CITY OF GRAND JUNCTION
JOB ANALYSIS QUESTIONAIRE

I. EMPLOYEE BACKGROUND: In this section you will provide information regarding your name, current job title, your immediate supervisor, etc. This will help us make sure we refer to the correct job throughout the study.

Is this a group questionnaire? ☐ Yes ☒ No	If yes, please list all employee names.

Division: **Department:**

For Individual Questionnaires Only:

Employee Name: Ranney   Colleen   A
                            (Last)   _(First)_   _(Middle Initial)_

Current Classification Title: Web Coordinator

Division   Information Systems   **Department**   Administration

8 **Years** 6 **months**

Total Length of Time with organization

8 **Years** 6 **months**

Total Length of Time in Current Position

Assigned Hours/Week:; from 7:30 t o   4:30   **Assigned Days/Week** Mon.-Fri.

Email: colleenr@gjcity.org   **Work Phone:** 244-1531

Immediate Supervisor: ### Immediate supervisor reports to:

Name: Jeff Rome   **Name:**   Jim Finlayson

Title:	Systems Analyst Supervisor	Title:	IS Manager
Work Phone	244-1588	**Work Phone:**	244-1525
E-mail:	jeffr@gjcity.org	**E-mail:**	jimf@gjcity.org

II. POSITION INFORMATION

1. POSITION SUMMARY: This section asks for a short paragraph, one to three sentences, regarding the purpose of your position and/or your primary responsibilities. This summary helps us to quickly understand the essence of your job. Usually it is better to write this after you have completed the remainder of the questionnaire. Briefly describe what you consider to be the major purpose or objective of the job. Simply stated, what are you attempting to accomplish in your position?

Example: Computer Support Technician
Summary: To operate, maintain and repair computer equipment and to provide technical assistance to users.

Perform professional level duties and responsibilities in leading the technical strategy, design, development, programming, implementation, maintenance, and administration of both the City's Internet and Intranet web services including the enterprise website, department web presence, web applications, and related hardware and software components. Support the City's strategies and goals relative to external and internal communications by designing and building our web sites using a variety of current graphics and web authoring/development software applications, internet standards and protocol, security, database connectivity, and tools and techniques such as interface features, site animation, and special-effects elements. Consult with users to establish web content requirements and priorities; coordinate the publication of user designed web pages; create dynamic applications based on user specifications and organizational needs. Create, install, maintain, and administer databases and in-house developed web applications. Perform data analysis and data management. Install, upgrade, and provide technical support for all web-related systems and software applications used by City web developers and users. Evaluate user requirements and recommend information system solutions for web-based information exchange. Maintain user access and security. Provide highly complex user support, provide user training and create and maintain technical system documentation as well as customer-support documentation for on-going technical support & training, development, and maintenance. Effectively maintain existing systems, plus research and implement future enhancements and new systems.

2. SUPERVISION & ORGANIZATIONAL RELATIONSHIPS.

a. The chart below asks for your specific supervisory responsibilities. If a duty statement applies to you, please check the box under the "Yes" column and then indicate the number of employees for which you are responsible to the right of the statement.

Yes	Duty	Number of Employees
☒	I do not officially supervise other employees (sign performance reviews).	
☐	I evaluate and sign performance reviews of other full-time employees.	
☐	I evaluate and sign performance reviews of part-time, temporary or contract employees.	
☒	I instruct other employees in methods or procedures needed to carry out their job (how to carry-out their assigned duties).	city wide
☐	I make work assignments for others.	
☐	I make hiring and hiring pay recommendations.	
☐	I make hiring and hiring pay decisions.	
☐	I recommend termination for poor performance.	
☒	I provide advice to peers that they must consider carefully before making a decision.	city wide
☒	I provide information to supervisors/management that they use in making a decision.	city wide

b. Complete the organization chart below. This chart will help us to understand your job in relation to others in your department. Please use titles and not names. Fill in the applicable position titles: (1) your coworkers, employees you work with and who also report directly to your supervisor; and, (2) your subordinates, any employees you supervise directly. List only those jobs over which you have full managerial/supervisory authority (i.e. complete and sign performance evaluation.) Do not list employees supervised by your subordinate supervisors.

YOUR COWORKERS' JOB TITLES

Systems/Network Analysts

YOUR DIRECT REPORTS' JOB TITLES

Please indicate the nature of the group supervised and the number supervised

☐ Full Time   ☐ Part-Time   ☐ Seasonal/Temp   ☐ Volunteer   ☐ Contract

c. Describe with whom, or with what departments/organizations, you have regular contact.

1. Inside your organization (other City Departments):

Title of Person or Department	How Often	For What Purpose
Ex: Peers, Subordinates		
city wide employees	daily	for technology requests, training, and needs; see summary and tasks
city web developers	daily	Negotiate solutions within policy guidelines for web development and maintenance

2. Outside your organization:

Title of Person or Organization	How Often	For What Purpose
Ex: Vendors, Gen. Public		
Vendors	daily	for technology needs; see summary and tasks
Other municipalities	monthly	for basic information or technology needs; see summary and tasks
Mesa County	monthly	for technology needs; see summary and tasks
General Citizens	weekly	for web information requests, technology needs, see summary and tasks

3. ESSENTIAL DUTIES.

The list of essential duties helps us to understand those duties which are the primary reasons why your position exists. For clarification, please refer to the examples provided below.

Essential Duties: Those duties that make up at least 5% of your time. Please provide enough detail so that someone who may not be familiar with your job will have a clear understanding of what it is that you do. For example, do not simply state "prepares reports", but state "prepares reports such as status reports, staff reports", or other type of report(s) you may prepare. Also, please use action verbs such as prepares, calculates, operates, etc., to start off each statement. Do not use acronyms in your description. Examples are shown below. Use additional sheets if needed.

Decisions Required: List the decisions you make to carry out the essential duties.

Frequency: Indicate how often you perform each duty – D = daily, W = weekly, M = monthly, Q = quarterly, A = annually, or O = occasionally.

Percent of Time: Indicate how much of your time you spend on each task. The total of these percentages **should not be more than 100%.** Example: Sally conducts property value estimates 20% of the time, it may mean she spends one day out of five on that task, or that she spends around two hours each day. These need only be estimates so do not spend a great deal of time trying to come up with an exact percentage. The percentages of all duties should equal 100% over a one year period of time.

Attach additional sheets if necessary.

Fox Lawson & Associates, LLC

E X A M P L E (LIST ACTUAL ESSENTIAL DUTIES BELOW EXAMPLE)

Essential Duties	Decisions Required	Frequency	% of Time
EXAMPLES:			
Prepares monthly newsletters by gathering information, writing copy, editing, preparing for publication and overseeing distribution.	*Articles to include, editorial changes, graphics, layouts*	*M*	*25%*
Performs inventory spot checks and monthly counts of supplies in warehouse.	*When to check supplies*	*M*	*10%*

	List of Essential Duties	Decisions Required	Frequency: D = Daily W = Weekly M = Monthly Q = Quarterly A = Annually O = Occasionally	% of Time Spent (Not to exceed 100%)
1	Development, administration and maintenance of both the City's Internet and Intranet web sites, including static and dynamic web page development, web application development, graphics design, site look-and-feel design & impact, site navigation, animation, and special effects. Identify opportunities that can enhance existing systems and technologies and improve efficiency.	Troubleshoot, analyze, research and remedy hardware, web structure and navigation, software, and user issues.	Daily	25%
2	Provide group and one-on-one training courses, in a variety of web-related applications. Encourage timeliness, process improvement, accuracy, and consistency of web page development.	Provide custom materials and classes to enhance skill sets and improve web development.	Daily	5%
3	Write technical procedures, custom user documentation, and provide training for web-related applications associated with various servers (static web servers, asp servers, list server, calendar server, Funnlink server, traffic camera server, etc.).	Create and provide custom instructions and training material based on end user knowledge, experience, and need	Weekly	5%
4	Provide information and direction to City employees, outside agencies, and general public regarding the City's internet standards and user rights and responsibilities regarding internet use.	Communicate necessary information in regards to the City's organizational requirements and policies.	Weekly	5%

5	Provide ongoing, day-to-day content provider and user support, technical support, and software maintenance. Troubleshoot technical issues and identify modifications needed in existing software and hardware solutions to meet ever-changing requirements and demands.	Troubleshoot, analyze, research & remedy hardware, software, and user issues. Provide technical solutions that meet City standards, requirements, and goals.	Daily	30 %
6	Configure and integrate vendor applications into the City's web presence (ISYS, Funnlink, Calendar Server, etc.). Maintain vendor applications and provide technical support and on-going training to City departments.	Apply and maintain our site design look and feel within vendor purchased applications. Train end users.	Quarterly	5%
7	Design, create code, test, and maintain specialized dynamic forms and custom applications and provide SQL database administrative functions for ongoing support.	Create and maintain custom solutions to fit customer specifications and needs.	Weekly	10%
8	Perform SQL database administration tasks. Manage, validate, collect and manipulate data. Design, analyze, verify, and maintain database structures, custom reports, and queries.	Data security, data and relational integrity, normalization, perfomance.	Daily	10%
9	Establish and maintain effective working relationships with city personnel, public entities, citizens, and commercial vendors.	Communicate effectively, create or resolve technical solution	Daily	5%
10			Daily	
11			Select	
12			Select	
13			Select	
14			Select	
15			Select	
16			Select	
17			Select	
18			Select	
19			Select	

4. REQUIRED KNOWLEDGE AND SKILLS.

This section helps us to understand the types of knowledge and skill you would need to perform your job at the entry level. Those items you list are those required and not what you might necessarily know or are able to do after being in the position for a number of years.

Knowledge: refers to the possession of concepts and information gained through experience, training and/or education and can be measured through testing.

Skills: refers to the proficiency which can be demonstrated and are typically manual in nature and/or can be measured through testing.

The knowledge and skills that you list in the following section must refer to the Essential Duties you listed in Section 3.

Duty #	Knowledge – Skills
1-9	Proficient in the area of communication and teamwork including including strong interpersonal communications skills, both orally and in writing. This is especially critical in working closely with the Commuications and Community Relations Coordinator to get current and critical information to citizens and employees out through our internet and intranet web sites.
1-9	Advanced knowledge and experience in the areas of web design, web development, and web administration, which includes strong problem solving abilities. Additionally, technical experience with systems networking, databases, user support and training is required.
1-9	Advanced knowledge and experience in graphic arts, web design, and web application development utilizing software such as Dreamweaver, Fireworks, Flash and programming and querying languages such as SQL, javascript, .html, .shtml, .xml, .asp,. Advanced knowledge and experience creating dynamic web pages and applications in authoring/development software such as Dreamweaver (.asp), Microsoft Visual Studio (using .NET framework to create .aspx pages and web applications), Visual Source Safe, including the use of programming and querying languages such as SQL, .html, shtml, .xml, javascript, and C#) .
1-8	Network administration in Windows and Novell environments using network administration and management tools to setup and maintain user security & groups and perform other network administrative-tasks.
1,5-8	Knowledge and experience in windows operating systems and servers including system administration, configuration, troubleshooting and maintenance.
1-9	Technical knowledge and experience in database design, development and maintenance, deployment, and user training and support using various database management tools such as SQL Server Management Studio, Visual Studio Server Explorer, Oracle Enterprise Manager, and MS Access.

III. EDUCATION, EXPERIENCE, AND EQUIPMENT

1. EDUCATION: What level of education do you have and what minimum level of education do you believe is needed to satisfactorily perform your job at entry level? Check the level that applies to your job:

You Have	You Need	
☐	☐	Less than High School Diploma or equivalent (G.E.D.) (ability to read, write, and follow directions)
☒	☒	High School Diploma or equivalent (G.E.D.)
☒	☒	Up to one year of specialized or technical training beyond high school
☐	☐	Associate degree (A.S., A.A.) or two-year technical certificate
☐	☒	Bachelor's degree
☐	☐	Other (explain):

2. EXPERIENCE: What kinds of experience do you have, and what minimum kinds of experience are needed to enter your job at entry level?

Type of Experience

You Have	Your Time		You Need	Minimum Time Required	
Web Design and Development, Graphics Design	15	years	Web Design and Development, Graphics Design	4	years
Web Programming (.asp + .aspx)	8 yrs	years	Web Programming	4	years

	years		years
Attended 2-3 years at Mesa State College, mostly graphic arts and business courses. Each year from 2002-2006 took 8-10 on-line web technology courses. through Macromedia University. (Supporting documentation is in my personnel file). Taken numerous technical training courses, on-line videos, and tutorials.		15	

a. What field (s) should training or degree be in?

Graphic arts, computer science or website construction and administration.

3. SPECIAL REQUIREMENTS: List any registrations, certifications or licenses that are **required** for you to hold your position. Be specific and do not abbreviate words or use acronyms.

Driver's license, Ability to pass a CBI background check

4. MACHINES, TOOLS AND EQUIPMENT. List any machines, tools or equipment used in your work and indicate the frequency and time spent using each. The machines, tools and equipment must refer to the Essential Duties you listed in Section 3.

Duty #	Machines, Tools, Equipment	Frequency/Time
	Hardware - Workstations, laptops, and servers	Daily
	Software - email, MS Office Suite, graphic arts & web page design tools, web application development tools, site management & administration tools, database management & administration applications, network & server administration and management applications & tools.	Daily

5. DECISION-MAKING & JUDGMENTS.

a. Describe three types of important decisions and judgments you make regularly and independently in the performance of your duties.

1. Prioritization of projects and tasks, including decisions to set aside current projects and immediately perform requests by the City's Communications and Community Relations Coordinator in order to consistently present current information on both of our web sites.

2. Impact of system solutions, modifications, and implementations on users and system-wide, web environment designs, processes, and procedures

3. Identify opportunities that can improve efficiency of overall web environment and system processes.

IV: AMERICANS WITH DISABILITIES ACT REQUIREMENTS

1. PHYSICAL ACTIVITIES/REQUIREMENTS.

This section helps us understand the physical activities and requirements that are absolutely necessary for you to be able to do in order to perform your job. Please list the frequency and the importance of each of the physical requirements listed in this section. These physical activities/requirements will help in ensuring the City of Grand Junction remains in compliance with the Americans with Disabilities Act.

The City of Grand Junction is required to document any physical requirements in order to legally defend restrictions that are imposed. The definitions for the physical activities/requirements are taken directly from the guidelines established by the federal government. Your answers in this section will not affect how your job is classified.

Frequency

How frequently is the activity performed?

0 – Never
1 – Annually
2 – Quarterly (at least 3 per year)
3 – Monthly (at least 8 per year)
4 – Weekly (at least 3 per month)
5 – Daily (at least 3 per week)

Importance

How important is the activity in accomplishing the job's purpose?

0 – Not Important
1 – Somewhat Important
2 – Very Important
3 – Extremely Important

Physical Activity	Frequency	Importance	Duties
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.	5--Daily	1--Somewhat Important	
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces. This factor is important if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.	5--Daily	1--Somewhat Important	
Stooping: Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.	5--Daily	1--Somewhat Important	
Kneeling: Bending legs at knee to come to a rest on knee or knees.	5--Daily	1--Somewhat Important	
Crouching: Bending the body downward and forward by bending leg and spine.	5--Daily	1--Somewhat Important	
Crawling: Moving about on hands and knees or hands and feet.	2--Quarterly	1--Somewhat Important	
Reaching: Extending hand(s) and arm(s) in any direction.	5--Daily	2--Very Important	1-9
Standing: Particularly for sustained periods of time.	5--Daily	2--Very Important	1-9
Walking: Moving about on foot to accomplish tasks, particularly for long distances.	5--Daily	2--Very Important	1-9
Pushing: Using upper extremities to press against something with steady force in order to thrust	4--Weekly	1--Somewhat Important	

forward, downward or outward.			
Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.	4--Weekly	1--Somewhat Important	
Fingering: Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand or arm as in handling.	5--Daily	3--Extremely Important	1-9
Grasping: Applying pressure to an object with the fingers or palm.	5--Daily	3--Extremely Important	1-9
Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to be a considerable degree and requires the substantial use of the upper extremities and back muscles.	3--Monthly	1--Somewhat Important	
Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching the skin, particularly that of fingertips.	5--Daily	1--Somewhat Important	1-9
Talking: Expressing or exchanging ideas by means of the spoken work. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.	5--Daily	3--Extremely Important	1-9
Hearing: Perceiving the nature of sounds with no less than a 4db loss @ 500 Hz, 1,000 Hz and 2,000 Hz with or without correction. Ability to receive detailed information through oral communication, and to make fine discriminations in sound, such as when making fine adjustments on machined parts.	5--Daily	3--Extremely Important	1-9
Seeing: The ability to perceive the nature of objects by the eye. Seeing is important for hazardous jobs where defective seeing would result in injury and also jobs where special and minute accuracy, inspecting and sorting exist. A high degree of visual efficiency, placing intense and continuous demands on the eyes by moving machinery and other objects are also considered important. Other important factors of seeing are acuity (near and far), depth perception (three dimensional vision), accommodation (adjustment of lens of eye to bring an object into sharp focus), field of vision (area that can be seen up and down or to the right or left while eyes are fixed on a given point) and color vision (ability to identify and distinguish colors).	5--Daily	3--Extremely Important	1-9
Repetitive Motions: Substantial repetitive movements (motions) of the wrists, hands, and/or fingers.	5--Daily	3--Extremely Important	1-9
Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.	5--Daily	3--Extremely Important	1-9
Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm	4--Weekly	1--Somewhat Important	

and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.			
Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.	2--Quarterly	1--Somewhat Important	
Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.	0--Never	0--Not Important	
Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.	0--Never	0--Not Important	

2. WORKING CONDITIONS.

The working conditions section helps us to understand the physical environment you are subjected to while performing your job duties. This section does not apply to conditions like an old office building but only those factors that have to do with the job itself. In this section, please place an X by the condition that applies and one under the frequency that is most appropriate. The condition should be unique to your job and not generally applicable to all employees with the organization. **Please note, there is a choice for "Does Not Apply," if most of your work is in an office setting.**

☐ **Does Not Apply**

Condition	Less than 25% of the time	25-50% of the time	More than 50% of the time
Hazardous physical conditions (mechanical parts, electrical currents, vibration, etc.)	☒	☐	☐
Atmospheric Conditions (fumes, odors, dusts, gases, poor ventilation)	☐	☐	☐
Hazardous materials (chemicals, blood and other body fluids, etc.)	☐	☐	☐
Extreme temperatures	☐	☐	☐
Inadequate lighting	☐	☐	☐
Work space restricts movement	☐	☐	☐
Intense noise	☐	☐	☐
Travel	☒	☐	☐
Environmental (disruptive people, imminent danger, threatening environment)	☐	☐	☐

V: EMPLOYEE, SUPERVISOR, AND DEPARTMENT HEAD SIGNATURES

ADDITIONAL COMMENTS

Are there any additional comments you would like to make to be sure you have described your job adequately? (Use additional sheets if necessary).

EMPLOYEE CERTIFICATION

I certify that the above statements and responses are accurate and complete to the best of my knowledge.

Signed: _____   Date: _____

TO BE COMPLETED BY THE IMMEDIATE SUPERVISOR AND DEPT. HEAD

This section is to be used by the Supervisor to note any additional comments, additional duties or disagreements with any section of the questionnaire. The Supervisor should not change anything written by the individual filling out the questionnaire nor should they address any performance issues. Please remember that this questionnaire is intended solely for the purpose of accurately describing the job in question. Supervisors, please review the entire JAQ for completeness and accuracy. If there are sections that are not complete or are incorrect, please fill in the blanks when you review the questionnaire with the incumbent. If you disagree with any information provided or believe some information is missing, indicate below the question number and your comments. **Please note the form should have all three signatures to ensure all have read the questionnaire.**

Question No.	Comments

Please check the appropriate statement:

☑ I agree with the incumbents' position questionnaire as written.

☐ The above modifications have been discussed with the incumbent, and the incumbent agrees with these modifications.

☐ The above modifications have been discussed with the incumbent, and the incumbent disagrees with these modifications.

I have noted the modifications made by my supervisor in the Comments Section above.

Employee Signature: _Colleen Ranney_ Date: _1-13-2008_

Supervisor Signature: _Jeff Ronnely_ Date: _1/14/09_

Department Head Signature: _____ Date: _1/14/09_

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE. AFTER YOU OR YOUR GROUP HAS COMPLETED YOUR PORTION OF THE QUESTIONNAIRE, PLEASE SUBMIT THE QUESTIONNAIRE TO YOUR SUPERVISOR FOR REVIEW, SIGNATURE, AND COMMENT. YOUR SUPERVISOR WILL SUBMIT THE COMPLETED QUESTIONNAIRE TO YOUR DEPARTMENT HEAD.