

COMMUNITY PROJECTS ADMINISTRATOR

CHARACTERISTICS OF CLASS:

The Community Projects Administrator performs difficult professional and administrative work involving project processes, systems, administration, facilitation, monitoring and implementation with meaningful and important consequences. The incumbent has regular contacts with persons of importance and influence, involving considerable tact, discretion and persuasion in obtaining desired actions and/or handling difficult situations. The work requires limited physical effort and considerable mental effort and stress. The work is subject to the general managerial guidance by the Department Director.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Advises and consults with director on department priorities and strategic needs.

Monitors operations to ensure that the department is meeting goals and objectives effectively and efficiently.

Pulls staff and managers together to address needs as appropriate.

Reviews and evaluates programs and service delivery.

Makes recommendations for improvements and ensures maximum effective service delivery.

Conducts after-action reviews of department projects.

Oversees preparation of periodic and special reports.

Contributes to the overall quality of the department's service by developing, reviewing and implementing policies, procedures, and performance measures to meet City needs and department's mission.

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COMMUNITY PROJECT ADMINISTRATOR
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Develops and maintains department work plan; identifies future department workload needs, tracks upcoming deadlines for projects and work with project managers and management team to resolve project issues.

Collaborates and liaises with the City Manager's office and other departments to improve service delivery.

Serves on the management team and attends meetings and conferences ensuring department needs and concerns are represented.

May assist in the preparation of the department's budget.

Coaches department staff on project development, including the development and participation strategies.

Identifies and tracks department staff development needs. Manages the development and prioritization of training and staff appreciation programs.

Prepares and coordinates the preparation of a variety of written correspondence, reports, procedures and other material.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with a Bachelor's degree in public administration, business administration or related field and six years of progressively responsible experience in public or business processes, facilitation, project planning and development or related work. Proven team leadership skills.

Preferred Knowledge, Skills and Abilities:

Considerable knowledge of the general principles and practices of public or business administration.

Skill in establishing and maintaining effective working relationships with consultants, property owners, residents, occupants, other City employees, Federal and County officials, and the general public, while under difficult and often contentious circumstances which require the exercise of considerable tact and discretion.

Skill in evoking participation and creativity.

Ability to present ideas clearly and concisely, orally and in writing, to groups and individuals.

Ability to use resourcefulness and tact in meeting new problems for which there has been no precedent established.

Ability to read the underlying dynamics of the group; release blocks to the process; adapt to changing situations; assume (or share) responsibility for the group journey; demonstrate professionalism, self-confidence and authenticity; and maintain personal integrity.

Created: June 2007

**CITY OF ROCKVILLE
CONTRACTS OFFICER**

CHARACTERISTICS OF CLASS:

The Contracts Officer performs difficult professional and administrative work managing the activities of the Purchasing Division of the Department of Finance. The work requires regular contacts both within and outside the unit to carry out programs and explain specialized matters with occasional contacts with higher-level personnel on matters requiring cooperation, explanation and persuasion. The physical work is limited in nature, mostly in an office setting with often serious mental stress and effort in handling multiple tasks and meeting deadlines. The work, by its nature and scope, is subject to functional policies and goals under general managerial direction. The incumbent participates with others in program development, service delivery and supervision of subordinate staff.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Reviews requisitions for proper description, approval authority, nomenclature, quantities and comments.

Prepares bid invitations for procurements exceeding \$20,000 and prepares advertisements.

Reviews and approves contract award recommendations in excess of \$20,000 to be presented to Mayor and Council at public meeting.

Performs source selection utilizing Internet, registration forms, industry contacts, publications, etc.

Reviews and evaluates proposals including making determination of evaluation criteria in coordination with user department.

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CONTRACTS OFFICER
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Assures that Purchase Orders, contracts, bonds, insurance documents are correctly processed, executed and proper records completed for public record.

Negotiates contract terms and conditions for goods and services according to City standards and specifications.

Utilizes the Internet for research in developing specifications and researching contracts of a multitude of state, county and municipal agencies.

Manages and oversees the ongoing implementation of the de-centralized purchasing function including ongoing training, updating manual, intranet copy and on-line forms.

Coordinates, implements and administers the Purchasing Card Program.

Confers with Legal Department in resolution of contract appeals and protests.

Reviews contract documents, licenses, maintenance agreements to assure compliance with City and State procurement regulations. Confers w/ Legal Dept on non-compliant issues, negotiates required changes with contractors/legal counsel.

Coordinates and leads special projects essential for the efficient operation of the Purchasing Division and the City procurement process.

Assists and educates City personnel with procurement and contractual matters. Provides contract administrative support to City Departments including internal audits of contracts.

Maintains and organizes internal and external multi year contracts files for intranet posting for ease of use by departments.

Develops and maintains the purchasing policies and procedures.

Reviews purchasing records submitted from all departments for compliance with the de-centralized purchasing regulations.

Interviews and corresponds with vendors.

Keeps up to date on State laws that effect Purchasing policies and procedures.

Provides customer service oriented assistance to City departments in the procurement of a wide variety of goods and services. Stays current with best practices in e-commerce and e-procurement through direct contact, conference attendance and professional publications.

Collects, analyzes and interprets data relating to the performance of a variety of contracts.

Prepares correspondence and memoranda to City department managers and contractors, as well as the general public.

Perform public bid opening and prepare bid tabulations.

Supervises the purchasing staff.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university in Business or Public Administration or a closely related field and five years of progressively responsible

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experience in governmental procurement in an automated environment including considerable supervisory experience. Certified Professional Public Buyer (CPPB) preferred.

Preferred Knowledge, Skills and Abilities:

Knowledge of purchasing methods and procedures, including buying, inspecting, storing, issuing and charging systems.

Knowledge of the types, nomenclature and source of supply for a wide variety of materials, supplies, equipment, and services used by the City and of the market and price trends affecting them.

Skill in managing multiple projects and programs.

Skill in proper application of laws relevant to the work.

Ability to effectively navigate the Internet to obtain necessary procurement information.

Ability to develop acceptable policies and procedures, relative to the work.

Ability to deal, communicate, motivate, influence and work effectively with individuals at all levels both within and outside the organization.

Revised: 9/04

**CITY OF ROCKVILLE
SENIOR NETWORK ENGINEER**

CHARACTERISTICS OF CLASS:

The Senior Network Engineer performs difficult technical and intermediate administrative work involved in the installation, configuration, maintenance of the City's Local Area Network and Wide Area Network. The work requires a reactive and sometimes proactive approach when providing user assistance and network maintenance. There are moderate physical demands, occasionally working in difficult-work positions, and the work involves considerable mental, effort and stress. The work is subject to functional policies and goals under general direction from the Director of Information and Technology and has serious consequences for network users City-wide.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Installs all network hardware such as file servers, routers, hubs, workstations, multi station access units, disk drives, network interface cards, tape drives, and network printers; configures network interface card, and test cables.

Installs and upgrades the Network Operating System, generates and installs workstation shell utilities on each workstation, and tests connectivity to the file server. Installs network applications on workstations and/or file servers, configures workstations and servers to ensure connectivity and maximum performance.

Provides assistance to network users in accessing network hardware and applications. Trains users on how to access the network and network printers. Assists users in solving printing problems.

Creates and maintains user profiles, including menus, login scripts, drive mappings, and directories.

Identifies and implements all levels and functions of network security.

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SENIOR NETWORK ENGINEER
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Installs and sets up network printers, print servers, and related printing software on the network.

Sets up and monitors the procedures to run daily, weekly, and monthly backups.

Monitors network resources utilization, disk storage, and memory usage on daily basis.

Determines disk space for each user. Also monitors network for any viruses.

Assists Director of Information and Technology in planning and implementing network expansion.

Keeps abreast of developments in the PC/Networking field, advises Director of Information and Technology and other City personnel on the most cost-effective hardware/software configurations to satisfy needs.

For hardware problems that cannot be resolved in-house, coordinates service that must be conducted by the appropriate third party vendor. Maintains troubleshooting log and documents solutions.

Organizes, develops, and prepares training materials for personal computer applications.

Schedules and conducts hands-on-training sessions.

Assists in selecting and evaluating software products. Also assists departments with planning, selecting, and installing of PC equipment, related peripherals and accessories.

Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in Computer Science, Information Systems or related field plus four years or more experience in Novell, Networking, NT Cisco Routers, etc.. and some experience in PC maintenance, installation and configuration. Must have driver's license valid in the State of Maryland. Must possess or have the ability to obtain NetWare Engineer Certification and Microsoft Systems Engineer Certification (MCSE) with a reasonable amount of time as determined by the city.

Preferred Knowledge, Skills and Abilities:

Knowledge of PC assembly.

Knowledge of PC systems, their components, and common software packages.

Ability to install, configure and maintain a Novell Network.

Ability to analyze and resolve network performance problems.

Ability to work independently, plan and logically organize the work.

Ability to follow and understand new developments in the network and PC field.

Ability to explain concepts clearly in writing and orally.

Revised: 9/04

SENIOR SYSTEMS ANALYST/PROJECT LEADER

CHARACTERISTICS OF CLASS:

The Senior Systems Analyst/Project Leader performs complex professional and difficult administrative work designing, implementing and maintaining automated systems, systems programming and database administration. For the purpose of this job, automated systems means software developed in-house as well as software acquired from third parties. The City's ERP system from CGI is supported by the incumbent. The incumbent also provides project management for assigned application development, system upgrades, and oversees technical support for existing applications. The incumbent also ensures that requirements analyses, specifications, programming, documentation, and testing are completed correctly, on time, and according to established standards. The incumbent also provides advanced database administration for SQL server applications including ERP and other financial-related systems. The work requires a proactive approach to ensure the applications meet the needs of a wide range of users in a rapidly expanding environment. Assignments, tasks and projects are performed under general managerial direction and the work has serious impact on the objectives of the department and the work of the City as a whole. The incumbent is required to be on call.

EXPECTATIONS OF ALL CITY EMPLOYEES:

Learn and demonstrate an understanding of City, department, division and team goals.

Serve and meet the needs of customers during routine or emergency situations.

Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.

Ability to assess his/her work performance or the work performance of the team.

Plan and organize his/her work, time and resources, and if applicable that of subordinates.

Contribute to the development of others and/or the working unit or overall organization.

Produce desired work outcomes including quality, quantity and timeliness.

Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.

Understand and value differences in employees and value input from others.

Consistently report to work and work assignments prepared and on schedule.

Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

Works with the Director of Information and Technology to plan and organize the implementation of automated systems schedules and budgets. Performs a number of related duties which can include but are not limited to the following:

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SENIOR SYSTEMS ANALYST/PROJECT LEADER
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Supports the City's ERP applications, which include CGI AMS Advantage financial and HR related applications in a Web (Java) and MS SQL server environment. Coordinates and directs project management, implementation of new applications, documentation and maintenance activities.

Establishes procedures, standards and reporting formats; trains staff and ensures that standards and procedures are being followed correctly.

Has direct contacts with officials and outside organizations as necessary, local officials and various vendors.

Where projects involve third-party vendors, incumbent interfaces with vendors regarding project definition, schedules, billing and acceptance of work performed.

Leads software development projects and provides analysts with objectives and outlined procedural approaches; performs detailed review of the end product for adherence to user requirements, development standards and documentation standards.

Directs and assists technical staff with requirements analyses, system and program specifications, writing and testing of software, and preparation of documentation. In the absence of the IT Director, may supervise IT department staff members.

Develops web-based applications for the City's Web site and Intranet site.

Assists end-users with problems encountered in the use of applications software.

Participates in the preparation of IT Operation's budget.

May monitor performance of various systems and sub-systems including but not Windows Server, MS SQL/Server, Websphere, Pervasive Data Integrator, and Internet Information Server.

Investigates causes of performance problems and makes corrections as necessary.

Reviews and checks system files, logs, reports and capabilities.

Investigates system problems and coordinates their timely resolution with vendor and hardware/network support personnel.

Assists staff and users with questions and problems regarding the operating system, system utilities, or other systems related software.

Coordinates/assists with development and implementation of disaster recovery procedures.

Maintains and documents system configuration, accounts and user profiles.

Drafts Requests for Proposals and other appropriate specifications for application and system software and utilities or related equipment.

May manage computers and software associated with the City's WEB presence, including Windows Server, Microsoft's Internet Information Server, e-commerce applications and other utilities.

Is responsible for database administration on MS SQL/Server environment.

May support other enterprise applications including but not limited to Kronos (timekeeping), Utility Billing, etc.

Performs other duties as required.

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SENIOR SYSTEMS ANALYST/PROJECT LEADER
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QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university in Computer Science or related field. Three to five years' experience with computer programming including one to two years' with systems analysis and design related to the work.

Desired Knowledge, Skills and Abilities:

Considerable knowledge of the hardware and software platforms currently used by the City including the operating system, database administration, utilities and software development tools.

Considerable knowledge of the following: systems programming Windows Server and/or Visual Basic, ASP/.NET, and Java application development
Knowledge and familiarity with CGI AMS Advantage ERP system, including: AP, GL, Purchasing, Inventory, HR, Payroll, Budget, and Employee Self Service modules.
Advanced knowledge of database administration with MS SQL/Server, and technical administration of Web resources including Internet Information Server.
Knowledge of Windows Server security and MS SQL Server security
Familiarity with Business Objects or other data warehouse and report writing environments

Technical knowledge of computer capacities networking including TCP/IP .
Knowledge of vendor support services.

Thorough knowledge in the area of systems analysis, including requirements analysis, general design and detailed design. Extensive experience with applications development, including coding, testing, debugging, implementation and maintenance.

Strong interpersonal and communication skills, including interaction with end-users in an automated systems setting.

Ability to oversee computer programming personnel.

Ability to oversee and motivate technical staff.

Ability to select tools, which best satisfy the needs of the City.

Ability to resolve differing user priorities, needs and schedules.

Ability to understand hardware and software concepts, computer security, data management, systems analysis and design, and programming techniques.

Revised: 06/08