write queries and simple programs;

Ability to retrieve and manipulate data sets to identify patterns, problems, and errors;

Ability to use logic and analysis to solve problems;

Ability to organize and prioritize work assignments;

Ability to organize and summarize information in a written format;

Ability to communicate effectively, both orally and in writing;

Ability to develop and maintain effective working relationships with others.

It was recommended that the **Examination** type be *Competitive* and that this classification be assigned a **Probationary Period** of *365 Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Data Reporting Specialist be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to create the classification Applications Architect, designate the exam type as noncompetitive, and assign a probationary period of 365 days.*

Barbara Crawford presented this request to create the classification Applications Architect for Columbus City Schools. Columbus City Schools is reviewing their technology-related classes, revising those that are currently in use, abolishing outdated classes, and creating new classes as needed. A number of the technology classes have not been substantially revised in years, many of which no longer reflect the type of work being performed by incumbents in these classifications. As a result of this overall review, Columbus City Schools requested to create the classification of Applications Architect.

By **DEFINITION**, the Applications Architect, working under direction, will be responsible for developing, implementing, and maintaining specialized or complex business and enterprise applications and planning and leading large-scale and /or complex development projects, and performing related duties as required.

Incumbents will be researching new applications to meet future needs, as well as performing cost estimates, applications solutions, and leading applications development personnel. The proposed **EXAMPLES OF WORK** were:

Conducts research to identify the District's needs for business and enterprise applications; identifies circumstances when it may be necessary to modify the application's architecture

Develops applications solutions, ensuring compliance with application architecture principles and strategies; develops and defines scope and objectives of solutions based on the District's needs;

Develops time/cost estimates for applications development and upgrades to existing applications;

Develops or assists in developing funding requests, or proposals based on the time and personnel required to complete the project(s);

Leads the design of complex or large-scale applications or systems; installs, researches, tests, and verifies proper functioning of software updates;

Develops detailed application designs; develops operational and installation procedures for software; including documentation and specifications;

Coordinates the work of team members so that applications are compatible with overall system capabilities and project requirements;

Researches new features, software, and tools; ensures that the development and ongoing evolution of application architecture meets current and future business needs;

May supervise Application Developers and/or user support staff.

Incumbents in the Applications Architect classification will be expected to have a very strong background in application development and computer programming. It is recognized that this knowledge can be obtained through education, experience, or a combination of both. As a result, it is recommended that the **MINIMUM QUALIFICATIONS** be read as follows:

Possession of a bachelor's degree with significant coursework (21 semester or 32 quarter hours) in computer science, engineering, mathematics, or a closely related field, and three (3) years of experience in computer programming and application development activities. Substitution(s): Additional years of the specified experience may substitute for the educational requirement on a year-for-year basis.

The proposed **KNOWLEDGE, SKILLS, AND ABILITIES** included the following:

Thorough knowledge of contemporary computer programming languages;

Thorough knowledge of programming principles, standards, methods, and techniques;

Thorough knowledge of object-oriented design practices and languages;

Considerable knowledge of Web-based applications and systems development;

Considerable knowledge of fundamental concepts and operating principles of data communications, data systems analysis, and data processing hardware and software;

Considerable knowledge of application development and development tools;

Considerable knowledge of the concepts and principles associated with databases and servers;

Considerable knowledge of systems administration;

Ability to analyze data and situations, reason logically, interpret problems, and develop recommendations to problems;

Ability to plan and develop procedures for systems implementation and documentation;

Ability to write logical codes for program execution;

Ability to conduct interviews to gather information;

Ability to establish and maintain cooperative working relationships with users;

Ability to prepare reports, maintain records, and conduct correspondence related to the work;

Ability to communicate technical terminology at a level appropriate to the audience.

It was recommended that the **Examination** type be *Noncompetitive* and, as a noncompetitive class, it was also recommended that the **Probationary Period** be 365

*Days*. Furthermore, it was recommended that the **Job Family** be *Information Technology* and the **EEO Category** be *302*.

The proposed changes conform to Civil Service Commission policy guidelines regarding Minimum Qualifications and language. It was, therefore, requested that the creation of the classification Applications Architect be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to approve the specification review for the classification Dietitian with no revisions (Job Code 1482).*

PRESENT: Suzy Ulry, Personnel Analyst II

Suzy Ulry presented this request to approve the specification review for the classification Dietitian with no revisions as part of the Commission's efforts to ensure that all classifications are reviewed at least every five years. Dietitian was last reviewed in March, 2012. There are currently 29 employees serving in this classification, located in Columbus Public Health, within the Family Division. After a review of the specification and questionnaires completed by incumbents, with supervisory review and input from department representatives, it was decided that the current specification adequately describes the work as it currently exists.

It was, therefore, recommended that the review of the specification for the classification Dietitian be approved with no revisions.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to approve the specification review for the classification Dietitian Supervisor with no revisions (Job Code 1484).*

PRESENT: Suzy Ulry, Personnel Analyst II

Suzy Ulry presented this request to approve the specification review for the classification Dietitian Supervisor with no revisions as part of the Commission's efforts to ensure that all classifications are reviewed at least every five years. Dietitian Supervisor was last reviewed in March, 2012. There are currently four employees serving in this classification located in Columbus Public Health, within the Family Health Division.

After reviewing the specification and questionnaires completed by the incumbents, with supervisory review and input from department representatives, it was decided that the current specification adequately describes the work as it currently exists.

It was, therefore, recommended that the review of the specification for the classification Dietitian Supervisor be approved with no revisions.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to approve the specification review for the classification Fire Protection Plans Reviewer with no revisions (Job Code 1120).*

PRESENT: Suzy Ulry, Personnel Analyst II

Suzy Ulry presented this request to approve the specification review for the classification Fire Protection Plans Reviewer with no revisions as part of the Commission's efforts to ensure that all classifications are reviewed at least every five years. Fire Protection Plans Reviewer was last reviewed in June, 2012. This classification is used in the Department of Public Safety, Division of Fire. There is currently one employee serving in this classification.

After reviewing the incumbent's questionnaire and soliciting input from department representative, it was determined that the current specification adequately describes the work as it is currently performed.

It was, therefore, recommended that the review of the specification for the classification Fire Protection Plans Reviewer be approved with no revisions.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to revise the specification for the classification Public Health Administrator (Planning and Peak Performance), retitle it to read Public Health Administrator (Population Health) (Job Code 0263).*

PRESENT: Suzy Ulry, Personnel Analyst II

Suzy Ulry presented this request to revise and retitle Public Health Administrator (Planning and Peak Performance) (Job Code 0263) classification be revised and retitled to read Public Health Administrator (Population Health). This request to revise and retitle this classification was made by the department in order to facilitate a proposed reorganization within Columbus Public Health. Public Health Administrator (Planning and Peak Performance) was last reviewed in September, 2011, and was scheduled for review this year in accordance with the Commission's efforts to review all classifications every five years. This classification is currently vacant. Based upon information received via discussion with department representatives, revisions to the specification and a retitle were proposed.

Because of the proposed revisions and retitle there were changes to the DEFINITION section. Consistent with the proposed retitle and the intended reorganization it was proposed that this section be revised to reflect responsibility for administration of the Population Health area. Within this section and throughout the entire specification, there were references to the Columbus Public Health Department and they were amended to simply read Columbus Public Health. This change was consistent with the current preferred vernacular of the agency.

Proposed revisions to the EXAMPLES OF WORK section include a reference to Population Health, as well as to the full complement of function areas including planning and quality improvement, epidemiology, infectious disease investigation, outbreak response, and emergency preparedness. Further additions note responsibility for facilitating the enforcement of public health laws and regulations, collaborating with community leaders to address public health issues, develop solutions, plan and coordinate programs, and ensure integration of response and services. Statements which are no longer relevant to the classification were deleted.

There were no proposed changes to the MINIMUM QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES, Probationary Period, or Examination type.

It was, therefore, recommended that the classification Public Health Administrator (Planning and Peak Performance) be retitled to read Public Health

Administrator (Population Health), be revised as proposed, and amend Rule XI accordingly.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to revise the specification for the classification Building Inspector II (Job Code 1769).*

PRESENT: Matt Wonderly, Personnel Analyst II

Matt Wonderly presented this request to revise the classification Building Inspector II (Job Code 1769). The review of this classification is part of the Civil Service Commissions effort to review all classifications every five years. Building Inspector II was last reviewed in September, 2011. Building Inspector II was reviewed concurrently with the Building Inspector I, Inspection Supervisor, and Building Inspection Manager classifications. There are currently 3 incumbents serving in this classification within the Department of Building and Zoning Services. After reviewing the specification and incumbent questionnaires, and speaking with department representatives, two revisions were proposed.

There were no proposed changes to the DEFINITION section. Within the MINIMUM QUALIFICATIONS section, it was proposed to remove the requirement that qualifying experience must be gained with a certified building department. Removing this requirement will increase the applicant pool and allow more qualified individuals from diverse backgrounds to qualify for employment within the classification.

It was also proposed that the ability to prepare and administer examinations for the Home Improvement Contractor's Board be removed from the KNOWLEDGE, SKILLS, AND ABILITIES section.

There were no revisions proposed to the EXAMPLES OF WORK, Probationary Period, or Examination type. It was, therefore recommended, that the specification for the classification Building Inspector II be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to revise the specification for the classification Inspection Supervisor (Job Code 1770).*

PRESENT: Matt Wonderly, Personnel Analyst II

Matt Wonderly presented this request to revise Inspection Supervisor (Job Code 1770). The review of this classification is part of the Civil Service Commission's efforts to review all classifications every five years. Inspection Supervisor was last reviewed in August, 2011. There are currently five incumbents serving in this classification within the Department of Building and Zoning Services. After reviewing the specification, incumbent questionnaires, and speaking with the department representatives, minor revisions were proposed.

There were no proposed changes to the DEFINITION section. Within the EXAMPLES OF WORK section, one example was proposed to be added. This will demonstrate that incumbents within the classification review and route online permit applications as part of their daily duties. Within the MINIMUM QUALIFICATIONS section, for the plumbing track, the Residential Plumbing Inspector and Medical Gas Inspector certification requirements were proposed to be removed to reflect changes made in 2015 to the Plumbing Inspector I and II classifications. Additionally, it was proposed that the Fire Protection Inspector certification be removed from the Mechanical Inspection track to reflect changes made to the Mechanical Inspector I and II classifications in 2015 at the request of the Department of Building and Zoning Services.

There were no revisions proposed to the KNOWLEDGE, SKILLS, and ABILITIES Probationary Period, or Examination Type. It was, therefore, recommended that the specification for the classification Inspection Supervisor be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Request of the Civil Service Commission staff to revise the specification for the classification Chief Building Official (Job Code 0177).*

PRESENT: Matt Wonderly, Personnel Analyst II

Matt Wonderly presented this request to revise the classification Chief Building Official (Job Code 0177). The review of this classification is part of the Civil Service Commission's efforts to review all classifications every five years. Chief Building Official was last reviewed in August, 2011. There is currently one incumbent serving in this classification within the Department of Building and Zoning services. After reviewing the specification and speaking with a department representative, some revisions are proposed.

Within the EXAMPLES OF WORK section, Building Inspection Manager is proposed to be added to one example to show that incumbents within the Chief Building Official classification direct the Building Inspection manager. Within the MINIMUM QUALIFICATIONS section, it is proposed that possession of a valid State of Ohio certificate as a registered Professional Engineer or Professional Architect is added. The new Minimum Qualifications will read:

Possession of a valid state of Ohio certificate as an Architect or registered Professional Engineer and possession of a valid State of Ohio certification as a Building Official Residential Building Official and two years of experience in the administration and enforcement of building codes. Substitution(s): A valid interim certification issued by the Ohio Board of Building Standards with full and final certification as Chief Building Official and Chief Residential Building official must be obtained by the end of the probationary period.

Possession of a valid motor vehicle operator's license.

There were no revisions proposed to the KNOWLEDGE, SKILLS, and ABILITIES, Probationary Period, or Examination type. There were no proposed changes to the DEFINITION section. It was, therefore, recommended that the specification for the classification Chief Building Official be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

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*RE: Request of the Civil Service Commission staff to revise the specification for the classification Stormwater Investigator (Job Code 3318).*

PRESENT: Suzy Ulry, Personnel Analyst II

Suzy Ulry presented this request to revise the classification Stormwater Investigator (Job Code 3318). This request was a result of a classification review initiated upon receipt of correspondence from Chip Moore, President, AFSCME Local 1632, alleging that the job has changed. Stormwater Investigator was last reviewed in October, 2013. There are currently for employees serving in this classification, located in the Department of Public Utilities within the Sewerage and Drainage Division. Based upon information received via questionnaire, responses from the incumbents, with supervisory review, and input from department representatives, revisions to the specification were proposed.

Consistent with the full-working specialist role of the Stormwater Investigator, it is proposed that the DEFINITION section be revised to indicate that the work is performed "under direction" rather than "under general supervision" as currently stated.

Proposed revisions to the EXAMPLES OF WORK section include the addition of several statements as well as the modification of other statements to better reflect the work that is regularly performed by employees in the classification. Specifically noted are actions taken upon detection of spills and illicit discharges, documentation of remediation efforts, the clearing of brush and debris from existing dry weather sampling sites, identifying needed additional new testing sites, and responding to emergency calls during high precipitation events.

Consistent with their job duties, the ability to read and interpret maps, construction plans, and specifications has been added KNOWLEDGE, SKILLS, and ABILITIES section.

There were no proposed changes to the MINIMUM QUALIFICATIONS, the Probationary Period, or the Examination Type. There are no other revisions proposed to the specification. It was, therefore, recommended that the classification Stormwater Investigator be approved as proposed.

A motion to approve this request was made, seconded, and passed unanimously.

\* \* \*

*RE: Personnel Actions.*

No Personnel Actions were submitted this month.

\* \* \*

*RE: Residency Hearing Reviews.*

No Residency Hearing Reviews were submitted this month.

\* \* \*

*RE: Background Removals - Post-Exam.*

	Name of Applicant	Position Applied For	BAR #
1.	Tammarra Jones	911 Emergency Call Taker	16-BR-022
2.	Melissa Young	911 Emergency Call Taker	16-BR-023

After reviewing the files of Tammarra Jones and Melissa Young the Commissioners decided their names would not be reinstated to the eligible list.

\* \* \*

*RE: Other Administrative/Jurisdictional Reviews- None Submitted.*

\* \* \*

The Commissioners adjourned their regular meeting at 1:07 p.m.

\* \* \*

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Grady L. Pettigrew, Jr., President

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Date

