

**IMAGING OPERATOR SUPERVISOR****Nature of Work**

Under general supervision, performs full-performance technical and supervisory work in an agency's operational electronic document management unit. Supervises and coordinates all aspects of electronic document management for an agency including: preparation and processing of documents through receipt, preparation and categorization, capture (through scanning or import of native format documents), quality control, indexing, maintenance and management of complex documents vital to program management in both electronic and hardcopy form. Performs tasks involving the interpretation and application of an agency's policies and practices, and demonstrates a complete understanding of business processes specific to, or characteristic of an agency. Works with management and technical professional staff to analyze document types, to develop work flows and interfaces to document databases. Participates in the development of process policies and procedures and training of document management staff and with end-users. Performs related work as required.

**Examples of Work**

Supervises the electronic document management unit of an agency; troubleshoots operational problems.  
Allocates and schedules personnel and equipment resources to meet peak demands; determines job priorities.  
Evaluates and resolves personnel and equipment problems; makes recommendations on acquisition of new equipment.  
Recommends personnel changes; counsels employees; plans and directs initial and continuation training; instructs employees in operation of new equipment and implementation of new procedures.  
Participates in developing operational procedures; may draft revisions to manuals.  
Participates in planning for transition of current document storage media to the electronic document management system.  
Performs output audits to evaluate individual and group performance; evaluates equipment utilization data.  
Maintains operation logs; prepares time, activity and statistical reports as requested; generates standardized reports on scheduled basis.

**IMAGING OPERATOR SUPERVISOR (CONT'D)****Examples of Work (cont'd)**

Assists program staff, other state or federal agency or external users in accessing documents maintained within the agency's electronic document management system.  
Contacts program or technical staff to resolve problems or operational issues.

**Knowledge, Skills and Abilities**

Knowledge of electronic document management concepts in a production environment.  
Knowledge of the rules, regulations, policies and procedures of the agency.  
Knowledge of the relevant functional business processes, operations, policies, and business forms, including the relationship among them and to outside entities.  
Ability to plan, assign and direct the work of subordinates.  
Ability to distinguish small details, recognize their significance, and take appropriate action.  
Ability to interact with electronic document management system, computer database and other computer software.  
Ability to analyze situations, problems, and information, and take appropriate action.  
Ability to synthesize information and provide interpretation.  
Ability to communicate effectively orally and in writing.

**Minimum Requirements**

Training: Graduation from a standard high school or the equivalent.  
Experience: Four years of full-time or equivalent part-time paid experience using PC based software such as word processing, database or spreadsheet or in electronic document management imaging or scanning documents.  
Substitution: Twelve semester hours of computer science from an accredited college or university or completion of a formal training program in data processing or related field from a business or vocational school may substitute for the experience.

Established: 9/16/99

Effective: 11/1/99