

COUNTY OF SONOMA - JOB DEMANDS ANALYSIS

JOB CLASSIFICATION: Information Technology Analyst I/II
DEPARTMENT: Information Systems Department
PHYSICAL DEMAND STRENGTH RATING: Medium

DATE COMPLETED: June 2019
DIVISION: All

INSTRUCTIONS TO MEDICAL PROVIDERS COMPLETING THIS FORM:

*Please use the "Medical Provider Use Only" columns to the right of each section and the "Medical Provider's Comments & Signature" Section on the signature page to provide work restrictions by indicating whether the *re is some portion of each function that the employee can perform; designating whether each restriction is temporary or permanent; and, if restriction is temporary, stipulating the expected duration of work restriction(s). To finalize the form, please provide the name of the employee evaluated and additional comments, as appropriate, then sign and date where indicated.*

FREQUENCY RATING:

Frequency	Percentage of time per shift	Repetition (# times per shift)	8 Hr Shift	9 Hr Shift	10 Hr Shift	12 Hr Shift
Never/Not Required (N)	n/a	n/a	n/a	n/a	n/a	n/a
Occasionally (O)	1 - 33%	1 – 100	0 - 2.5	0 - 3	0 - 3.5	0 – 4
Frequently (F)	34 - 66%	100 – 500	2.5 - 5.5	3 - 6	3.5 - 7	4 – 8
Continuously (C)	67 - 100%	500+	5.5 – 8	6 - 9	7 - 10	8 - 12

PART 1 - JOB DUTIES/FUNCTIONS:

A. Job Duty/Function	B. Job Duty #	C. Freq Rating	D. Equipment or tools used to perform (Describe)	E. Specialized Expertise, License, Certification Required? (Describe)	F. Essential or Non- Essential	Medical Provider Use Only: For each job duty/function, indicate in this column "Can Perform", is "Temporarily Restricted" from performing, or is "Permanently Restricted" from performing.
While performing the following duties, employees in this position work in an office or technical work space environment routinely using office equipment such as computers, phones, photocopiers, fax machines, etc.						
Works stand-by shifts outside of normal business hours, responding to urgent priority requests for troubleshooting; remotely accesses the data center to resolve the issue; must be available to access computer or return to county site during all stand-by hours.	1	O	Computer; phone		E	

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Troubleshoots computer hardware (including mobile devices), software, operating systems, and phone systems such as VOIP related problems; responds quickly by phone, email, or in person; collects information about computer problems, and leads user through diagnostic procedures to determine source of error, possible causes and to recommend best solution; responds quickly and maintains a calm, courteous demeanor when dealing with high customer anxiety.	2	C	Computer; phone; laptops; tablets; smart phones		E	
Unpacks and assembles computers, printers, phone systems, and other computer hardware; installs, customizes, configures maintains, and supports computer hardware, software, operating systems, and phone systems, both on and off-site; works in confined and dusty spaces; bends, reaches, stoops, crawls, climbs, uses equipment carts to move equipment.	3	F	Vehicle; equipment carts; small hand tools		E	
Analyzes users' requirements and needs; develops suggested configurations; provides on-site technical and project coordination between Client Services Team and other ISD support teams; travels to off-site locations; delivers equipment weighing up to 40 pounds; uses equipment carts to move equipment.	4	O	Vehicle; computer; phone; equipment carts		E	
Communicates by phone, email, or in person with vendors, to coordinate, process, and obtain technical information in order to solve technical problems; ensures timely equipment repair; coordinates projects with key customer contacts, insuring projected related work is defined and accomplished per customer expectations.	5	F	Computer; phone		E	
Logs, tracks, and updates calls using problem management database; maintains history, inventory, and status records related to hardware and software deployed to departments.	6	F	Computer		E	
Participates in continuous training, research, study, and reading, to keep current in information technology products, standards and best practices, and to maintain working knowledge of hardware and software applications of supported systems; attends off-site training.	7	O	Computer		E	

A. Job Duty/Function	B. Job Duty #	C. Freq Rating	D. Equipment or tools used to perform (Describe)	E. Specialized Expertise, License, Certification Required? (Describe)	F. Essential or Non- Essential	Medical Provider Use Only: For each job duty/function, indicate in this column "Can Perform", is "Temporarily Restricted" from performing, or is "Permanently Restricted" from performing.
Continuously observes safety practices and procedures; observes work being performed for compliance with safety practices and procedures and corrects unsafe behavior; actively utilizes and implements established safety practices; reports or corrects unsafe conditions.	8	O			E	
Creates, modifies, and deletes user accounts, groups, resources, membership rights and security access for email and/or messaging systems	9	O	Computer		N	
ITA Web Team Only:						
Design, edit, and recommend website content including graphic design, page layout, American with Disabilities Act compliance, and content creation; evaluate and test website content; troubleshoot website performance and content issues; provides system administration for web support systems and web statistical analytics systems; consults with department contacts to ensure needs and expectations are met; administration, specification, and ordering of domain registrations.	10	C	Computer; Digital tablet		E	

PART 2: PHYSICAL DEMANDS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
1 Sitting (i.e., using computer; driving; troubleshooting hardware, operating systems, mobile devices, software and phone systems)	1-10	F			
2 Walking (i.e., troubleshooting hardware and mobile devices; installing, configuring, maintaining computer hardware, software, operating and phone systems; providing on-site technical support; delivering equipment)	1-6,8	O			
3 Running	N/A	N			
4 Standing (i.e., troubleshooting hardware and mobile devices; installing, configuring, maintaining computer hardware, software, operating and phone systems; using computer)	1-10	O			
5 Bending-Neck (i.e., using computer; driving; troubleshooting hardware, phone systems and mobile devices; installing, configuring, maintaining computer hardware, software, operating and phone systems; providing on-site technical support; delivering equipment)	1-10	F			
6 Bending-Waist (i.e., troubleshooting computer hardware and phone systems; unpacking and assembling computers, printers, phone systems and other hardware; installs, configures, maintains hardware, software, operating and phone systems; delivering equipment)	2,3,4,6	O			
7 Squatting (i.e., troubleshooting computer hardware and phone systems; unpacking and assembling computers, printers, phone systems and other hardware; installing, configuring, maintaining hardware, software, operating and phone systems; delivering equipment)	2,3,4,6	O			
8 Climbing (i.e., installing, configuring, maintaining hardware, software, operating and phone systems)	3,4,6	O			
9 Kneeling (i.e., troubleshooting computer hardware and phone systems; unpacking and assembling computers, printers, phone systems and other hardware; installing, configuring, maintaining hardware, software, operating and phone systems; delivering equipment)	2,3,4,6	O			
10 Crawling (i.e., installing, configuring, maintaining hardware, software, operating and phone systems)	3,4,6	O			
11 Twisting (neck) (i.e., troubleshooting computer hardware and phone systems; unpacking and assembling computers, printers, phone systems and other hardware; installs, configures, maintains hardware, software, operating and phone systems; delivering equipment)	1-10	F			
12 Twisting (waist) (i.e., troubleshooting computer hardware and phone systems; unpacking and assembling computers, printers, phone systems and other hardware; installs, configures, maintains hardware, software, operating and phone systems; delivering equipment)	2,3,4,6	O			
13 Repetitive Hand Use	1-6,9,10	F			
14 Simple Grasping-Right Hand (i.e., troubleshooting mobile devices; installing hardware and phone systems; delivering equipment)	2,3,4,5	O			

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
15 Simple Grasping-Left Hand (i.e., troubleshooting mobile devices; installing hardware and phone systems; delivering equipment)	2,3,4,5	O			
16 Power Grasping-Right Hand (i.e., unpacking and assembling computers, printers, phone systems and other hardware; installing computer hardware; delivering equipment)	3,4	O			
17 Power Grasping-Left Hand (i.e., unpacking and assembling computers, printers, phone systems and other hardware; installing computer hardware; delivering equipment)	3,4	O			
18 Fine Manipulation-Right Hand (i.e., assembling computers, printers, phone systems and other hardware; configuring, maintaining computer hardware and phone systems)	2,3,4,5	F			
19 Fine Manipulation-Left Hand (i.e., assembling computers, printers, phone systems and other hardware; configuring, maintaining computer hardware and phone systems)	2,3,4,5	F			
20 Pushing and Pulling (right hand) (i.e., pushing and pulling equipment carts)	3,4	O			
21 Pushing and Pulling (left hand) (i.e., pushing and pulling equipment carts)	3,4	O			
22 Reaching (above shoulder level) (i.e., installing computer hardware and phone systems; delivering equipment)	3,4	O			
23 Reaching (below shoulder level) (i.e., unpacking and assembling computers, printers, phone systems and other hardware; installing computer hardware; delivering equipment)	1-10	F			
24 Lifting-up to 10 lbs. (i.e., mobile devices; hand tools)	1-10	O			
25 Lifting-11-25 lbs. (i.e., laptops; computer hardware, phone systems or other equipment)	3,4	O			
26 Lifting-26-50 lbs. (i.e., computer hardware, phone systems or, equipment that weighs up to 40 lbs.)	4	O			
27 Lifting 51-75 lbs.	N/A	N			
28 Lifting 76-100 lbs.	N/A	N			
29 Lifting 100 + lbs.	N/A	N			
30 Carrying 0-10 lbs. (i.e., mobile devices; hand tools)	1-10	O			
31 Carrying 11-25 lbs. (i.e., laptops; computer hardware, phone systems or other equipment)	3,4	O			
32 Carrying 26-50 lbs.	N/A	N			
33 Carrying 51-75 lbs.	N/A	N			
34 Carrying 76-100 lbs.	N/A	N			

PART 3: SENSORY REQUIREMENTS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Functional vision, normal or corrected (i.e., using computer; driving; installing configuring and maintaining hardware, mobile devices; software; operating and phone systems)	1-10	C			
2 Functional color vision, normal or corrected	3,4	N			

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
3 Functional night vision, normal or corrected	1,3,4	N			
4 Functional hearing, normal or corrected (i.e., trouble shooting mobile devices and phone systems; communicating with co-workers, vendors, and customers)	2,3,4,5	C			
5 A sense of smell or taste(i.e., troubleshooting computer hardware; installing computer hardware; maintaining computer hardware)	3,4	O			

PART 4: COMPREHENSION LEVEL

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow Oral Instructions	F			
2 Follow Written Instructions	F			
3 Required to sustain concentration	F			

PART 5: NATURE OF TASKS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow set procedures	C			
2 Organize own work	C			
3 Able to ask questions or request assistance when needed	C			
4 Required to make decisions independently	F			
5 Required to train and/or lead other staff	O			
6 Required to direct other staff (e.g. planning, goal setting, performance)	N			

PART 6: WORK PACE

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Tightly scheduled and rapid pace of work activities at high volume	C			
2 Meet time sensitive deadlines	F			
3 Long and/or irregular hours	O			
4 Limited/unpredictable opportunity for breaks	O			
5 Required to perform on-call or emergency work	O			

PART 7: COMPLEXITY/VARIABILITY

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Variable and unpredictable workflow	F			
2 Attention divided by issues requiring multi-tasking	F			
3 Work requires precise attention to detail	F			
4 Use of judgment in routine matters	C			
5 Requires use of judgment in adapting procedures from one task to another	F			
6 Possible legal ramifications associated with work activities or work product	F			

PART 8: INTERACTIONS WITH OTHERS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Works with others (e.g., co-workers, other departments/agencies, public)	C			
2 Interactions limited to giving/receiving information	C			
3 Interactions exceed giving/receiving information (e.g., advises, persuades, justifies)	F			
4 Interactions occur under circumstances of emotional stress	O			
5 Risk of confrontation with violent or assaultive clients or customers	N			

PART 9: ENVIRONMENTAL FACTORS/WORKING CONDITIONS:

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Work Inside	C			
2 Work Outside	O			
3 Extreme Heat (above 100 degrees)	N			
4 Extreme Cold (below 32 degrees)	N			
5 Excessive Noise (must raise voice to be heard)	O			
6 Vibration (e.g., jack hammer, hammer drill, chainsaw, etc.)	N			
7 Dust, Vapors, Fumes, Smoke	O			
8 Silica, asbestos, etc.	N			
9 Solvents (e.g., gas, turpentine, etc.)	N			
10 Grease, oils	N			
11 Acidic, Caustic Solutions	N			
12 Pesticides	N			
13 Explosives (e.g., dynamite, bomb, etc.)	N			
14 Cleaning supplies, abrasives	O			
15 Other Chemicals (e.g. drugs and other contraband)	N			
16 Human Blood, Body Tissues, or Fluids	N			
17 Human Wastes	N			
18 Animal Blood, Body Tissues, or Fluids	N			
19 Animal Wastes	N			
20 Biological Toxins (e.g., poison ivy, poison oak, anthrax, etc.)	N			
21 Insect Bites (e.g., ticks, mosquitos, spiders, etc.)	O			
22 Biomedical Waste	N			
23 Ionizing Radiation	N			
24 Non-Ionizing Radiation	N			
25 Electrical Energy	O			
26 Walking on uneven, slippery, or rough surfaces	O			
27 Proximity to moving mechanical parts (e.g., equipment, machinery)	O			
28 Proximity to moving vehicles or objects	N			
29 Heights (e.g., rooftop, ladders, scaffolding, etc.)	O			
30 Contact with water, other liquids, humid conditions - not weather related	N			
31 Work Below Ground: (e.g., excavation, trench, etc.)	N			
32 Potential exposure to airborne infectious diseases (e.g. clinics, labs, corrections)	O			
33 Operates non-commercial motor vehicles (cars, trucks)	O			
34 Operates commercial vehicles – CDL Class _____ Endorsements _____	N			
35 Operates passenger van to transport clients, inmates, etc.	N			
36 Pulls non-commercial trailers or equipment	N			
37 Operates heavy equipment	N			
38 Other:	N			

PART 10: MEDICAL SCREENING, SURVEILLANCE AND VACCINATION REQUIREMENTS: Not Applicable

Please check each of the medical screening, surveillance, and vaccination requirements that apply to the position, and indicate if the requirement applies pre-employment/pre-placement only, or whether there are additional requirements after hire.

Medical Screening, Surveillance or Vaccination	Pre-Hire	Post-Hire	Frequency (one time, annual, etc.)
1 Audiometric Testing			
2 DOT Commercial Driver Drug and Alcohol Screening			
3 DOT Commercial Driver Physical Exam			
4 Respirator Physical Exam			
5 Respirator Questionnaire – Short			
6 Respirator Questionnaire – Standard			
7 Blood lead level			
8 Hazardous Waste/Emergency Worker physical			
9 Heavy metal screen (mercury, lead, arsenic)			
10 HINT Hearing Noise Sensitivity Testing			
11 Tuberculosis skin test			
12 Vaccine: MMR			
13 Vaccine: Hepatitis B			
14 Vaccine: Influenza			
15 Vaccine: Meningococcal			
16 Vaccine: Pneumococcal			
17 Vaccine: Rabies			
18 Vaccine: Rabies Titer			
19 Vaccine: Tdap			
20 Vaccine: Chickenpox			

PART 11: ADDITIONAL INFORMATION, PICTURES, ETC.

13" x 12" x 4" PC Tower- 11lbs lifted from floor to 30 inches

Computer Monitors- 10 lbs

Printers up to 70 lbs- team lift

PART 12 – FORM REVIEW AND SIGNATURES

SUPERVISOR/SECTION MANAGER

Name: _____ Title: _____

Signature: _____ Date: _____

HUMAN RESOURCES RECRUITMENT AND CLASSIFICATION

Name: _____ Title: _____

Signature: _____ Date: _____

HUMAN RESOURCES SAFETY UNIT

Name: _____ Title: _____

Signature: _____ Date: _____

HUMAN RESOURCES DISABILITY MANAGEMENT

Name: _____ Title: _____

Signature: _____ Date: _____

PART 13 – MEDICAL PROVIDER REVIEW AND COMMENTS

Employee Name: _____ Date of Evaluation: _____

COMMENTS: _____

Provider Signature: _____ Date: _____