

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee:

Jonathan Cottom

Work Phone: 608-261-4292

2. Class Title:

Parking Operations Assistant (20/16)

3. Working Title (if any):

4. Name & Class of First-Line Supervisor:

Vacant, Data & Analytics Manager

Work Phone: 608-261-9981

5. Department, Division & Section:

Transportation, Parking, Data & Analytics

6. Work Address:

1120 Sayle St.
Madison, WI 53715

7. Hours/Week: 38.75

Start time: 6:30 a.m. End time: 3:00 p.m.

8. Date of hire in this position:

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

10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

This position is responsible for performing specialized work relative to the Parking Division's management information systems. The position performs a variety of information technology work activities supporting the development, implementation, and maintenance of automated systems specific to Parking applications and networks. Under the general supervision of the Data and Analytics Manager, employees will exercise judgment and professional expertise in supporting the utilization of Parking's computer applications and software, including both internal technical considerations and appropriate staff training. The employee is also responsible for troubleshooting and supporting the Parking Division's security system and telephone systems.

11. Position Summary:

This is objective level professional work in the development or support of automated management information systems/services within the Parking Division. This work is characterized by the independent application of professional skills in providing standardized developmental and support activities and serving

as a contributing member on more diverse team efforts. This work is normally performed under the general leadership of the DOT IT Specialist 3 and the direct supervision of Data and Analytics Manager.

This is advanced level professional work in the strategic planning, development, implementation, operation and maintenance of diverse automated systems/services within the Parking Division. This position provides coordination and communications with the City of Madison Information Technology (IT) Department and various vendors. In addition, the employee is responsible for providing technical assistance and support to agency staff and identifying and coordinating the response to training needs.

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

- 50% A. Assist in the coordination and support of Parking Division hardware, software, and application systems
1. Install, maintain, and resolve problems of parking systems, software, and applications software.
 2. Assist in implementing Parking system networking services (LAN/WAN) as they relate to the Parking's automated environment.
 3. Troubleshoot routine application, hardware, and systems software problems and identify potential causes.
 4. Participate in the planning and coordination of new systems or applications specific to departmental operations.
 5. Implement and troubleshoot various automated Parking applications including telecommunications, network systems and department computer hardware/software.
 6. Assist in implementing system networking services as they relate to the division's automated environment.
 7. Provide liaison to the City Information Technology Department, as required.
 8. Support the installation and implementation of software and general personal computer applications, consistent with the department's needs.
- 20% B. Training and development, and documentation
1. Provide technological consultation and training to staff as required.
 2. Provide training to staff on Parking computer system functions.
 3. Participate in diverse support efforts in a training capacity in order to gain both technical competency and familiarity with organizational dynamics.
 3. Develop user profile menus, coordinate log-in access, build format screens based on specialized system documentation standards, and perform other related technical activities.
 4. Use work order system to enter and maintain customer requests and hardware/software issues.
 5. Follow/recommend documentation formats and draft proper documentation (e.g., user manuals) for both hardware and software operations.
- 30% C. Support, maintenance, and equipment
1. Identify and program changes to the various software and systems related to revenue and access control.
 2. Setup new PC's, laptops, tablets, and printers in order to replace end-of-life devices.
 3. Analyze and implement procedures in order to ensure the security and integrity of Parking networks.
 4. Recommend and order technological upgrades/replacements.
 5. Coordinate, implement, and manage technology equipment for Parking Division vehicles, including computers, docking stations, routers, and antennae.
 6. Coordinate, implement, and manage the Parking Division's mobile device, including overseeing wireless and voice cellular accounts.
 7. Actively participate in internal discussions to improve departmental programs and services for customers.
 8. Participate in on-site visits with vendors. Coordinate with and review the work of vendors.
 9. Maintain inventory of all information technology equipment.

10. Perform work as required.

13. Primary knowledge, skills and abilities required:

- Knowledge of desktop and server computer system technology (hardware and software) and its effective application.
- Thorough knowledge of standardized support, maintenance and operation criteria for computer systems.
- Knowledge of computer system design and database programming languages such as Microsoft SQL, Visual Basic, Access, etc.
- Ability to troubleshoot and resolve routine hardware and software computer malfunctions.
- Knowledge of relevant networking considerations.
- Ability to effectively participate in team efforts to improve/develop departmental programs and services.
- Ability to evaluate software and recommend purchase.
- Ability to exercise judgment and discretion in completing assigned tasks.
- Ability to determine customer needs and recommend the scope of projects.
- Ability to provide technical support to users in project development, problem resolution/troubleshooting for routine hardware and software computer malfunctions, and coordination with vendors.
- Ability to readily become familiar with specialized parking computer systems and technological needs.
- 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.
- Ability to effectively participate in team efforts to improve/develop departmental programs and services.
- Ability to communicate effectively both orally and in writing.
- Ability to develop and maintain effective working relationships.
- Ability to problem solve, apply logic, and perform process identification and systems thinking.
- Ability to work effectively with multicultural populations.
- Ability to maintain adequate attendance.

14. Special tools and equipment required:

15. Required licenses and/or registration:

Ability to meet the transportation requirements of the position.

16. Physical requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites within the City in order to troubleshoot issues.

17. Supervision received (level and type):

General supervision

18. 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).

19. 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).

Jonathan Cottom

EMPLOYEE

DATE

20. 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

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.