

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 109009
Grade 14**

IMAGING OPERATOR LEADER

DEFINITION OF CLASS:

This is a working leader class of work in the Records and Imaging Section that involves leading and regularly participating in the provision of centralized imaging services for County departments and agencies. Personal contacts include Imaging Operators, contractors, and interns to assign and review work, provide instruction and training, answer questions, and resolve problems for document imaging, printing, and Microfiche and Microfilm conversion to digital format. Personal contacts are also with County managers and employees at all levels to exchange information; information technology personnel regarding imaging fields and other scanning or technology issues; suppliers to order supplies; and service technicians concerning equipment problems. Providing public service and assistance is incidental to the primary purpose of the work.

An employee in this class primarily serves as a lead worker overseeing the work of Imaging Operators. Duties also include regularly performing the work of Imaging Operators. The work involves assigning and reviewing work; overseeing the preparation and processing of documents for imaging including scanning, indexing and auditing documents for accuracy; providing instructions and training; answering questions and resolving problems; managing and scheduling work production; reviewing finished work products for quality control after they have been entered into electronic databases; conferring with County employees at all levels; solving routine problems; assisting with training classes to train end users with records management software; i.e., Zyimage, Webclient, Zysio, ERMS. The employee is supervised by the Government Records Supervisor, who periodically reviews the employee's completed work. The employee is expected to solve routine problems and to plan and carry out the work independently under minimal supervision, which typically flows automatically to the employee without instruction and direct supervision. Guidelines include applicable County Administrative Procedures, Records Management Policy, State Electronic Records Management Policy, COMAR 14.18.04A-F, Maryland Code Ann State Government 10-637 to 10-642, Federal HIPAA and Privacy Laws, and State Imaging Standards to which the employee works in strict compliance. The complexity of this class of work is characterized by the need to prioritize workflow on a daily basis, as the workload routinely fluctuates. The employee must make or recommend work adjustments of imaging jobs and other work activities based on the availability of unit employees. The impact of properly performed work is realized through the timeliness and accuracy of completed imaging projects. Finished work directly contributes to the reliable, cost effective and safe conversion of County records into digital format. Approximately fifty percent (50%) of the work is performed in a warehouse storage environment; the remainder is performed in an office environment which is adequately lighted, heated, and ventilated. Some of the work requires use of special safety equipment and adherence to special safety precautions. Work tasks require the ability to exert light physical effort in sedentary to light work, and may involve some lifting, carrying, pushing and/or pulling objects and materials weighing up to one-hundred fifteen pounds (115 lbs.). Tasks may involve extended periods of time at a keyboard or work station.

EXAMPLES OF DUTIES: (Illustrative Only)

- Leads employees and assigns daily work activities of the unit. Trains employees on new imaging regulations. Ensures that completed work complies with Federal and County/State laws, regulations and procedures.
- Leads quality assurance review of paper records against electronic records for appropriate image quality, indexing and tracking performed by subordinate employees. Checks work performed by subordinates. Implements corrective action as necessary.
- Participates in the employee selection process, including applicant interviews. Provides recommendations concerning employee work performance and selection.
- Serves as a key point of contact for those who come and/or call for Records Management and Imaging assistance.
- Communicates with various department/agency Records Coordinators and others, and advises on such matters as template design and implementation of new imaging projects.
- Formulates accurate indexing and scanning of County and State records operating a variety of optical scanning systems to create permanent digital computerized records.
- Monitors monthly production goals to ensure team members deliver exceptional customer service.
- Records, maintains, and reports costs.
- Drives a vehicle to various locations throughout the County to pick up and deliver records and files.
- Operates and performs preventive maintenance and limited repair tasks on a variety of imaging equipment.
- Fills in for the immediate supervisor during periods of the supervisor's absence.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge and understanding of Federal, State and County Records Management and Imaging policies, guidelines and procedures.
- Ability to lead employees in daily work activities of the unit and to train them on new Federal, State/County regulations and procedures, equipment usage, preventive maintenance, minor repair tasks. Ability to detect poor image quality and perform appropriate equipment troubleshooting.
- Knowledge of various computer software applications, including Kodak Capture Pro, Microsoft Office Suite, Zyimage, Zysio, NextScan, EasyScan, Adobe PhotoShop, PDF Converter, ABBYY and NextStar.
- Knowledge of Federal, State, and County policies and procedures pertaining to sensitive and confidential materials.
- Knowledge of quality control measures such as digital imaging procedures, concepts and parameters; e.g., resolution, ppi vs. dpi, compression, image size formats, metadata, file formats, and manipulation and enhancement for best image quality.
- Knowledge of the operation, adjustment and care of digital scanners, DVD copiers, and optical image systems, hardware and software to make repairs to equipment.
- Ability to install and troubleshoot records Management software and Imaging software.
- Ability to communicate effectively orally and in writing; to deal courteously and tactfully with various county and agency personnel; to effectively plan effective utilization of imaging equipment; and to assist in the development of recordkeeping and retrieval systems for large quantities of electronic and paper records.
- Ability to schedule workflow into production to ensure timely delivery.

- Ability to work independently while offering assistance to the team as needed.
- Ability to schedule and route drivers for pickup and delivery of County records from various locations Countywide.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience as an Imaging Operator performing the full range of duties associated with the class of work.

Education: Graduation from high school or possession of a High School Certificate of completion recognized in the State of Maryland.

Equivalency: No equivalency.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence.

PROBATIONARY PERIOD:

Individuals appointed to this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review with a Drug/Alcohol Screen.

Class Established: January, 2015