

## CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee:  
Nancy Uy  
Work Phone: 266-5881
  2. Class Title (i.e. payroll title):  
Transit Information Systems Specialist 2
  3. Working Title (if any):
  4. Name & Class of First-Line Supervisor:  
David Eveland, Transit Information Systems Coordinator  
Work Phone: 267-8757
  5. Department, Division & Section:  
Metro Transit
  6. Work Address:  
1245 East Washington Avenue, Madison, WI
  7. Hours/Week: 40  
Start time: 8:30 End time: 5:00
  8. Date of hire in this position:  
5/12/2003
  9. From approximately what date has employee performed the work currently assigned:  
1/1/2012
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10. Position Summary:

This position performs advanced-level professional work in the development and support of automated management information systems. Work is characterized by responsibility for the development and implementation of automated systems and major system components and for the development and implementation of support systems and programs. Work involves leadership responsibility on specific projects and general responsibility on the prioritization of systems work. Work is performed under the general supervision of the Transit Information Systems Coordinator.

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

70% A. Applications Development

1. Work with customers to define requirements for applications
2. Analyze requirements and translate application design specifications to development language including inputs, processing, and outputs
3. Build or write applications and application enhancements, prepare test plans, test applications and application changes

4. Implement new applications and enhancements to applications, prepare documentation for Information Systems unit and for customers
  5. Train customers on use of applications, systems, and enhancements
  6. Perform Technical Project Lead role and Project Management Lead role on development projects; provide activity schedule; prepare status reports and other communications; lead inter-unit work-group meetings
  7. Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.
- 5%    B. Technical Services
1. Participate in implementation and troubleshooting of transit-related computer applications or systems
  2. Participate in the correction and prevention of future system problems
  3. Install software packages
  4. Participate in software upgrade implementations for transit-related systems
- 10%    C. Customer Support
1. Assist customers with computer- or system-related problems
  2. Participate in on-call customer support duties after regular work hours
  3. Serve as liaison between Metro Transit customers and City IT (Helpdesk, Web Team, Network Admin, etc.)
  4. Train customers on just-in-time basis as problems or questions arise
  5. Prepare reports using MS Access, MS Excel, SQL Server, SQL Server Reporting Services.
- 5%    D. Administrative duties
1. Coordinate annual computer hardware purchase, including preparing list of items to purchase, soliciting recommendations and quotes from City IT Helpdesk and/or external vendors, setting up deployment schedule
  2. Record and track computer hardware inventory
  3. Contact vendors, evaluate products, satisfy RFP and purchasing guidelines set forth by the FTA and the City
- 10%    E. Process- or System-Improvement Duties
1. Assist Transit Information Systems Coordinator in developing procedures and systems to effectively deliver customer support and to effectively manage projects
  2. Research solutions to specific problems that arise, recommend solutions, and implement solutions
  3. Actively participate in internal teams to improve Information Systems and Metro programs and services
  4. Review and flowchart processes and propose improvements

12. Primary knowledge, skills and abilities required:

Thorough knowledge of:

- Development skills in MS Access and Visual Basic for Applications
- Creation and use of SQL Server objects (tables, queries, views, stored procedures, triggers, etc.)
- Creation of SSIS (SQL Server Integration Services) packages and automated jobs to copy or transform data
- Use of Microsoft Office Suite components such as MS Outlook, MS Word, and MS Excel

Working knowledge of:

- Use of SSRS (SQL Server Reporting System) to generate reports from MUNIS
- Use of Visual Basic for creating scripts for SSIS (SQL Server Integration Services) packages
- Use of Visio for flowcharting and diagramming
- Use of Project Management principles and techniques

Knowledge of:

- Use of City-provided software or systems such as SharePoint, KnowledgeLake, exaccqVision, MUNIS, Crystal Reports
- Use of Transit-related systems such as Trapeze, TransitMaster, TransitFleet, SmartRecord, GenFare

13. Special tools and equipment required:

14. Required licenses and/or registration:

15. Physical requirements:

Ability to work at computer workstation for extended periods of time; ability to lift computer equipment; ability to type at acceptable speed

16. Supervision received (level and type):

General – Position is given assignment and latitude to define, scope, associated tasks, and to carry out the work.

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 Nancy A. Uy

DATE 11/8/2017

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 Paul [Signature]

DATE 11/8/2017

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