PERSONNEL COMMITTEE

11-0419r

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE NEW CIVIL SERVICE CLASSIFICATION OF CMMS ADMINISTRATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

RESOLVED, that the proposed specifications for the new civil service classification of CMMS Administrator, which were approved by the civil service board on June 7, 2011 and which are filed with the city clerk as Public Document No. _____, are approved; that said classification shall be subject to the city's collective bargaining unit with its basic unit employees; and that the pay range for said classification shall be range 131. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with this resolution.

Approved:

Department Director

Approved for presentation to council:

Chief Administrative Officer

Approved as to form:

Attorney

Approved:

Auditor

HR TS:jy 8/5/2011

STATEMENT OF PURPOSE: This classification was created as a result of the City implementing an asset management program using Computerized Maintenance Management Software (CMMS). The asset management program is required by the Environmental Protection Agency and the Department Of Justice for use in the sanitary sewer utility and will require constant technical support to ensure it is operational at all times.

In order to utilize the CMMS effectively and efficiently, there is a need for

staff with the development and management knowledge to that can administer the system as well as troubleshoot, train and administer users in a real time environment.

The classification will report to the Utility Operations Manager and will be responsible for maintaining the overall functionality of all CMMS applications and operations utilized within the operating unit. The classification will also be serving a primary role in all department development projects involving the implementation of new software applications and/or the further development of existing applications, and in the maintenance and integrity of all departmental software applications.

The pay range negotiated for the classification is range 131, $3581 to $4213 per month.

CMMS ADMINISTRATOR

PURPOSE: Manage the administration and implementation of Computerized Maintenance/Management Systems (CMMS) within the divisions that utilizes such software applications in the furtherance of their daily operations.

FUNCTIONAL AREAS:

1. Maintain overall functionality of all CMMS applications and operations utilized within the operating unit.

   * A. Maintain effective communication and problem solving relationship with all software vendors.
   * B. Maintain communications with the operating unit personnel regarding all issues pertaining to the use of CMMS applications.
   * C. Collaborate with the MIS department personnel to maintain consistency of development and maintenance of software with overall MIS policies and procedures.
   * D. Develop and/or provide all necessary software application training to user groups within the department (or ancillary departments that will be affected by the implementation of the software).
   E. Ensure accuracy and consistency of the systems utilization by all divisional personnel.
   * F. Assist with the development and maintenance of custom report functions for divisional personnel.
   G. Assist staff with development and utilization of the asset management information to further the business goals and requirements of the division.

2. Serve a primary role in all department development projects involving the implementation of new software applications and/or the further development of existing applications.

   * A. Analyze current operations and procedures to determine opportunity areas and make recommendations to improve areas of operation as they relate to the effective utilization of the CMMS applications, implement approved changes and evaluate for desired results.
   B. Assess data quality; assist management in developing and executing improvement plans and Key Performance Indicators to measure quality; develop and implement processes to create and maintain master data; implement data stewardship and governance processes.
   C. Maintain active awareness of and participation in industry and professional associations that focus on development of CMMS related software application design.
   * D. Assist department personnel in determining the scope of development projects as well as establishing project deliverables and timetables.
   * E. Assist with the creation of achievable project scope by facilitating communication between business and technology management.
   D. Provide project management, on behalf of the department, for all software development projects.
   E. Ensure the business group needs are being met and that assignments are delivered on time by participating in project/planning meetings and communicating regularly with IT management.

3. Serve a primary role in the maintenance and integrity of all departmental software applications.

* A. Maintain data integrity audit process within all software applications operating in the department to confirm accuracy of information.
* B. Maintain gatekeeper role with regard to all department personnel's access to and utilization of all software applications.

JOB REQUIREMENTS

Education & Experience Requirements:

- A. Graduation from an accredited college with a bachelor's degree in business, computer science, management information systems or related discipline; and
- B. A minimum of two (2) years experience as a business analyst for software development requirements analysis, and a minimum of two (2) years project management experience.
- C. Possession of a valid Minnesota Class "D" driver's license or equivalent.

Knowledge Requirements:

- A. Knowledge of CMMS, GIS and SCADA software applications
- B. General knowledge of MS SQL server, or other relational database.
- C. Knowledge of project management protocols.
- D. Clear understanding of CMMS from user point of view.
- E. Knowledge of work flow processes and interactions. This includes understanding of Preventive Maintenance concepts, best practices for their particular environment.
- F. Extensive knowledge and ability to use Microsoft Office applications;
- G. General knowledge of Cognos Reporting tools.
- H. Working knowledge of enterprise asset and work management processes;

Skill Requirements:

- A. Skill in administering and configuring CMMS database and applications; including implementation, security setup, maintenance, deployment, upgrade and customization
- B. Skill in effectively communicating and maintaining working relationships with employees of the City of Duluth, other agencies, vendors and the general public.
- C. Skill in preparing written materials such as procedures, policies, plans and recommendations.
- D. Skill in coaching and training staff on the EAM/CMMS solution and best practices for performing tasks.
- E. Strong organizational skills.
- F. Excellent oral and written communication skills.

Ability Requirements:

- A. Proven ability to speak before groups of people including senior management.
- B. Ability to manage schedules and plans, to accomplish work processes; and maintain and improve desired efficiencies, and adjust as necessary.
- C. Ability to communicate through diagrams, writing and speaking.
- D. Ability to conduct independent research for analysis and design specification, and recommend improved methods and procedures based on findings.
- E. Ability to make independent, sound decisions within established policy and procedural guidelines.
- F. Ability to gather, analyze and organize information.
- G. Ability to effectively prioritize and execute tasks in a high-pressure environment.
- H. Ability to present ideas and solutions in user-friendly language.
- I. Ability to provide keen attention to detail.
- J. Ability to effectively communicate on a one-to-one basis and with groups to obtain or provide information.
- K. Ability to establish and maintain effective working relationships with supervisors, co-workers, users and others.
- L. Ability to participate and cooperate as a member of a development team.
- M. Ability to define and develop written system specifications.
- N. Ability to act as a responsible liaison between end users and vendors; and maintain open communications accepting feedback to improve systems.

Physical Requirements

- A. Ability to work flexible schedules as assigned.
- B. Ability to sit for extended periods of time.
- C. Ability to work at a computer for extended periods.
- D. Ability to speak and hear sufficient to exchange information.
- E. Ability to occasionally stand and walk around sites of projects and meetings
- F. Vision to read printed materials and computer screen
- G. Finger dexterity to operate computer and standard office equipment.
- H. Ability to lift and carry materials weighing up to 25 pounds, such as presentation materials and equipment.
- I. Ability to work outdoors occasionally as needed.
- J. Ability to attend work on a regular basis.

* Essential functions of the position
- Job requirements necessary the first day of employment