

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Terry Pohle

Work Phone:

2. Class Title (i.e. payroll title):

MIS 2

3. Working Title (if any):

Operations Systems Administrator

4. Name & Class of First-Line Supervisor:

Kathy Cryan, Engineering Operations Manager

Work Phone: 266-4819

5. Department, Division & Section:

Public Works, Engineering - Operations

6. Work Address:

1600 Emil St.

7. Hours/Week: 38.75

Start time: 8:45 AM End time: 5:15 PM

8. Date of hire in this position:

12/5/2005

9. From approximately what date has employee performed the work currently assigned:

-
10. Position Summary:

This is advanced-level professional work in the development or support of automated management information systems. This level is characterized by responsibility for the development and implementation of automated systems and major system components or the development and implementation of support systems and programs, as assigned. Work may involve some leadership responsibility on specific projects, as assigned and is performed under the general supervision of the Engineering Operations Manager.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

- 50% A. Computerized Maintenance Management System (CMMS) Configuration and Support
1. Responsible for all functions necessary to configure, maintain and support Cityworks for Engineering Operations.
 2. Participate in vendor demos to evaluate applications' ability to meet the Engineering Division's needs.
 3. Participate as core project implementation team member. Participate in project kickoff meeting, Engineering business process workshops and application administration and configuration training.
 4. Collaborate with internal customers, IT colleagues, and other stakeholders to identify user requirements, assess application impacts, and recommend solution options.
 5. Identify any issues with integration new CMMS (Cityworks) with Engineering's GIS data and coordinate with Mapping and IT to resolve.
 6. Work with vendor to assure that ESRI geodatabase for Engineering assets is configured for use with Cityworks. Develop and maintain symbology for Engineering assets in Cityworks ESRI environment. Perform required ESRI configuration and programming for Cityworks, as well as support related GIS activities.
 7. Perform data conversion tasks, such as review and scrubbing of existing CMMS and CCTV data, data mapping and writing code or scripts to reformat data as needed;
 8. Develop business knowledge and relationships to assure successful implementation of project.
 9. Review vendor supplied documentation. Collect and/or oversee collection of data required by vendor to populate configuration spreadsheets. Data includes but is not limited to employees, service request and work order activity types, associated tasks, materials, equipment, inspections and storerooms.
 10. Participate in vendor led business process workshops to establish configuration data and workflows. Work with Engineering Operations staff to document existing workflows, analyze business processes and re-engineer workflows. Configure revised workflows in Cityworks.
 11. Work with vendor to determine methodology and integration points for integration with Pipelogix and Munis as well as data conversion requirements.
 12. Conduct and support testing activities.
 13. Establish and maintain security related configuration (function access, data access profiles, etc.
 14. Perform process documentation and training.
 15. Perform ongoing production maintenance and troubleshooting.
 16. Perform other duties as assigned.
- 20% B. Timekeeping and Scheduling Systems Configuration and Support
1. Responsible for all functions necessary to configure, maintain and support KRONOS Workforce Central and integrations with Telestaff and Munis.
 2. Support the planning, design, development and configuration of these applications.
 3. Perform configuration, re-configurations, upgrades, enhancements, implementation and maintenance activities.
 4. Conduct and support testing activities.
 5. Perform ongoing production maintenance and troubleshooting.
 6. Maintain security related configuration (function access - what tasks the user can perform in the application, and Data Access Profiles - what they can see in the application related to Schedule Groups, Pattern Templates, Shift Templates, Reports, Work Rules and Pay Codes).
 7. Ensure efficient and effective transfer of information between Kronos and Munis for payroll processing on a continuing basis.
 8. Perform process documentation and training.
 9. Identify, develop and implement process improvements.
 10. Perform other duties as assigned.

- 20% C. **On-Going Engineering Operations Maintenance and Support**
1. Perform data conversion projects for viewing existing CMMS data in GTViewer.
 2. Provide mapping services for Operations activities (i.e. snow removal routes, special projects, analysis, etc.).
 3. Perform geographic analysis, reporting and mapping activities.
 4. Perform GIS and application development, maintenance, trouble shooting and support.
 5. Perform maintenance and support of specialized applications used by Engineering Operations (i.e. Pipelogix, Flow Link, etc.).
 6. Perform other duties as assigned.

- 10% D. **Maintenance and Support for other Engineering Sections and City Agencies**
1. Provide maintenance and support of existing MS Access databases (i.e. Engineering Projects/Contracts, Sidewalks Construction, etc.).
 2. Design, development, and support of Forestry Work Order Tracking System
 3. Design, development, data check in/out, and support of Forestry Tree Inventory process.
 4. Perform other duties as assigned.

12. Primary knowledge, skills and abilities required:

- Thorough knowledge of ArcGIS, ArcPad, Maintrac, MS Access, Excel, Kronos, GTViewer, Bid Express, FlowLink, TeleStaff, Pipelogix, FME, SQL Server; a variety of software development tools and techniques including databases, scripting languages, reporting tools, browsers, and technologies specific to the area of responsibility; desktop, server, and browser-based computer system technology (hardware and software) and its effective application; and computer system design and business process analysis.
- Ability to communicate effectively both orally and in writing; develop and maintain effective working relationships with internal staff and staff of other agencies; effectively participate in team efforts to improve/develop departmental programs and services; and successfully work with multicultural communities.
- Ability to problem solve, apply logic, and perform process identification and systems thinking; perform business analysis to determine business needs and define the scope of projects; evaluate software and recommend purchase; learn new technologies that emerge and impact our systems, and resolve any problems involved in integrating them within our systems; and provide consultation, training and leadership to lower level staff.
- Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues; and multi-task and prioritize responsibilities.
- Ability to exercise considerable judgment and discretion in completing assigned tasks; and maintain adequate attendance.

13. Special tools and equipment required:

14. Required licenses and/or registration:

N/A

15. Physical requirements:

16. Supervision received (level and type):

Work is performed under general supervision.

17. Leadership Responsibilities:

- This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
 I have been provided with this description of my assignment by my supervisor.
 Other comments (see attached).

EMPLOYEE

DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
 Other comments (see attached).

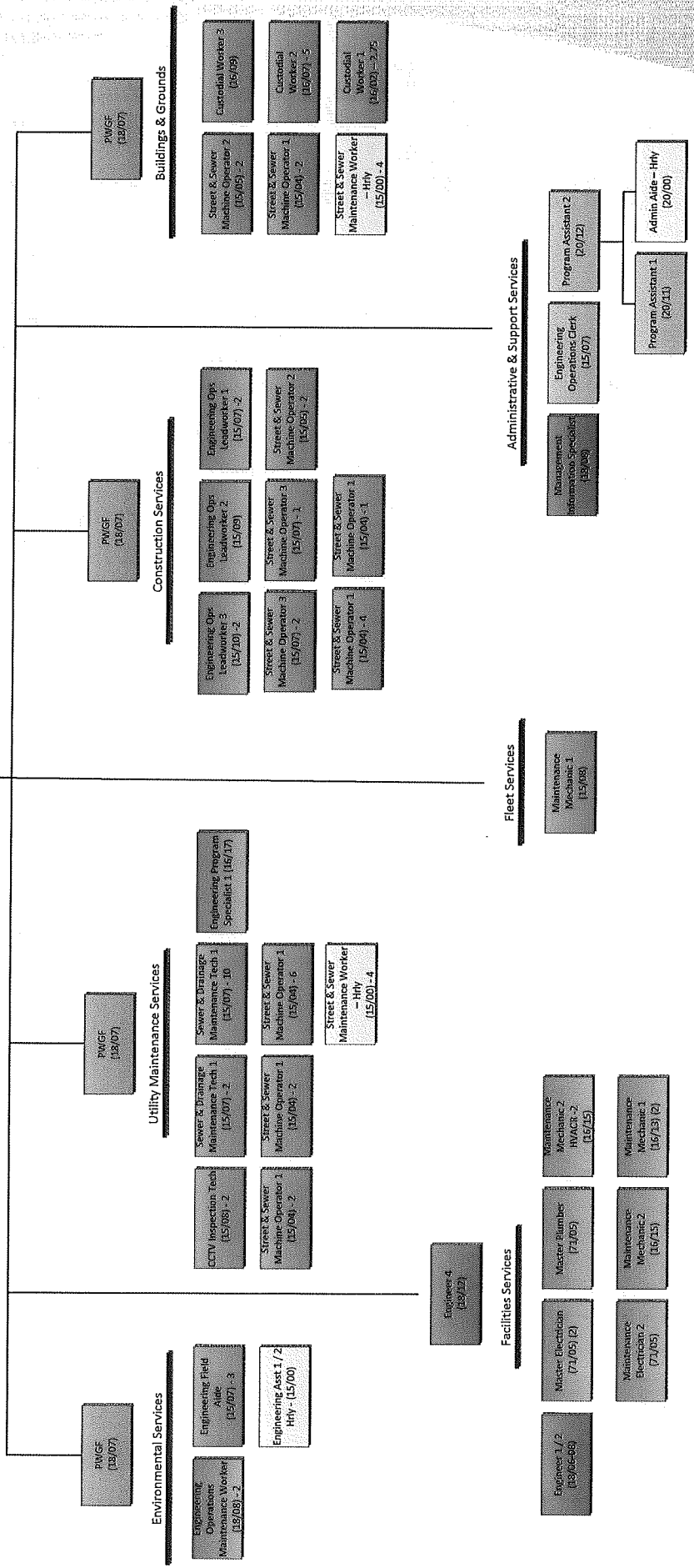
SUPERVISOR

DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

Engineering Operations 2016

Engineering
Operations Manager
(38/15)



Admin/Support

- Customer Service
- Dispatch
- Permitting (ROW, Sewer Abandonment, Sewer Deduct Meters)
- Payroll
- CMMS
- Billing
- Scheduling
- Software Development & Maintenance (Kronos, Telestaff, GIS)

Utility Maintenance, Condition Assessment & Trenchless Rehab

- Sanitary Sewer Preventive Maintenance
- CCTV Inspection
- Condition Assessment
- Trenchless Repairs and Rehabilitation
- Stormwater Device Cleaning
- Regulatory Reporting

Environmental Services

- Landfill Maintenance
- LFG Monitoring
- Regulatory Reporting
- Regulatory Plan Modifications
- Asset Management
- Waste Oil Site Management
- Spill Response Planning
- Contaminated Site Testing

Utility Construction & Repair

- Scheduled and emergency repairs to sanitary, storm water and landfill facilities
- Construction of new sanitary and storm water facilities
- Building demos
- Site Work
- Concrete pavement and sidewalk, curb and gutter replacement and construction
- Asphalt pavement patching

Building & Grounds

- Snow Removal
- Greenway Maintenance
- Median Maintenance
- Facility Landscape Maintenance
- Custodial Services
- Storm Grate Cleaning

Facilities MEP Services

- Mechanical, electrical and plumbing design
- Standard Specification Development and Updates
- Plan review
- Submittal Review
- On-site inspection for quality control
- Commissioning
- Retro-commissioning
- Design/Build Project Management
- Building Automation System
- Public Works Contract Management
- Energy Efficiency and Renewable Energy Program & Project Management
- Facility PM, Repairs, Upgrades, Retrofits and New Installations
- After Hours Emergency Service