

CITY OF ANN ARBOR AND CITY OF CHELSEA  
OPERATIONAL AGREEMENT  
FOR  
INFORMATION TECHNOLOGY SERVICES

THIS AGREEMENT, is made and entered into this 7th day of February 2011, by and between the City of Ann Arbor, a Michigan municipal corporation, with principal address at 100 North Fifth Avenue, Ann Arbor, Michigan 48107, ("ANN ARBOR"), and the City of Chelsea, a Michigan municipal corporation, with principal address at 305 South Main Street, Suite 100, Chelsea, Michigan 48118, ("CHELSEA"):

WHEREAS, ANN ARBOR and CHELSEA have determined that it is in the best interest of both communities to provide information technology services through a shared resources and staffing agreement; and

WHEREAS, ANN ARBOR and CHELSEA need to specify how ANN ARBOR will provide CHELSEA with certain information technology services and how CHELSEA will provide ANN ARBOR with certain resources in support of these information technology services;

ANN ARBOR and CHELSEA agree as follows:

**I. Term**

The term of this Agreement shall be one year commencing on February 7, 2011 ("Effective Date") and shall remain in effect until February 6, 2012, unless terminated by either party under this Agreement.

**II. Scope of Services**

- A. The purpose of this Agreement is to provide information technology services to the employees and customers of CHELSEA, to enable timely, cost effective, high quality delivery of City services.
- B. ANN ARBOR shall provide competent personnel to perform, subject to the terms of this Agreement, during the Term, information technology requirements for municipal operations for CHELSEA. ("Base Services") as defined by the parties to be attached to this Agreement as Exhibit A, including but not limited to:
  - Manage daily information technology requirements on a 24x7x365 basis. In the event specific services identified in Exhibit A become obsolete to

the operations of CHELSEA, the Parties may eliminate or replace such services upon mutual agreement.

- Provide oversight and technical assistance to CHELSEA to ensure compliance with applicable service levels and in a manner consistent with the way in which the Base Services were provided to or performed by CHELSEA prior to the Effective Date of this Agreement. In the event Base Services or CHELSEA information technology systems are disrupted for an extended period of time during the Agreement, the parties agree to cooperate in identifying in a timely manner an appropriate business continuity plan for the provision of Base Services.
  - Report regularly to CHELSEA City Administrator and ANN ARBOR Finance and Administrative Services Administrator on the progress of assigned projects, and provide any additional reports or data as requested.
  - Consult with CHELSEA City Administrator and/or designee(s) or other officials on an as needed basis.
- C. Personnel provided by ANN ARBOR to CHELSEA to provide the above-referenced services, shall include an IT Support Specialist (“Specialist”) who will supervise and manage the information technology requirements of CHELSEA. Specialist’s duties and responsibilities shall be consistent with ANN ARBOR job description entitled: APPLICATIONS SUPPORT ANALYST, attached as Exhibit B. Duties in the job description performed for CHELSEA shall be under the direct supervision of ANN ARBOR IT Director (hereafter “IT Director”). CHELSEA and ANN ARBOR shall jointly set work priorities for the Specialist.
- D. Additional personnel may, from time to time, be authorized by the IT Director, to provide the agreed-upon services, when in the IT Director’s determination additional staffing is required to provide the services under this Agreement. Changes in personnel assigned to manage CHELSEA’s information technology requirements during the term of the Agreement are within the discretion of the IT Director.
- E. During the term of the Agreement, CHELSEA shall remain responsible for any new or additional software, or the repair or replacement of hardware, that CHELSEA may require for the receipt of or ANN ARBOR may require to perform the Base Services, including any and all required third-party licenses, leases, support, service, maintenance and other agreements (collectively “Ancillary Agreements”); provided, however, that ANN ARBOR shall be responsible for procuring and maintaining all Ancillary Agreements for ANN ARBOR software and hardware.

**III. Duties of Specialist**

- A. The Specialist shall be responsible for the daily information technology requirements for municipal operations for CHELSEA as defined in Exhibit A or as otherwise agreed upon by the parties.
- B. The Specialist shall perform all services under this Agreement, under the supervision of the ANN ARBOR IT Director, and in accordance with all applicable rules, policies, and procedures of the municipalities, including but not limited to back-up and restoration of data.

**IV. General Operational Conditions**

- A. ANN ARBOR shall keep time and expense records tracking time administering CHELSEA information technology systems, as well as time, if any, working on joint ANN ARBOR and CHELSEA funded projects, and time assisting CHELSEA employees from other departments or service units and any expenses incurred in connection with the Services. Time and expense records must comply with timekeeping procedures of both ANN ARBOR and CHELSEA. Time records shall include travel hours (if any).
- B. ANN ARBOR, its officers and employees and CHELSEA, its officers and employees shall not disclose confidential information of the other to any third party.

- C. If either Party is given access to any equipment, computer, software, network, electronic files, or electronic data storage system owned or controlled by the other Party, the Party provided access shall limit such access and use solely to provide or receive, as applicable, information technology services under this Agreement and shall not access or attempt to access any equipment, computer, software, network, electronic files, or electronic data storage system, other than those specifically required to provide or receive, as applicable, the information technology services. Each Party shall limit such access to those individuals with a requirement to have such access in connection with this Agreement, shall advise the other Party in writing of the name of each such person who will be granted such access, and shall strictly follow all security rules and procedures of the other Party for use of that Party's electronic resources. All user identification numbers and passwords disclosed to a Party by the other Party or similar confidential or privileged information obtained or shared as a result of access to and use of any equipment, computers, software, networks, electronic files, and electronic data storage systems owned or controlled by the disclosing Party, shall be deemed to be, and shall be treated as, subject to non-disclosure to the extent allowable under law. Each Party agrees to cooperate with the other Party in the investigation of any apparent unauthorized access by the first party to any equipment, computer, software, network, electronic file, or electronic data storage systems owned or controlled by the other Party, or any apparent unauthorized release of confidential information.
- D. On matters that could involve an actual or perceived conflict of interest between ANN ARBOR and CHELSEA, Specialist (or other assigned employee) shall disclose all pertinent facts relating to the potential conflict to the IT Director who will advise ANN ARBOR Finance and Administrative Services Area Administrator, and CHELSEA City Administrator or CHELSEA City Administrator's designee, who will advise the IT Director regarding resolution of the conflict.
- E. The general hours of operation for the Specialist or other assigned employees shall be designated by the IT Director, subject to the prior written permission of ANN ARBOR Human Resources Services.
- F. ANN ARBOR and CHELSEA will meet formally each month and informally as needed in order to review service levels, address new requirements, review outstanding issues and new issues and other items as needed. Meetings will be scheduled based on availability of assigned staff.

**V. Office Facilities**

- A. CHELSEA shall provide office space, business equipment and supplies for assigned ANN ARBOR employees in CHELSEA facilities at 305 South Main

Street, Suite 100, Chelsea, or other mutually agreeable location provided by CHELSEA.

B. In order to carry out the information technology functions of CHELSEA, all assigned ANN ARBOR employees shall have access to necessary equipment, systems and services provided through CHELSEA.

C. CHELSEA policies that are or may be applicable to assigned ANN ARBOR employees working in CHELSEA facilities, including, but not limited to, CHELSEA Internet & E-mail Policy, and are subject to review by the IT Director and ANN ARBOR City Attorney.

#### **VI. Written Policies**

ANN ARBOR will provide CHELSEA with written copies of applicable policies and procedures regarding services under this Agreement. CHELSEA will provide ANN ARBOR with written copies of applicable policies and procedures. Such policies will comply with all federal, state and local governmental laws and regulations.

ANN ARBOR and CHELSEA employees will continue to follow their respective policies regarding the reporting of accidents and incidents involving employees.

#### **VII. Ownership of Documents and Publication**

All documents related to ANN ARBOR business developed as a result of this agreement are the property of ANN ARBOR and all documents related to CHELSEA business developed as a result of this Agreement are the property of CHELSEA. Documents will be available to the public in conformance with the Michigan Freedom of information Act.

#### **VIII. Employee Compensation/Taxes/Reimbursement**

A. ANN ARBOR employees will at all times remain exclusive employees of ANN ARBOR, and CHELSEA employees will at all times remain exclusive employees of CHELSEA.

B. CHELSEA accepts exclusive liability for compensation and benefits for services performed by CHELSEA employees under this Agreement. CHELSEA accepts exclusive liability for all applicable payroll taxes, including social security, federal, state and any income tax withholding, federal and

state unemployment taxes, and any penalties and interest on such payroll taxes resulting from amounts paid to any persons employed by CHELSEA in performing services under this Agreement. Such persons will in no event be the employees of ANN ARBOR. CHELSEA agrees to indemnify ANN ARBOR from any and all taxes under Section 4980B of the Internal Revenue Code and any penalties and interest thereon, resulting from failure of CHELSEA to satisfy the continuation coverage requirements provided in Section 4980B of the Internal Revenue Code with respect to CHELSEA's group health plans, if any, applicable to persons employed by CHELSEA in performing services under this agreement. CHELSEA must pay all income, single business, sales, use, property, and any other taxes, assessments and fees arising out of CHELSEA's performance of services under this Agreement, and must indemnify ANN ARBOR for all such taxes, assessments and fees and any penalties and interest on such taxes, assessments and fees levied against ANN ARBOR or which ANN ARBOR may be required to pay.

C. ANN ARBOR accepts exclusive liability for compensation and benefits for services performed by ANN ARBOR employees under this Agreement. ANN ARBOR accepts exclusive liability for all applicable payroll taxes, including social security, federal, state and ANN ARBOR income tax withholding, federal and state unemployment taxes, and any penalties and interest on such payroll taxes resulting from amounts paid to any persons employed by ANN ARBOR in performing services under this Agreement. Such persons will in no event be the employees of CHELSEA. ANN ARBOR agrees to indemnify CHELSEA from any and all taxes under Section 4980B of the Internal Revenue Code and any penalties and interest thereon, resulting from failure of ANN ARBOR to satisfy the continuation coverage requirements provided in Section 4980B of the Internal Revenue Code with respect to ANN ARBOR's group health plans, if any, applicable to persons employed by ANN ARBOR in performing services under this agreement. ANN ARBOR must pay all income, single business, sales, use, property, and any other taxes, assessments and fees arising out of ANN ARBOR's performance of services under this Agreement, and must indemnify CHELSEA for all such taxes, assessments and fees and any penalties and interest on such taxes, assessments and fees levied against CHELSEA or which CHELSEA may be required to pay.

D. CHELSEA will compensate CHELSEA employees and ANN ARBOR will compensate ANN ARBOR employees. Each party will, for their respective employees, maintain all required human resources and compensation records, compute employees' compensation and withhold and pay all required employment taxes, pay all required worker's compensation, unemployment compensation, overtime and fringe benefits required by law or

pursuant to each parties' respective policy. Each party will also perform such other duties and obligations for their respective employees as required to comply with any and all applicable federal, state and local statutes, ordinances, rules and regulations, including without limitation the maintenance of appropriate worker's compensation insurance, compliance with OSHA/MIOSHA requirements, and compliance with the Americans With Disabilities Act and the Michigan Persons with Disabilities Civil Rights Act.

#### **IX. Compensation for Services**

- A. CHELSEA will reimburse ANN ARBOR up to \$32,000.00 for all services provided to CHELSEA under this Agreement. ANN ARBOR shall be paid for actual staffing costs for services provided to CHELSEA, including the proportionate amount of salary and benefits for each ANN ARBOR employee based on the percentage of time each employee spends providing services to ANN ARBOR.
- B. Payments shall be made quarterly following receipt of an invoice submitted by the other party. Payment shall be made within 30 days of receipt of invoice.

#### **X. Equal Employment Opportunity**

ANN ARBOR and CHELSEA shall provide the services set forth in this Agreement without discrimination in accordance federal and state law, and all applicable local ordinances and regulations.

Each party agrees to post notices containing their policy against discrimination in conspicuous places available to applicants for employment and employees. All solicitations or advertisements for employees will state that all qualified applicants will receive consideration for employment without discrimination.

#### **XI. Indemnity; Limitations of Liability**

ANN ARBOR will hold harmless CHELSEA, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including ANN ARBOR's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of CHELSEA in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract

resulting in whole or in part from negligent acts or omissions of ANN ARBOR, any sub-contractor, or any employee, agent or representative of ANN ARBOR or any sub-contractor but only to the extent that such claims are not or would not be barred by governmental immunity if made against ANN ARBOR. This provision does not and shall not be construed to waive or limit ANN ARBOR's governmental immunity. This provisions is not and shall not be construed as a contractual agreement for ANN ARBOR to indemnify CHELSEA and does not authorize CHELSEA to seek reimbursement from ANN ARBOR either for any claims CHELSEA pays by settlement or otherwise or for any of CHELSEA's costs associated with such claims. This provision does not and shall not be construed to impose liability on ANN ARBOR either for the acts and omissions of CHELSEA, its officers or employees, or for the acts and omissions of third parties. .

CHELSEA will hold harmless ANN ARBOR, its officers, agents, servants, volunteers and employees from any and all liabilities, claims, liens, fines, demands and costs, including legal fees, of whatsoever kind and nature which may result in injury or death to any persons, including CHELSEA's own employees, and for loss or damage to any property, including property owned or in the care, custody or control of ANN ARBOR in connection with or in any way incident to or arising out of the occupancy, use, service, operations, performance or non-performance of work in connection with this contract resulting in whole or in part from negligent acts or omissions of CHELSEA, any sub-contractor, or any employee, agent or representative of CHELSEA or any sub-contractor but only to the extent that such claims are not or would not be barred by governmental immunity if made against CHELSEA. This provision does not and shall not be construed to waive or limit CHELSEA's governmental immunity. This provisions is not and shall not be construed as a contractual agreement for CHELSEA to indemnify ANN ARBOR and does not authorize ANN ARBOR to seek reimbursement from CHELSEA either for any claims ANN ARBOR pays by settlement or otherwise or for any of ANN ARBOR's costs associated with such claims. This provision does not and shall not be construed to impose liability on CHELSEA either for the acts and omissions of ANN ARBOR, its officers or employees, or for the acts and omissions of third parties. .

In no event shall ANN ARBOR in provision of Base Services be liable to CHELSEA for any indirect, incidental, special, punitive or consequential damages arising out of or relating to this Agreement. Base Services under this Agreement are provided by ANN ARBOR "as is" and ANN ARBOR specifically disclaims any warranty for a particular purpose.

## **XII. Insurance**

The parties acknowledge that each party is insured or self-insured. Each party agrees to maintain insurance or self-insurance reserves or excess insurance policies at its own

expense during the term of this Agreement and any future partnership agreements into which the parties enter with one another, in the type and amounts below:

- A. Workers' Compensation Insurance with Michigan statutory limits and Employers Liability Insurance with a minimum limit of \$100,000 each accident for any employee.
- B. Comprehensive/Commercial General Liability Insurance with a combined single limit of \$1,000,000 each occurrence for bodily injury and property damage. Each party shall name the other party as "additional insured" on the general liability policy with respect to the services provided under this Agreement.
- C. Automobile Liability Insurance covering all owned, hired and non-owned vehicles with Personal Protection Insurance and Property Protection Insurance to comply with the provisions of the Michigan No Fault Insurance Law, including residual liability insurance with a minimum combined single limit of \$1,000,000 each accident for bodily injury and property damage.

Insurance companies, named insureds and policy forms shall be subject to the approval of ANN ARBOR City Attorney and CHELSEA City Administrator. Such approval shall not be unreasonably withheld. Insurance policies shall not contain endorsements or policy conditions which reduce coverage provided to either ANN ARBOR or CHELSEA. Each party shall be responsible to the other party for insurance companies insuring each party for all costs resulting from both financially unsound insurance companies selected by either party and their inadequate insurance coverage. Each party shall furnish the other party with a letter of self-insurance and/or satisfactory certificates of insurance or a certified copy of the policy, if requested by ANN ARBOR City Attorney or CHELSEA City Administrator.

### **XIII. Termination, Actions Upon Termination or Expiration**

Either party may terminate this Agreement with or without cause by giving ninety (90) days written notice to the other party of its intent to terminate. In the event of this Agreement's termination, any money owed by one party to the other prior to the date of termination pursuant to Article III must still be paid.

Upon notice of expiration of this Agreement or its termination by either party for any reason, ANN ARBOR, shall to the extent practicable, meet to prepare and agree upon a transition plan for services which shall include, at a minimum, providing for parallel

services until transition of the Base Services to a new provider and reasonable technical support regarding transition and such other services as shall be reasonably necessary to facilitate, without interruption of Base Services. CHELSEA shall be responsible for procuring and maintaining, at its own expense, all third-party licenses, leases, support, service, maintenance and other agreements required transitioning Base Services to its new provider of services.

#### **XIV. General Provisions**

- A. This Agreement may not be altered or amended except by written agreement, signed by ANN ARBOR Administrator or designee and CHELSEA Administrator or designee. All amendments to this Agreement are subject to the approval of ANN ARBOR Administrator and CHELSEA Administrator.
- B. The provisions of this Agreement shall be binding upon the parties hereto and their respective successors and assigns.
- C. This Agreement may be executed in several counterparts, each of which shall be deemed original. Such counterparts shall together constitute but one and the same Agreement.
- D. The headings of the paragraphs of this Agreement are inserted solely for the convenience of reference. They shall in no way define, limit, extend or aid in the construction of the scope, extent or intent of this Agreement.
- E. The recitals at the beginning of this Agreement are incorporated into the Agreement by reference.
- F. In the event that any provision contained in this Agreement is held unenforceable by a court of competent jurisdiction, the remaining provisions shall continue. In the event that a portion of any provision is held unenforceable, the remaining portion of such provision shall nevertheless be carried into effect.
- G. The Agreement shall be construed in accordance with the laws of the State of Michigan. The parties agree that Washtenaw CHELSEA, Michigan is the proper forum for any litigation arising out of this Agreement.
- H. The failure of a party to enforce at any time the provisions of this Agreement shall not be construed as a waiver of any provision or of the

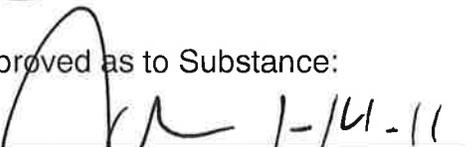
right of such party thereafter to enforce each and every provision of this Agreement.

- I. Neither party shall transfer or assign the Agreement without the written consent of the other party.
- J. Any notice, request, demand, or other communication required or permitted thereunder shall be deemed properly given when received. All notices and submissions required under this agreement shall be by personal delivery, overnight delivery service, or by first-class mail, postage prepaid, to the address set forth above or such other address or method of delivery as either party may designate by prior written notice to the other.
- K. Neither Party will be liable for delays or failure to perform services under this Agreement if due to any cause or conditions beyond its reasonable control, including delays, or failures due to acts of God, natural disasters, acts of civil or military authority, fire, flood, earthquake, strikes, wars, or utility disruptions (shortage of power).
- L. This Agreement represents the entire agreement between the parties and supersedes all prior representations, negotiations or agreements whether written or oral between the parties.

**CITY OF CHELSEA,  
A Michigan Municipal Corporation**

By:  1-14-11  
Jason F. Lindauer (Date)  
Mayor

By:  1-14-11  
Terri Royal (Date)  
Clerk/Treasurer

Approved as to Substance:  
By:  1-14-11  
John P. Hanifan (Date)  
City Administrator

*Signatures continued on next page*

**CITY OF ANN ARBOR,  
A Michigan Municipal Corporation**

By: \_\_\_\_\_  
John Hieftje (Date)  
Mayor

By: \_\_\_\_\_  
Jacqueline Beaudry (Date)  
City Clerk

Approved as to Substance:

By: \_\_\_\_\_  
Roger W. Fraser (Date)  
City Administrator

By: \_\_\_\_\_  
Tom Crawford (Date)  
CFO/Finance and Administrative Services  
Area Administrator

Approved as to Form:

By: \_\_\_\_\_  
Stephen K. Postema (Date)  
City Attorney

## Exhibit A – BASE SERVICES

Base Services shall be finalized within 90 days of the effective date of this agreement and shall at a minimum consist of the following:

- First level of response for on site, computer related issues for:
  - Active Directory, domain, file, print, and application servers
  - Microsoft Hyper-V virtual servers
  - Open-source firewalls and VPN security
  - Email services and Google Apps within the City Offices and non-Police departments
- Manage the Chelsea's website ([www.city-chelsea.org](http://www.city-chelsea.org)), located in-house on a Linux server running open-source Web Content Management software
- Manage content and technology associated with the Chelsea's local television station (Channel 18)
- Ensure that the Chelsea's important data is being backed up correctly, and on a regular basis and document Disaster Recovery plan
- Coordinate the activities of consultants performing on-site and off-site services and maintain documentation regarding the Chelsea's core business applications and IT systems and computer software and hardware assets
- Monitor the status of all information technology contracts, including phone systems, computer lease, and anti-virus software and assist with determining repair/replacement schedules of hardware and software
- Plan, implement and coordinate any software or hardware installations
- Act as the Chelsea's representative for regional technology efforts (such as eWashtenaw or Wireless Washtenaw)

A complete description of Base Services as agreed upon by and between the parties shall be executed and attached to and made a part of this Agreement as Exhibit A-1.

EXHIBIT B

CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION

JOB TITLE: Applications Support Analyst  
SERVICE AREA: Financial and Administrative Services

CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION

JOB TITLE: Applications Support Analyst

**Job Number: 401610**

**Date Finalized: 5/17/05**

<b>Service Area</b> Financial and Administrative Services	<b>Accountable To</b> Applications Manager or IT Director
<b>Mission Statement</b> The City of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters fair, sensitive, and respectful treatment of all employees and the community served.	
<b>Role Summary</b> Working with the IT support staff, plan, schedule, monitor, verify, and analyze enterprise application processing. Review and document application processing process and procedures to prevent and correct production issues as necessary.	
<b>Duties</b> Incumbent may be responsible for the following duties, listed in order of frequency and importance:  <p style="text-align: center;"><b><u>Essential Duties</u></b></p> <ul style="list-style-type: none"> <li>• Investigates and insures resolution of all production processing problems for all scheduled services. Escalate and assist on issues needing Sr. Applications Specialist skills.</li> <li>• Identifies and resolves production problems involving storage space allocation, device assignments, job streams and run schedules.</li> <li>• Coordinate and assists in the resolution of application and or systems problems impacting production.</li> <li>• Assist or complete development of or modification of application programming as requested.</li> <li>• Assist infrastructure and applications personnel as requested.</li> <li>• Initiates corrective action or carry out instructions to resolve system or data error on production.</li> <li>• Log and document production problems, including documenting issues and resolution to Help Desk software.</li> <li>• Identifies reoccurring and potential process problems to jointly develop resolution plan and implement changes other applications staff.</li> <li>• Recommend process controls for prevention of issues or improvement in production processing.</li> <li>• Investigates alternative methods to expedite problem resolution.</li> <li>• Responds and provides user requested ad-hoc reports and assists in problem resolution.</li> <li>• Checks and logs space availability.</li> <li>• Insures complete and accurate production processing.</li> </ul>	

- Advises or make request to infrastructure team regarding special production process scheduling, status, or verification.
- Analyze the system log files and recommend changes to improve processing and utilization.
- Recognizes and identifies potential areas where existing policies and procedures require change, or where new ones need to be developed, especially regarding future application processing.
- Fulfills departmental requirements in terms of providing work coverage and administrative notification during periods of personnel illness, vacation or education.
- Will be on-call with a pager on a rotating basis with other staff members.

### **Related Work**

- Manage applications including user account maintenance and business process configuration.
- Perform related work as assigned.

### **Knowledge of** (position requirements at entry)

- Operating Systems; AIX and Windows
- Basic knowledge of application programming and analysis
- Basic knowledge of any following application programming languages: Micro Cobol, ASP, HTML, VB, JAVA, etc.
- Basic knowledge of any scripting languages or tools

### **Skills** (position requirements at entry)

- Excellent oral and written communication skills
- Ability to set priorities and work in multitask environment
- Ability to work independently and as a team
- Ability to apply sound judgment under pressure
- Self motivated and ability to demonstrate of self initiatives
- Resourceful and analytical to solved complex problems
- Meeting deadlines under pressure in a timely and accurate manner

### **Equipment**

Computing equipment including desktop, laptop, servers, printer, and tape management system.  
Miscellaneous office equipment including fax and phone.

### **Training and Experience** (position requirements at entry)

- Bachelor's degree in computer science, information technology or related field.
- Knowledge of computer hardware, software, and application programming.
- Experience in working with servers and applications: at least three years.
- Equivalent combination of education and experience may be considered

**Licensing Requirements (position requirements at entry)**

**Valid Michigan driver's license.**

**Physical Requirements**

Positions in this class typically require: walking, standing, stooping, kneeling, reaching, lifting, pushing, pulling, driving, fingering, grasping, talking, seeing, hearing and repetitive motions.

The ability to safely operate a motor vehicle, as incumbents will be required to travel throughout the City of Ann Arbor as necessary. Duties entail the ability to work at a computer keyboard for extended periods of time, or extended periods of time troubleshooting over the telephone.

Operating standard office equipment requiring continuous or repetitive hand/arm movements.

Move and lift objects up to 20 pounds such as mail, files and supplies.

Sedentary Work: Exerting up to 50 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.

**Description Prepared By**

Young Cho (May 2005) / HR Review (May 2005)

**Description Revised By**

Dan Rainey (August 2005)