



F. Allen Boseman, Chairman
Thomas Colaluca, Commissioner
Deborah Southerington, Commissioner

To: PRC Commissioners

From: Rebecca Kopcienski, Director

Date: February 27, 2025

Re: Classification Plan Administration

I am requesting the following modifications to the Cuyahoga County Non-Bargaining Classification Plan be considered by the Personnel Review Commission at the March 5, 2025, Commission meeting. Routine maintenance and changes in departments' operational needs necessitate classifications be created, revised, and deleted. These changes have been prepared by the PRC Class and Comp staff and reviewed by the PRC's Manager of Classification and Compensation, who has worked extensively with the Department of Human Resources and County's management teams to ensure they are fully informed of these proposed changes.

Below are the recommended changes.

NEW CLASSIFICATION	PAY GRADE and FLSA STATUS	DEPARTMENT
Sustainable Development Program Coordinator 13341	10A Exempt	Sustainability

REVISED CLASSIFICATIONS (Revised Title)	CURRENT PAY GRADE & FLSA	RECOMMENDED PAY GRADE & FLSA	DEPARTMENT
Manager, Morgue Operations and Investigations (<i>Manager, MEO Internal Affairs</i>) 12301	15A Exempt	15A Exempt (No Change)	Medical Examiner

DELETED CLASSIFICATION	PAY GRADE and FLSA STATUS	DEPARTMENT
Customer Service Representative 16041	5B Non-Exempt	Information Technology
Enterprise Systems Specialist 16261	13B Exempt	Information Technology
Manager, Project Management 16241	15B Exempt	Information Technology
SAP ABAP Programmer 16251	14B Exempt	Information Technology

PROPOSED NEW CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
13341	Sustainable Development Program Coordinator	Sustainability	Exempt	10A

Requested By:	Personnel Review Commission
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Rationale:	This is a new classification based on the CPQ of a current Program Officer 3. This classification was requested by the Department of Sustainability. The new classification is specific to the work being performed by this employee.
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No. of Employees Affected:	One
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Dept.(s) Affected:	Sustainability
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Fiscal Impact:	PG 10A: \$61,006.40 - \$85,363.20 The employee's current salary (\$76,190.4) falls within the set pay grade.
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Staffing Implications:	Employee to be reassigned once classification is active.
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Jenita McGowan – Deputy Chief of Staff Climate and Sustainability	6/14/2024	Email	Response to Request for new position
	10/10/2024	Email	Receipt of Request Form
	10/28/2024	TEAMS Meeting	Questions about job duties And PRC process
	10/16/2024	Email	Sent draft class spec for review

	10/30/2024	Email	Questions Regarding Supervision
	11/1/2024	Email	Follow up discussion regarding Supervision
	12/5/2024	Email	Notification of Pay Grade
	2/13/2025	Email	Follow up on position Hold
	2/24/2025	Email	Follow up on position Hold
Valerie Katz – Deputy Administrator Cuyahoga Green Energy	10/16/2024	Email	Sent draft class spec for review
	10/30/2024	Email	Questions Regarding Supervision
	11/1/2024	Email	Follow up discussion regarding Supervision
Jim Battigaglia, Archer Consultant	11/1/2024	Email	Pay Grade Evaluation
	12/5/2024	TEAMS Call	Discussion about pay grade
Kelli Neale, Program Officer 4 John Kennick, Compensation Analyst	11/26/2024	Email	Informed about pay grade

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Sustainable Development Program Coordinator	Class Number:	13341
FLSA:	Exempt	Pay Grade:	10A
Dept:	Sustainability		

Classification Function

The purpose of this classification is to create and maintain a program to encourage businesses, municipalities, and County employees within Cuyahoga County to operate more sustainably.

Distinguishing Characteristics

This is a journey-level position that is responsible for performing duties to create and maintain a program focused on the transition to a more sustainable economy and community including encouraging voluntary reduction of Disposable Plastic Bags. The classification works under general supervision of the Director of Sustainability. Incumbents are expected to work independently to complete assignments and show initiative and creativity in identifying opportunities and strategies to expand program reach.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

60% +/- 10%

- Engages with the community on improving sustainable operations and helping the community meet Cuyahoga County Sustainability Strategy and Climate Action Plan goals; manages the Bring Your Own Bag (BYOBag) educational outreach for the general public including consumers and retailers as well as for Cuyahoga County employees; prepares and presents educational presentations for various groups; coordinates with a marketing firm to develop and implement the BYOBag outreach campaign; plans and leads engagement with municipalities within the County and provides technical assistance on operations and policies to improve sustainability operations and programming; develops RFQs; coordinates the vendor selection process; collaborates with vendor(s) to create deliverables around energy, water, waste, greenhouse gas emissions and sustainable procurement; collaborates with the Development department to advise and integrate sustainability into economic and community development policies and programs; contributes to and collaborates with workforce development and economic development initiatives related to green jobs and sustainable business models; creates reports on internal and external engagement and plastic reduction activities.

20% +/- 10%

- Manages the Sustainable Stores grant program; prepares grant application forms for grant applicants; assists applicants with completing applications as needed; markets the Sustainable Stores grant program through email and in-person/online presentations; works with Plastic Bag Advisory Group to develop review process for review and scoring of applications based on grant program goals; organizes submitted applications for review and scoring by the Advisory Group; reviews grant recipient progress during the grant period to evaluate compliance with criteria set by the Advisory Group; coordinates with the Law Department to draft the contracts for grant recipients; processes reimbursement requests for grantees awarded the grant; collects final reports submitted by each grantee at the end of the grant period; develops and presents a final report of all outcomes at the end of the grant period; acts as a resource for grantees by providing additional resources referrals to other County programs; develops and maintains the Sustainable Stores Map.

Sustainable Development Program Coordinator

10% +/- 5%

- Advances the County's Sustainability Strategy regarding engaging County employees; promotes educational outreach by providing and presenting educational materials and communications; produces presentations for 'Lunch & Learns'; manages and provides support to County 'Green Teams' initiative; updates department webpages with the most current information; creates sustainability engagement activities for County employees; collaborates with the Wellness program to incentivize employee participation; facilitates operational improvements in partnership with Public Works that are Green Team priorities such as composting pilots and litter clean-ups.

10% +/- 5%

- Performs related administrative responsibilities; prepares and maintains various reports, records, and other documents; responds to emails and phone calls; attends various trainings, workshops, and meetings; responds to inquiries about the plastic bag ban; maintains knowledge on scientific studies and best practices for plastic reduction and its impact on humans, waterways, and soil.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in sustainability, economic development, community development, urban planning or related field with three (3) years of community/economic development or sustainability related experience; **or any equivalent combination of training and experience as defined in the table below.**

Highest degree of education attained	Experience required
High school diploma/GED	9 years
Unrelated associate degree	7 years
Related associate degree	5 years
Unrelated bachelor's degree	5 years
Related bachelor's degree	3 years
Unrelated graduate degree	3 years
Related graduate degree	1 year

Related degree fields: business, environmental science, sociology, public policy, communications, sociology, urban studies, engineering.

Related work experience: community outreach in areas of environmentalism or sustainability, sustainability policy, operational efficiency, grant writing and administration, reducing environmental operational footprint.

- Valid driver license, proof of automobile insurance, and access to a vehicle.

Additional Requirements

- No special license or certification required.

Sustainable Development Program Coordinator

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines and equipment including a computer and multifunction printer.

Technology Requirements

- Ability to operate a variety of software including word processing software (Microsoft Word), electronic mail software (Microsoft Outlook), spreadsheet software (Microsoft Excel), and publishing software (Microsoft Publisher).

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, and calculate decimals and percentages.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including grant summaries, reimbursement reports, contract drafts, memos, correspondence, and other reports and records.
- Ability to comprehend a variety of reference books and manuals including Employee Handbook and Disposable Bag legislation.
- Ability to grant summary reports, reimbursement reports, monthly update reports, contract drafts, progress/tracking reports, presentations, program educational outreach materials, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to communicate with supervisor, director, contractors, vendors, representatives of non-profits and other government organizations, Sustainable Stores Grantees, Plastic Bag Advisory Group, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment and at community outreach events.

Sustainable Development Program Coordinator

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

CURRENT CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12301	Manager, Morgue Operations and Investigations	Medical Examiner's Office	Exempt	15A
PROPOSED REVISED CLASSIFICATION				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
12301	Manager, MEO Internal Affairs	Medical Examiner's Office	Exempt	15A

Requested By:	Personnel Review Commission
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Rationale:	Changes requested by the Medical Examiner's Office. Classification last revised in 2020. The title was changed from Manager, Morgue Operations and Investigations to Manager, MEO Internal Affairs. Updates were made to language and formatting. A minimum qualification equivalencies section was added. No change to pay grade or FLSA status.
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No. of Employees Affected:	One (1)
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Dept.(s) Affected:	Medical Examiner's Office
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Fiscal Impact:	No Fiscal Impact
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Staffing Implications:	None
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources and Management Contact(s):	<u>Date of Contact:</u>	<u>Type of Contact:</u>	<u>Reason:</u>
Hugh Shannon – Director MEO Operations	9/9/2024 9/17/2024 10/2/2024 12/30/2024 1/15/2025	Email Email Email Email Email	Questions regarding Changes Review of Draft Reminder to Review 2 nd Reminder to Review Discussion Regarding Title Change
Kelli Neale - HR	9/9/2024	Email	Request for a signed 'Revision Request Form'

CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, MEO Internal Affairs	Class Number:	12301
FLSA:	Exempt	Pay Grade:	15A
Dept:	Medical Examiner's Office		

Classification Function

The purpose of this classification is to plan, organize, manage, and control the Morgue Operations, General Office, and Photo divisions of the Medical Examiner's Office in compliance with local, state, and federal laws, regulations and protocol.

Distinguishing Characteristics

This is a management classification that manages the morgue operations and other internal functions of the Medical Examiner's Office including body transport, morgue receiving, mass fatality and property and clerical functions of the division directly and through subordinate supervisors. This class works under the general direction of the Director of the Medical Examiner's office, and participates in the development of departmental objectives, priorities, procedures, and division budget. The incumbent exercises discretion in applying policies and procedures to resolve organizational issues and to ensure that assigned cases and activities are completed in a timely and efficient manner.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- 30% +/- 10%

 - Manages morgue operations for the Medical Examiner's Office and ensures compliance with local, state, and federal laws, regulations and department protocol; participates in development and implementation of departmental procedures, policies, objectives and goals; determines if MEO should investigate based on manner of death; coordinates and assesses staffing requirements between agencies; contracts livery services; conducts quality assurance reviews on staff and services; prepares and reviews budgetary documents; participates in disaster response planning.
- 25% +/- 10%

 - Supervises and directs the work of Forensic Photo, General Office and Morgue Technician Supervisors; directs staff to ensure work completion and maintenance of standards; plans, assigns, and reviews work; coordinates and/or provides training and instruction; evaluates employee performance; responds to employee questions, concerns, and problems; approves employee timesheets and leave requests; prepares and reviews documents related to timesheets, requests for leave, and overtime; develops and monitors unit work plans and work performance standards; monitors and provides for training needs; meets with employees individually and as a unit; recommends personnel actions including selection, promotion, transfer, discipline, or discharge.
- 25% +/- 10%

 - Assists and participates in investigations of death scenes; coordinates with photographers and takes photographs as needed; gathers x-rays from doctors and dental records from dentist for decedent identification; plans courier logistics to pick up or deliver specimens dental/x-rays or supplies for the office; makes final decision on next of kin hierarchy; aids families in the process of indigent burial by ensuring completion of necessary documentation.

10% +/- 5%

- Assists with coordinating Medicolegal Death Investigation Training for national and international Courses; schedules all speakers for year-long lectures; gives lectures at training event.

5% +/- 2%

- Communicates with a variety of members of the public, consultants, outside and County agencies, and related businesses including police departments, funeral homes, probate court, hospitals, and other investigators and Medical Examiners to facilitate morgue and investigations operations.

5% +/- 2%

- Attends and participates in professional group meetings, conferences, seminars and training; stays abreast of new trends and innovations in the field.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in forensic science or related field and six (6) years of experience coordinating operations in a Medical Examiner's Office; **or any equivalent combination of training and experience as defined in the table below.**

Highest degree of education attained	Experience required
High school diploma/GED	15 years
Unrelated associate degree	13 years
Related associate degree	12 years
Unrelated bachelor's degree	7 years
Related bachelor's degree	6 years
Unrelated master's/doctoral degree	5 years
Related master's/doctoral degree	4 years

Related degree fields: biology, physiology, anatomy and/or pathology.

Related experience fields: coordinating operations in a hospital, police department, or as a funeral director.

Additional Requirements

- Completion of FEMA ICS 100, 200, and 700 courses is required within probationary period (180 days).
- Valid driver's license and proof of automobile insurance.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.
- Ability to perform on-site investigations including exertion of a moderate amount of physical effort to stoop, crouch, climb and lift in performance of assigned duties.

Supervisory Responsibilities

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals and percentages, and perform routine statistics.

Language Ability & Interpersonal Communication

- Ability to perform mid-to-high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system or organization. Involves determining the necessity for revising goals, objectives, policies, procedures or functions based on the analysis of data/information and includes performance reviews pertinent to such objectives, functions and requirements.
- Ability to comprehend a variety of informational documents including first call sheets, investigation, anti-terrorism, police and emergency medical services, pathology reports, spending plans, case records, admitting history and physical, consultations, dental records, x-rays, discharge summary, and departmental memos.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, departmental policy manual, medical terminology book, maps, training manuals, law books, and computer operation manuals.
- Ability to prepare attendance sheets, vehicle maintenance reports, memos, budget reports, purchase orders, performance appraisals, investigation reports, spreadsheets, training manuals, monthly tallies of cases, dental request letter, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to supervise and counsel employees, convince and influence others, to record and deliver information, to explain procedures, and to follow instructions.
- Ability to use and interpret medical and legal terminology and language.
- Ability to communicate and to develop and maintain effective working relationships with staff, family members, funeral homes/directors police personnel, emergency medical services, Life Banc staff, consultants, doctors, departmental employees and administrators, and elected officials.

Environmental Adaptability

- Work is typically performed in an office environment but requires periodic on-site investigations that may occur in an indoor or outside in changing locations, environments and conditions and at all times of day and night and year (weekends, holidays, etc.). Conditions could include adverse weather or unsanitary environments and may require the use of personal protective equipment, especially in disaster situations.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

PROPOSED DELETED CLASSIFICATIONS				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16041	Customer Service Representative	Information Technology	Non-Exempt	5B

Requested By:	Personnel Review Commission
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Rationale:	PRC Routine Maintenance. Position is vacant and the department stated that the duties of this position are no longer required.
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No. of Employees Affected:	None
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Dept(s) Affected:	Information Technology
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Fiscal Impact:	None
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Staffing Implications:	None
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources Contact(s):	Kelli Neale, Program Officer 4
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Management Contact(s):	Andy Johnson - CIO
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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Customer Service Representative	Class Number:	16041
FLSA:	Non-Exempt	Pay Grade:	5B
Dept:	Information Technology		

Classification Function

The purpose of this classification is to provide assistance to all County departments on telecommunication equipment and service issues.

Distinguishing Characteristics

This is an entry level classification that receives direction from management in the form of broad objectives and receives instruction or assistance as new or unusual situations arise. Incumbents are expected to become/remain up to date regarding methods, protocols, procedures, and applicable regulations.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

35% +/- 10%

- Provides assistance to all County departments on telecommunication equipment (telephones, cellular phones, pagers, etc.) and services issues; assists departments with analyzing and reassessing telecommunication needs; receives equipment requests and orders equipment and services for customers as directed by supervisor; installs telecommunication equipment; monitors the progress of installations and changes to verify completion of equipment and service requests; makes changes to cellular users' information including name changes, password resets, call details, etc.; processes activation and disconnection requests for communication device accounts; arranges and coordinates device/account moves, adds, changes, and repairs with the vendor; converts analogue telephone lines to a Voice Over Internet Protocol (VOIP) system; submits requests for new/renewal of circuits with Telecommunications Requests (TSR) through the State of Ohio; manages voicemail inboxes.

35% +/- 10%

- Processes billings for telecommunications equipment and services; reviews vendor services invoices; identifies discrepancies with billings; collaborates with vendors to resolve issues with billing and payments; creates queries and reports to provide payment for all billing accounts; prepares and submits requests to vendors for credits; sends check payments to vendors; prepares and submits vouchers for payments to the Fiscal Department; verifies all telecommunication equipment and services billed are being used; verifies cost centers by comparing related budgeted costs to actual costs; verifies cost-breakdowns for multi-cost center accounts; identifies disconnected and invalid equipment and services; tracks costs and assists departments in identifying charges on bills for budget and reporting purposes.

20% +/- 10%

- Maintains documentation on all processes, procedures, and actions; maintains records of invoices; maintains records of spending utilizing spreadsheets to assist with keeping budgets for contracts within allotted budget amount; prepares cost analyses spreadsheets and graphs for accounts; maintains and updates various spreadsheets and lists (e.g., VOIP conversions, VOIP master cut spreadsheets, Right Fax ports, etc.); maintains records of checks sent to vendors.

Customer Service Representative

5% +/- 2%

- Provides front line customer and technical support; logs and processes departments' service requests and complaints; assists with programming and troubleshooting of cellular equipment; provides or schedules training sessions for telecommunications equipment for other County departments.

5% +/- 2%

- Maintains vendor rapport and knowledge of current trends in products, services, standards, procedures, and costs; seeks best pricing for telecommunication services and equipment; maintains knowledge of trends in products, services, standards procedures, and costs; schedules and participates in calls and meetings with vendors to discuss issues with services.

Minimum Training and Experience Required to Perform Essential Job Functions

- High school diploma or equivalent and two (2) years of related experience; or an equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines including computer, phone, and multi-function printer.

Technology Requirements

- Ability to use a variety of software including word-processing software (Microsoft Word), spreadsheet software (Microsoft Excel), and electronic mail software (Microsoft Outlook).

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, divide, and calculate decimals and percentages.

Language Ability & Interpersonal Communication

- Requires the ability to perform basic level of data analysis including the ability to review, classify, categorize, prioritize and/or reference data, statutes and/or guidelines and/or group, rank, investigate and diagnose. Requires discretion in determining and referencing such to established standards to recognize interactive effects and relationships.
- Ability to comprehend a variety of informational documents including invoices, emails, statements, checks, equipment request forms, collection notices, vouchers, and other reports and records.

Customer Service Representative

- Ability to comprehend a variety of reference books and manuals including training manuals, accounting principles, computer manuals, phone listings, and policies and procedures manuals.
- Ability to prepare daily, weekly, monthly, or annual activity, invoices, spreadsheets, customer service requests, equipment requests, checks, charts, graphs, chargebacks, forms, vouchers, correspondence and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to exchange information, follow instructions, record and deliver information, and to explain procedures.
- Ability to use and interpret basic telecommunications and bookkeeping terminology and language.
- Ability to communicate with the supervisor, clients, contractors, vendors, other County employees, and the general public.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

PROPOSED DELETED CLASSIFICATIONS				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16261	Enterprise Systems Specialist	Information Technology	Exempt	13B

Requested By:	Personnel Review Commission
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Rationale:	PRC Routine Maintenance. Position is vacant and the department stated that the duties of this position are no longer required because this type of technology is no longer utilized at the County.
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No. of Employees Affected:	None
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	None
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Staffing Implications:	None
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources Contact(s):	Kelli Neale, Program Officer 4
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Management Contact(s):	Andy Johnson - CIO
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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Enterprise Systems Specialist	Class Number:	16261
FLSA:	Exempt	Pay Grade:	13B
Dept:	Information Technology		

Classification Function

The purpose of the classification is to install, maintain, and troubleshoot the operating system software and attached hardware, develop procedures, and improve system performance.

Distinguishing Characteristics

This is journey level classification, working under general supervision of a unit manager or division administrator. This class receives direction from management in the form of broad objectives and receives only occasional instruction or assistance as new or unusual situations arise. Employees are expected to become/remain up to date regarding methods, protocols, procedures, and applicable regulations. The employee is expected to independently exercise judgment in performing work and ensure that assigned activities are planned and completed in a timely and efficient manner.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

60% +/- 10%

- Installs, maintains, troubleshoots, and provides optimal performance of operating system software and attached hardware on the County's mainframe systems and on guest hosts; ensures successful completion of all jobs running on the system (daily schedule, year-end schedule, etc.); upgrades operating systems; troubleshoots operational and programming issues; maintains software and improves software performance by performance tuning; manages disk space and performs virtual tape backups; allocates, moves, or resizes user datasets; performs Initial Program Load (IPL); manages security for systems; documents technical information regarding processes; develops operating and task procedures; assists with performance and capacity planning.

30% +/- 10%

- Provides technical support for system users; responds to users' requests for information or technical assistance; creates standard and ad-hoc reports requested by users; assists users in the analysis of problems; coordinates with other IT support teams to resolve issues, as necessary.

5% +/- 2%

- Performs installation and upgrade of independent vendor software; receives updates and license keys from third party software vendors and applies changes; liaisons with IBM and other software and hardware vendors to resolve issues, receive information, perform migration, etc.

5% +/- 2%

- Stays up to date on trends, methods, and technology in the industry; attends development meetings and conferences; assists other IT staff with projects, as needed.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science or a related field with five (5) years of experience in programming and installing mainframe hardware and software; or an equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines including a computer and multifunction printer.

Technology Requirements

- Ability to operate a variety of software and databases including IBM's mainframe operating system, word processing software (Microsoft Word), spreadsheet software (Microsoft Excel), File Transfer Protocol (FTP) software, information management system software, database management software, virtual storage access method (VSAM), terminal emulation software, etc.

Supervisory Responsibilities

- No supervisory responsibilities required.

Mathematical Ability

- Ability to add, subtract, multiply, and divide, calculate decimals and percentages, and perform routine statistics.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including software product programs and procedures, job control language, system logs, job output, installation documents, manuals, virtual tape reports, job output listings, and software documentation.
- Ability to comprehend a variety of reference books and manuals including the Employee Handbook, department policies and procedures, established procedures for applications, software manuals, and accounting principles.
- Ability to prepare software upgrade planning documents, job control language, parameters, charts and diagrams, procedures, financial, revenue, and expense reports, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.

Enterprise Systems Specialist

- Ability to use and interpret accounting terminology and computer languages.
- Ability to communicate with a variety of individuals including coworkers, supervisor, end users, software support personnel, vendors, and working groups.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

PROPOSED DELETED CLASSIFICATIONS				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16241	Manager, Project Management	Information Technology	Exempt	15B

Requested By:	Personnel Review Commission
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Rationale:	PRC Routine Maintenance. Position is vacant and the department stated that the duties of this position have been assigned to another position.
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No. of Employees Affected:	None
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	None
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Staffing Implications:	None
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources Contact(s):	Kelli Neale, Program Officer 4
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Management Contact(s):	Andy Johnson - CIO
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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	Manager, Project Management	Class Number:	16241
FLSA:	Exempt	Pay Grade:	15B
Dept:	Information Technology		

Classification Function

The purpose of the classification is to organize, plan, supervise, and coordinate multi-program information technology projects that are time-limited and involve more than one internal and/or external organizational line. Employee coordinates planning activities for specialized projects ensuring sufficient resources are available and involved.

Distinguishing Characteristics

This is a first-level management classification that provides first-line supervision to Performance Consultants and combines technical and managerial duties. This class works under direction from department administration and is expected to exercise discretion in applying policies and procedures to resolve organizational and service delivery problems and to ensure that assigned projects and activities are completed in a timely and efficient manner. The employee in this class establishes policies, procedures and roles for project administration, project execution, and plan development.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

30% +/- 10%

- Oversees management of large, multi-faceted projects to ensure that requirements are met and that projects are completed on time and on budget; assesses client needs and requests and recommends solutions; establishes objectives and performance goals; prepares statement of work for project plans; determines organizational and personnel requirements for project teams; creates and executes development plans and revises as necessary in order to meet changing needs and requirements; reviews project plans, procedures and status reports for compliance with standards and adherence to plans, objectives and schedules; identifies strategies and implements to improve project performance; facilitates procurement and delivery process; keeps administration informed of status of projects; facilitates client meetings; facilitates end user testing and issue resolutions; approves final acceptance of project deliverables.

30% +/- 10%

- Manages department services and activities including evaluating, analyzing, prioritizing and assigning requests for information technology related projects; provides summary of work to be completed; recommends new initiatives, project closure or transfer; integrates project management plans with performance objectives and goals of the organization; provides the sharing of technical and management knowledge across project functional and departmental lines; develops and maintains standards; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures.

25% +/- 5%

- Assists in information technology management; prepares recommendations; participates in strategic plan development; prepares budgets and evaluates funding sufficiency; prepares paperwork for senior management review and approval; performs best practice research and data analysis; prepares and conducts presentations.

10% +/- 10%

- Provides supervision of Performance Consultants, and other assigned staff; prioritizes, assigns, reviews, and coordinates work; consults with staff to review work requirements, status, and problems; assists staff with complex or problem situations; defines education and training needs and promotes employee development; prepares employee performance evaluations as scheduled or required; interviews and recommends new hires; manages the development team by ensuring that project tasks are in line with each employee's skill level; identifies opportunities for improvement and makes constructive suggestions; reviews the status reports of team members and addresses issues as appropriate; keeps track of lessons learned and shares those lessons with team members.

5% +/- 2%

- Attends and participates in professional group meetings, conferences, seminars, and training; stays abreast of new trends and innovations in the field of computer technology; researches and evaluates software, hardware and technology products and trends; consults with other agencies, outside government and private organizations to their approach to projects and their experience with vendors.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree computer science or related field with six (6) years previous experience including information technology project management; or any equivalent combination of education, training, and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of office machines and equipment including a computer and multifunction printer.

Supervisory Responsibilities

- Ability to assign, review, plan and coordinate the work of other employees and to maintain standards.
- Ability to provide instruction to other employees and to act on employee problems.
- Ability to prepare employee performance evaluations.
- Ability to recommend the discipline or discharge of employees.
- Ability to recommend the transfer, promotion or salary increase of other employees.

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals and percentages.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid to high level data analysis requiring managing of data and people deciding the time, sequence of operations or events within the context of a process, system, or organization. Involves determining the necessity for revising goals, objectives, policies, procedures, or functions based on the analysis of data/information and includes performance reviews pertinent to objectives, functions, and requirements.
- Ability to comprehend a variety of informational documents including project plans, procedures and status reports, internet research for software, hardware and technology, employee timesheets, vendor invoices, project documentation, requests for information, requests for proposal, contracts, project recommendations, purchase recommendations, performance evaluations, vendor invoices, timelines, workflow charts, procedural diagrams,
- Ability to comprehend a variety of reference materials and manuals including the Employee Handbook, project management policies and procedures, ICMA Code of Ethics, Ohio Revised Code, Cuyahoga County Charter, Cuyahoga County Code, TenStep Licensed Website for project managers, documentation and trade publications, software manuals, codes, and standards documents.
- Ability to prepare status reports, data compiled for software, hardware & technology products & trends, timesheets, invoices, project charters and schedules, project improvement final reports, requests for bid, requests for proposal, contracts, quarterly Cuyahoga performance reports, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
- Ability to supervise and counsel employees, convince, and influence others, to record and deliver information, to explain procedures, to follow instructions.
- Ability to use and interpret contract, computer, and circuitry terminology and language.
- Ability to communicate with staff, users, vendors, and outside agencies, departmental employees, and senior managers.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

PROPOSED DELETED CLASSIFICATIONS				
Class Number	Classification Title	Department	FLSA Status	Pay Grade
16251	SAP ABAP Programmer	Information Technology	Exempt	14B

Requested By:	Personnel Review Commission
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Rationale:	PRC Routine Maintenance. Position is vacant and the department stated that the duties of this position are no longer needed because the SAP ABAP technology is no longer utilized at the County.
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No. of Employees Affected:	None
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Dept.(s) Affected:	Information Technology
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Fiscal Impact:	None
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Staffing Implications:	None
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PRC Contact(s):	Verona Blonde, Classification and Compensation Specialist Albert Bouchahine, Manager of Classification and Compensation
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Human Resources Contact(s):	Kelli Neale, Program Officer 4
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Management Contact(s):	Andy Johnson - CIO
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CUYAHOGA COUNTY CLASSIFICATION SPECIFICATION

Class Title:	SAP ABAP Programmer	Class Number:	16251
FLSA:	Exempt	Pay Grade:	14B
Dept:	Information Services Center		

Classification Function

The purpose of this classification is to provide programming support for the SAP, Human Resources, and County Payroll system.

Distinguishing Characteristics

This is a technical, journey level classification, working under direction from the unit manager. The employee in this class is expected to be fully aware of the operating policies and procedures of the work unit and to perform the full range of duties assigned. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and work independently, exercising judgment and initiative. This class requires extensive knowledge of Advanced Business Application Programming (ABAP) language for programming the SAP Application Server.

Essential Job Functions

The following duties are normal for this classification. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

50% +/- 10%

- Gathers coding requirements from functional analyst's specifications based on user requirements for changes to system functionality of HR events such as Open Enrollment; utilizes the functional specifications to design the technical specifications; codes the program to meet the specifications; unit tests the program per test case scenarios provided by functional analyst; assists functional analyst in acceptance testing.

25% +/- 10%

- Transports data between SAP Systems and for the migration between different SAP releases; refreshes quality assurance (QA) database from a copy of the database used in the daily processing of transactions (Production); moves transport requests, transferring data from one SAP installation to another; performs client copies to create new clients (applications or systems that accesses a remote service on another server, by way of a network); troubleshoots down system or hardware problems; monitors and defines batch jobs; tunes system parameters; maintains documentation for the system; provides reports, tables, functions programs and requisite configurations on an assigned basis.

10% +/- 5%

- Maintains security of users; adds new users to the system; maintains security roles and profiles; monitors backups of system; restores system from backups; moves transport requests through the system; monitors weekly timesheet loads and runs late-approval loads.

15% +/- 5%

- Interacts with functional groups to resolve problems and discuss functionality; researches, evaluates and provides recommendations on new products and meets with vendors.

Minimum Training and Experience Required to Perform Essential Job Functions

- Bachelor's degree in computer science or related field with six (6) years of experience with SAP Basis, Oracle and UNIX administration; or any equivalent combination of education, training and experience.

Additional Requirements

- No special license or certification is required.

Minimum Physical and Mental Abilities Required to Perform Essential Job Functions

Physical Requirements

- Ability to operate a variety of automated office machines including computers and peripheral equipment.

Technology Requirements

- Ability to operate a variety of software and databases including Advanced Business Application Programming (ABAP) language, database software (MS Access), spreadsheet software (MS Excel), word processing software (MS Word).

Supervisory Responsibilities

- No Supervisory Responsibilities

Mathematical Ability

- Ability to add, subtract, multiply, divide and calculate decimals percentages.

Language Ability & Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude, and appraise. Requires discretion in determining and referencing established criteria to define impact and develop alternatives.
- Ability to comprehend a variety of informational documents including transport requests, SAP patch documentation, SAP notes, emails, printer definition form, security request form, system diagrams, error logs, documentation reports, and monitoring reports.
- Ability to comprehend a variety of reference books and manuals including system architecture diagrams, documentation, SAP patch documentation, SAP notes, and network and operation manuals.
- Ability to prepare documentation, timesheet error logs, diagrams, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction and style.
- Ability to develop and maintain effective working relationships with a variety of individuals within and outside the Department and to communicate with UNIX and Oracle administrators, users, vendors, peers, and departmental employees and administrators.
- Ability to use and interpret computer systems terminology and language.

Environmental Adaptability

- Work is typically performed in an office environment.

Cuyahoga County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.