

TO: Personnel Board

FROM: Sarah Olson, Human Resources

DATE: February 15, 2018

SUBJECT: Transit Information Systems Specialist 2 – Metro Transit

At the request of Transit General Manager Chuck Kamp and the Transit Information Systems Coordinator David Eveland, a study was conducted of a Transit Information Systems Specialist 2 position (Compensation Group 44, Range 8), held by Nancy Uy (position #3882). This position provides objective level professional work in the development and support of automated management information systems/services within Metro Transit. After meetings with Mr. Eveland, and the incumbent, I make the following recommendations for the reasons outlined in this memo:

- Create a new classification titled Transit Information Systems Specialist 3 with placement in CG44, Range 10.
- Recreate position #3882 (currently occupied by N. Uy) as a Transit Information Systems Specialist 3 and reallocate the incumbent to the new position.

Currently, Metro has a Transit Information System Specialist 1-2 structure, but given the growth in technical and project management lead support for application development projects, and database data transformation and replication processes, Metro is proposing to create a Transit Information Systems Specialist 3 classification. It should be noted that the supervisor of this unit, (the Transit Information Systems Coordinator) is a CG44, Range 12 position. The Transit Information Systems Specialist 1-2 is comparable to the IT Specialist 1-2 in the City's compensation plan in that both are in Ranges 6 and 8 of their respective compensation groups and perform similar duties and responsibilities. After reviewing the class specification for an IT Specialist 3 and Ms. Uy's position description, the level of technical knowledge, programmatic authority and autonomy has grown that warrants creation of a higher level, equivalent to the City's IT Specialist 3.

The proposed Transit Information Systems Coordinator 3 class specification identifies the work as:

... professional work in the development or support of automated management information systems/services within Metro Transit. This work is characterized by the application of professional skills in providing standardized developmental and support activities, and serving as a contributing member on team efforts. The employee, under the general supervision of the Transit Information System Coordinator, exercises professional judgment in completing assigned tasks.

Distinguishing duties and responsibilities include

Perform all work consistent with the class of Transit Information Systems Specialist 2 with a greater degree of skill and independence.

Work with customers on the more complex automated applications (e.g., involving some system networking; some diversity of users and user interests; a large number of data elements and

procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.).

Act as Project Leader on smaller projects and/or components of larger projects. Provide activity schedule; provide technical consultation and training to lower level staff as required.

Contact vendors; evaluate products; actively participate in the request for proposal (RFP) processes; participate in vendor contract negotiations.

Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Perform related work as required.

These proposed duties and responsibilities are similar to that found in the IT Specialist 3 classification, which identifies:

Work with customers on the more complex automated applications (e.g., involving some system networking; some diversity of users and user interests; a large number of data elements and procedural considerations; and generally, a large number of variables in design, hardware/software, and potentially conflicting priorities, etc.).

Act as Project Leader on smaller projects and/or components of larger projects. Provide activity schedule; provide technical consultation and training to lower level staff as required.

Contact vendors; evaluate products; actively participate in the request for proposal (RFP) processes; participate in vendor contract negotiations.

Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Perform related work as assigned.

Nancy Uy started with Metro Transit as a Transit Information Systems Specialist 2 15 years ago. Initially when Ms. Uy was hired, she took much direction from her supervisor and provided entry level information system support. Much of the work was done on spreadsheets. However, over time, Ms. Uy has been able to move most of the information into databases. Currently, she has taken on a technical lead role and project management role for application development projects. These include all phases of specification gathering, development, testing, implementation, project coordination, facilitating meetings, communication of status, support of database-driven development projects and the creation and support of the related data-transformation and data-replication automated or scheduled packages and jobs. Some of the largest databases Ms. Uy has built and continues to modify are the absences database, the customer feedback database, payments database, the ticket inventory database, and the employee database. Working with customers on automating and serving as project lead are expected at a Transit Information Systems Specialist 3 level. Because Ms. Uy has taken on these higher-level responsibilities, and this work is consistent with the IT Specialist 3, I am recommending the creation of a Transit Information Systems Specialist 3 classification in CG 44, Range 10, and reallocating Ms. Uy into the new position. There is currently another Transit Information Systems Specialist 2 at Metro and HR would be willing to study that position if a request is submitted.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum (+12% longevity)
44/08	\$61,888	\$73,429	\$82,240
44/10	\$67,171	\$80,725	\$90,412

cc: Wayne Block—Transit Finance Manager
Chuck Kamp—Metro Transit General Manager
Mike Lipski—HR Services Manager