

# Job Fact Sheet Questionnaire

## CAAT Job Evaluation System for Non-Bargaining Unit Employees Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges' Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the College's recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position's Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

### POSITION IDENTIFICATION

Date: May 12, 2026

**College:** St. Lawrence College  
**Incumbent:** Vacant  
**Position Title:** IT Hybrid Infrastructure Architect & Administrator  
**Division/Department:** Information Technology Services  
**Classification:** Payband 10  
**Position #:**  
**NOC Code:** 21222  
**Location/Campus:** Tri-Campus (Brockville, Cornwall, or Kingston)  
**Immediate Supervisor (title):** Associate Director, Cybersecurity & Cloud Services  
**Type of Position:**

Administrative

Part-Time Administrative

Sessional Academic

Part-Time Academic

Part-Time Support

Other

**I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):**

Incumbent: \_\_\_\_\_

Date: \_\_\_\_\_

**Recommended by**  
Position's Manager: \_\_\_\_\_

Date: \_\_\_\_\_

**Approved by**  
Senior Manager: \_\_\_\_\_

Date: \_\_\_\_\_

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### POSITION SUMMARY

**Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.**

The IT Hybrid Infrastructure Architect and Administrator is a senior technical specialist position responsible for the design, implementation, and hands-on administration of St. Lawrence College's hybrid IT infrastructure, including enterprise cloud platforms, SaaS, and on-premises data centre environments. The position requires advanced, specialized technical expertise and is accountable for the ongoing configuration, operation, monitoring, troubleshooting, and optimization of complex infrastructure services that support critical academic and administrative systems across the College.

The position operates with a high degree of independence and exercises substantial judgment in analyzing requirements, evaluating alternatives, and selecting appropriate hybrid hosting and infrastructure solutions. As the College's primary subject matter expert for hybrid infrastructure services, the role defines and maintains enterprise and solution architectures, ensures infrastructure services and operations comply with established architectures, frameworks, policies, standards, procedures, and controls, and resolves complex technical issues with significant institutional impact. Through continuous hands-on involvement, the position contributes directly to the security, reliability, resiliency, and sustainability of core IT services. Ongoing professional development, as well as knowledge sharing and collaboration within the College and the broader public sector IT community, are integral to maintaining the specialized expertise required for this role.

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## KEY DUTIES

Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

<u>KEY DUTIES</u>	<u>% OF TIME</u>
<b>1. Hybrid IT Infrastructure Architecture and Design</b>	<b>(25%)</b>
<ul style="list-style-type: none"><li>▪ In collaboration with the St. Lawrence College ITS department team:<ul style="list-style-type: none"><li>○ Define, document, and maintain the College's enterprise and solution architecture for hybrid IT services, spanning Microsoft Azure, Microsoft 365, SaaS, and on-premises VMware-based data centre environments.</li><li>○ Analyze business, technical, security, and compliance requirements across participants from academic, administrative, and ITS business groups to inform architecture decisions.</li><li>○ Evaluate, compare, and recommend cloud-native, hybrid, and on-premises architecture options, documenting trade-offs related to security, cost, risk, scalability, resiliency, maintainability, and strategic alignment.</li><li>○ Develop architecture artefacts, including design specifications, architecture decision records (ADRs), and implementation roadmaps to guide approved solutions.</li><li>○ Assess existing cloud and data centre environments to identify architectural gaps, technical debt, and opportunities for modernization or optimization.</li><li>○ Ensure security, privacy, and compliance requirements are embedded in all infrastructure and solution designs.</li></ul></li><li>▪ Contribute to the development and ongoing maintenance of infrastructure architecture standards, policies, and governance frameworks.</li></ul>	
<b>2. Microsoft Azure &amp; Microsoft 365 Administration</b>	<b>(25%)</b>
<ul style="list-style-type: none"><li>▪ Perform hands-on administration and operational oversight of Microsoft Azure and Microsoft 365 platforms in support of enterprise systems and services.</li><li>▪ Configure, monitor, troubleshoot, and optimize Azure infrastructure components, including compute, storage, networking, identity, and security services.</li><li>▪ Administer Microsoft 365 workloads, including Exchange Online, Teams, SharePoint, Intune, and data governance and compliance services.</li><li>▪ Manage the full lifecycle of cloud resources, including provisioning, scaling, optimization, and decommissioning, ensuring cost efficiency and operational stability.</li><li>▪ Implement and maintain cloud governance controls, including</li></ul>	

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role-based access control, policy enforcement, tagging standards, and cost management practices.

- 3. On-Premises Data Centre Administration (25%)**
- Provide hands-on administration and technical leadership for the College's on-premises VMware-based Software-Defined Data Centre (SDDC).
  - Manage virtualization platforms and services, including VMware vSphere/ESXi, vCenter, vSAN, NSX, and supporting monitoring and capacity management tools.
  - Perform ESXi host and cluster lifecycle management, including configuration, patching, upgrades, and performance optimization.
  - Administer virtual networking and storage systems to support secure, resilient, and high-availability workloads.
  - Maintain data centre backup, recovery, and business continuity configurations for virtualized infrastructure.
  - Produce and maintain technical documentation, including architecture diagrams, configuration standards, as-built documentation, and operational runbooks.
- 4. Security, Risk & Compliance (15%)**
- Implement and maintain technical security controls across cloud and on-premises environments in alignment with institutional policies, NIST CSF, and Ontario regulatory requirements.
  - Identify and assess risks associated with hybrid infrastructure services and contribute to the College's IT risk management processes.
  - Monitor infrastructure environments for security events, vulnerabilities, and incidents, and participate in response and remediation activities.
  - Conduct vulnerability assessments and coordinate remediation actions across cloud and data centre platforms.
  - Verify and report on compliance of infrastructure services and operations with applicable architectures, standards, policies, and regulatory obligations.
- 5. Projects, Automation & Continuous Improvement (5%)**
- Lead and contribute to infrastructure modernization, migration, and improvement initiatives involving cloud, SaaS, hybrid, and data centre platforms.
  - Plan and manage technical work activities using established ITS project and service delivery methodologies.
  - Design and implement automation solutions to improve operational efficiency, reliability, and consistency.
  - Evaluate emerging technologies and infrastructure capabilities to support long-term hybrid infrastructure planning.
- 6. Knowledge Sharing & Professional Development (5%)**
- Maintain current and advanced technical knowledge through ongoing

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- professional development, training, and certifications.
- Monitor vendor roadmaps, platform updates, and industry trends relevant to hybrid infrastructure and security.
- Act as a recognized subject matter expert, providing guidance and technical leadership to ITS staff and institutional decision makers.
- Participate in knowledge sharing and collaboration within the Ontario college sector and the broader public-sector IT community.

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**TOTAL:**

**100%**

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### 1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

**Complexity** refers to the **variety** and relative **difficulty** of **comprehending** and **critically analyzing** the material, information, situations and/or processes upon which decisions are based.

**Judgement** refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

**Provide up to three examples of the most important and difficult decisions that an incumbent is typically required to make.**

- a) The position involves non-routine, highly complex technical work requiring advanced and specialized judgment to analyze, design, and operate hybrid infrastructure solutions across integrated cloud and on-premises environments. The incumbent must evaluate and balance multiple competing variables—such as security, regulatory compliance, risk exposure, cost, performance, reliability, scalability, maintainability, and long-term architectural sustainability—where standard procedures are insufficient, and solutions are not clearly defined. Problems frequently involve unclear cause-and-effect relationships across interconnected systems, requiring lateral and systems-level thinking to identify underlying risks, architectural gaps, or root causes that may not be immediately apparent, often with limited precedent or incomplete information.
- b) Resolution of issues at this level regularly requires assessing alternatives where no option fully mitigates risk and each carries inherent trade-offs. The incumbent must evaluate the potential short- and long-term impacts of proposed actions on enterprise service availability, security posture, compliance obligations, cost, and operational complexity, and determine an appropriate course of action based on overall institutional risk and impact. Decisions are frequently made under time constraints or during service disruptions and can have College-wide consequences, requiring the application of professional judgment to balance immediate operational recovery against long-term architectural integrity and sustainability.

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### 2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

#### Non-Post Secondary

Partial Secondary School

Secondary School Completion

#### Post Secondary

1-Year Certificate

4-Year Degree

2-Year Diploma

Masters Degree

3-Year Diploma/Degree

Post Graduate Degree

Professional Designation

Specify:

Other

Specify:

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**A) Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.**

- A minimum of a 3-year Diploma in Computer Sciences, Information Technology, Electronics Engineering Technology, Computer Engineering Technology, Computer Programming, or Information Technology.
- **Required certifications:**
  - **Cloud:**
    - Microsoft 365 Fundamentals
    - Microsoft Azure Fundamentals
    - Microsoft Azure Administrator Associate
  - **On-Premises:**
    - VMware Certified Professional – vSphere Foundation Administrator (VCP-VVF)
    - Microsoft Certified: Windows Server Hybrid Administrator Associate
  - **IT Service Management**
    - ITIL 3 Foundation

**B) Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, operating equipment).**

Strong and broad understanding of the various components of hybrid infrastructure required to deliver effective hybrid architecture including cloud services; networks; enterprise and web applications; storage and server infrastructure; data architecture and services; information security; software development; data centre environment; server and desktop virtualization; various client devices and technologies.

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### 3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent's actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

**Experience required at the point of hire. Up to and including:**

- |   |   |
|---|---|
| <input type="checkbox"/> no experience required | <input type="checkbox"/> 4 years            |
| <input type="checkbox"/> 3 months               | <input checked="" type="checkbox"/> 5 years |
| <input type="checkbox"/> 6 months               | <input type="checkbox"/> 7 years            |
| <input type="checkbox"/> 1 year                 | <input type="checkbox"/> 9 years            |
| <input type="checkbox"/> 18 months              | <input type="checkbox"/> 11 years           |
| <input type="checkbox"/> 2 years                | <input type="checkbox"/> 13 years           |
| <input type="checkbox"/> 3 years                | <input type="checkbox"/> 15 years           |
|   | <input type="checkbox"/> 17 years           |

**Specify and describe any specialized type of work experience necessary to fulfill the requirements of the position.**

- A minimum of 5 years of progressively responsible IT Infrastructure experience, with hands-on Microsoft Azure administration and/or architecture, and VMware vSphere / vCenter administration in a production environment.

### 4. INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the amount of responsibility inherent in a position and the degree of freedom that an incumbent has to initiate or take action to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/ management systems.

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**A) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.**

- a) The incumbent is expected to consider a diverse set of technical options related to the successful design and architecture of infrastructure solutions. The incumbent must narrow the analysis to the most viable prospective options and resolution, independently of supervision.
- b) The incumbent is responsible for coordinating team activities within the approved parameters for the projects that the incumbent is managing.

**B) Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.**

- a) Significant changes to infrastructure architecture or controls.
- b) All purchases.

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**Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.**

- NIST Cybersecurity Framework
- TIL framework for IT service management
- Application Technical Manuals and Guides
- Agile / Kanban project delivery
- St. Lawrence College strategic plan, business plans, policies, and procedures
- St. Lawrence College ITS strategies, standards, policies, and procedures
- St. Lawrence College cybersecurity framework, strategy, policies, standards, procedures, and controls.
- Government privacy and freedom of information legislation
- Audit requirements for information systems

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### 5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the potential consequences that errors in judgement made by an incumbent, despite due care, could have on the College. Usually, the higher the level of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

**Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, affects on staff, students, clients or public.**

- a) Errors in judgement in infrastructure architecture or infrastructure risk analysis could result in critical systems failures with wide-ranging consequences, privacy breaches and infrastructure incidents. Failing to select optimal solutions or to identify flaws can result in missed opportunities, inefficiencies, suboptimal performance, data loss, security breaches, information exposure or significant financial impact due to requirements for rework.
- b) Failing to decide on the relevant participants for infrastructure solution design can result in missed requirements, unsatisfied or upset constituents, or lack of adoption surrounding an initiative. The range of impact includes damage to reputation of the college or it programs in the worst case, with the best case being a failure to maximize value delivery and participant satisfaction in accordance with the level of allocated college resources.

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### 6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the types, importance and intended outcomes of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does not focus on the level of the contact, but on the nature of the contact.

**Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.**

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
			Occasional	Frequent
Internal to the College:			Occasional	Frequent
Internal to the college, e.g. students, staff, senior management, colleagues.	Directors of All College Areas	Gathering project and IT solutions requirements		X
	Deans and Associate Deans	Gathering project and IT solutions requirements		X
	Functional Support Staff	Gathering project and IT solutions requirements, directing project activities, coordinating IT systems support issue resolution		X
	ITS Senior Management (Directors, CISO, CIO)	Gathering project and IT solutions requirements, reporting on project status, seeking approval for significant project changes, seeking approval for significant changes to IT systems or availability of IT systems availability, coordinating IT systems support issue resolution		X
	ITS Technical Staff	Gathering project and IT solutions requirements, directing project activities, coordinating IT systems support issue resolution		X
	College Executive Team	Gathering project and IT solutions requirements	X	

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External to the College:			Occasional	Frequent
External to the college, e.g. suppliers, advisory committees, staff at other colleges, government, public/private sector.	Application Vendors and Contracted Service Providers	Managing project activities and contracted services, coordinating IT systems support issue resolution		X
	Contracted Consultants	Managing the delivery of specialized knowledge or expertise		X
<b>Occasional (O)      Contacts are made once in a while over a period of time.</b> <b>Frequent (F)      Contacts are made repeatedly and often over a period of time.</b>				

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### 7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the degree and type of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(√) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- Not responsible for supervising or providing guidance to anyone.
- Provides technical and/or functional guidance to staff and/or students.
- Instructs students and supervises various learning environments.
- Assigns and checks work of others doing similar work.
- Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- Manages the staff and operations of a program area/department.\*
- Manages the staff and operations of a division/major department.\*
- Manages the staff and operations of several divisions/major departments.\*
- Acts as a consultant to College management.
- Other e.g., counselling, coaching. Please specify:
  -

\* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

**Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent.**

- Various cross-functional staff that are committed to task work on projects, involved in cloud operations or support issue resolution. The incumbent must manage their activities in relation to relevant project plans, ITS procedures and approved commitment of time by the staff members' immediate supervisors

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### 7b. SPAN OF CONTROL

Span of Control is complementary to Character of Supervision/Functional Guidance. Span of Control refers to the total number of staff for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

**Enter the total number of full time and full time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.**

Type of Staff	Number of Staff
Full-Time Staff	0
Non Full Time Staff (FTE) *	0
Contract for Service **	0
<b>Total:</b>	0

**\* Full Time Equivalency (FTE) conversions for non full time staff are as follows:**

#### **Academic Staff**

Identify the total average annual teaching hours taught by all non full time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post secondary teachers and 760 hours for non-post secondary teachers.

#### **Support Staff**

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

#### **Administrative Staff**

Identify the total average annual hours worked by non full time administrative staff for which the position is accountable and divide by 1820 hours.

#### **\*\* Contract for Services**

When considering “contracts for services,” review the nature of the contractual arrangements to determine the degree of “supervisory” responsibility the position has for contract employees. This could range from “no credit for supervising staff” when the contracting company takes full responsibility for all staffing issues to “prorated credit for supervising staff” when the position is required to handle the initial step(s) when contract staffing issues arise.

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### 8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the degree and severity of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

#### PHYSICAL DEMANDS

**Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.**

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Sitting at computer station for data entry, system testing, updates, etc.			X		
Normal computerized office environment – standing, walking, bending to retrieve files, using office equipment, etc.					X

#### SENSORY DEMANDS

**Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.**

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Performing analysis of IT systems operations and support issue resolution				X		L
Concentrated development of project management plans and schedules using a variety of computer applications				X		L
Preparing status reports, proposals, and presentations				X		L

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Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Email communication with project team members, participants and ITS staff			X			S

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### FREQUENCY:

<b>Occasional:</b>	Occurs once in a while, sporadically.
<b>Moderate:</b>	Occurs on a regular, ongoing basis for up to a quarter of the work period.
<b>Considerable:</b>	Occurs on a regular, ongoing basis for up to a half of the work period.
<b>Extended:</b>	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
<b>Continuous:</b>	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

### DURATION:

<b>Short:</b>	Up to one hour at a time without the opportunity to change to another task or take a break.
<b>Intermediate:</b>	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
<b>Long:</b>	More than two hours at a time without the opportunity to change to another task or take a break.

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### 9. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

#### Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

*Note on Travel: St. Lawrence College has adopted the following guidelines for travel. From the list below, please indicate which category best describes the travel required for the position.*

1. Local travel on a regular basis up to 2 times per week.  
Out-of-town travel on a regular basis 1 – 2 times per month.
2. Local travel on a regular basis more than 2 times per week.  
Out-of-town travel 2 – 8 times per month.
3. Out-of-town travel on a regular basis more than 8 times per month.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions. Include travel requirements (if any).	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Travel to attend project meetings (Tri-campus)	X		

#### Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Not applicable.			

#### Frequency:

<b>Occasional</b>	Occurs once in a while, sporadically.
<b>Frequent</b>	Occurs regularly throughout the work period.
<b>Continuous</b>	Occurs regularly, on an ongoing basis, throughout most of the work period.