

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

**Code No. 009008
Grade 11**

IMAGING OPERATOR II*

DEFINITION OF CLASS:

This is computer equipment operation to produce accurate digital images of documents by scanning or keying them into various databases. Personal contacts are with employees in the immediate work unit, including the supervisor, or other work units supported, to exchange work information, information technology personnel regarding imaging fields and other scanning or technology issues, suppliers to order supplies, and service technicians concerning equipment problems; the employee may provide suggestions on fields to consider and other matters. An employee in this class offers no direct service or assistance to the public.

An employee in this class is responsible for scanning (primarily) or keying data in a continuing, production-level mode. The employee applies several different steps or processes involving different types of documents and equipment, but in many cases the decision about what needs to be done is clear. This class is distinguished from the next lower class in the series by a higher order of knowledge needed to use a wider array of office equipment, a wider variety of specialized software, and more procedures, all in support of a wider array of departments with more diverse user requirements and documents. The employee works independently, adhering to established rules, procedures and time lines for performing the work. The supervisor may at times review some work upon completion for adherence to guidelines and accuracy or efficiency, but the employee is typically relied upon to quality assure his/her own work and the finished work product is typically viewed by others only after it has been entered into an electronic database. Special jobs may be assigned by the supervisor or a higher-grade employee with brief verbal instructions and reviewed upon completion for quality, timeliness and other factors. Guidelines primarily include established procedures for safeguarding of sensitive legal or personal information, for entering or scanning, indexing and retrieving data, and operating and maintaining equipment at the operator level, but may include employee choice in procedure or method in approaching some new jobs. The main purpose of the work is to produce accurate digital images of documents by accurately scanning the source document into various databases and quality assuring one's own work or another's as a cooperative cross-check. Work is performed in an office environment and requires scanning or keying data for prolonged periods.

EXAMPLES OF DUTIES: (Illustrative Only)

- Prepares documents for scanning by removing paper clips, staples and notes and organizing them in proper sequence (if not already in sequence).
- Scans documents, typically using ZyIMAGE, assures that data are being entered into the correct field according to the template established, quality reviews work and edits it by adjusting settings and controls to ensure accurate imaging.
- Adds paper, ink and toner or changes cartridges, cleans equipment by applying solutions and wiping down, and performs other operator-level maintenance.

- Troubleshoots malfunctions at the operator-level and, consistent with guidelines, refers to the supervisor or contacts IT or service technicians for assistance.
- Picks up and completes work in order of established priorities.
- Participates in continuous on the job training as technology changes.
- Meets with customers from a variety of departments concerning diverse imaging needs to discuss upcoming jobs and, as appropriate, suggests ways to achieve imaging and retrieval objectives.
- May help document specialized imaging procedures linked to special format scanners or scanning jobs.
- May 'declare' and destroy outdated records.
- May document, and train new employees on, procedures applying to the work.
- May review quality scans performed by some departmental records coordinators.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of, or ability to rapidly acquire knowledge of, a wide array of office equipment (such as computers, printers and scanners, including special format scanners); of general software, such as MS Office, and as needed by the assignment, such specialized software as ZyIMAGE to scan, OCR and index documents, Adobe 8 Professional, PDF Converter and CD/DVD burner software, and software used with special format scanners.
- Knowledge of or ability to rapidly acquire knowledge of, Montgomery County procedures for imaging, archiving and retrieving documents and for handling sensitive data confidentially.
- Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes ability to recognize straightforward problems and identify relevant information. Examples include setting up, adjusting and running hardware and software for scanning and performing operator-level maintenance on equipment, paying attention to detail, quality reviewing scans and editing them to assure that images are exactly reproduced, suggesting to customers ways to achieve imaging and retrieval objectives, identifying clear discrepancies in database information, and compiling data from various sources, such as production level data for reports.
- Skill in written communication to understand written information (including instructions, descriptions and ideas), and to express such information in writing so that others will understand. Examples include reading scanner instructions, information in data fields and work objects, querying and retrieving information from databases, reading procedures and, as assigned, helping document procedures.
- Skill in verbal communication to understand verbal information (including instructions, descriptions and ideas), and to express such information verbally so that others will understand. Examples include exchanging factual information and explaining problems to others, such as symptoms of malfunctioning equipment to service technicians.
- Interpersonal skills to interact in a businesslike, customer service-oriented manner with business contacts.
- Ability to drive safely, when driving is required.
- Ability to train and coach others may be required.

MINIMUM QUALIFICATIONS:

Experience: One (1) year of directly related experience.

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland or High School certificate of completion recognized in the State of Maryland.

Equivalency: An equivalent combination of education and experience may be substituted.

Physical Ability: Ability to independently lift, push or move boxes of records usually weighing around 25 pounds; such material handling equipment as a hand truck may be used for heavier items.

LICENSE:

- Possession and maintenance at all times of a valid Class "C" (or equivalent) driver's license from the applicant's state of residence when required for job-related duties as required by the position of assignment.

PROBATIONARY PERIOD:

Individuals appointed to a position in 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: Limited Core Exam.

Class Established: December, 2009

Revised: April, 2010

August, 2013

October, 2014