PDC

PORTLAND DEVELOPMENT COMMISSION

DATE: February 13, 2008

TO: Board of Commissioners

FROM: Bruce A. Warner, Executive Director

SUBJECT: Report Number 08-21

                 FY 2008-09 Positions Add Packages

EXECUTIVE SUMMARY

BOARD ACTION REQUESTED

None — information only.

SUMMARY

At the February 7, 2008 Commission Budget Work Session, staff presented 11.5 new position requests (FTE/LTE) to be added to the FY 2008-09 Requested Budget. Staff will review these positions in more depth at the February 13, 2008 Commission meeting, specifically addressing questions raised regarding contracting alternatives for some positions. Adding all positions will increase total FTE/LTE position count from 214.5 to 226.

BACKGROUND

The recommended position increases for the FY 2008-09 Budget include:

- Four FTE/LTE for Economic Development,

- One FTE/LTE request will be funded by Enterprise Zone fees and existing program funding for management of the EZone program.

- Three FTE/LTE would be funded through the City's General Fund through a General Fund Request.

- One budget position for Central Services to restore the Budget Office staff to four FTE/LTE.

- Six and a half FTE/LTE for People and Technology:

- Human Resources: Two positions related to increased demands on Human Resource activity and four and a half FTE/LTE are related to information technology demands.

- Information Technology: Three and half FTE/LTE (turning to four full-time positions in FY 2009-10) are being requested for implementation and ongoing support of PDC's ERP projects.

ATTACHMENTS:

A. Position Add Packages

PDC Budget Development FY 2008-09
Decision Package Form

Recommended Position Add Packages			
Item	**Department**	**Title**	**Funding Source**
1	Economic Development	Ezone Program Coordinator	Ezone Program
2	Economic Development	Citywide Storefront Coordinator	City General Fund Ask
3	Economic Development	Small Business Coordinator	City General Fund Ask
4	Economic Development	Film and Video Project Coordinator	City General Fund Ask
5	Central Services	Budget Analyst - Budget	Indirect (All Funds)
6	People and Technology	HR Generalist - Union Activities	Indirect (All Funds)
7	People and Technology	HR Coordinator - Human Resources/Training	Indirect (All Funds)
8	People and Technology	Business System Analyst - Business Systems Support	Indirect (All Funds)
9	People and Technology	Business System Analyst - Business Systems Support	Indirect (All Funds)
10	People and Technology	Lawson System Administrator	Indirect (All Funds)
11	People and Technology	Electronic Content Management Analyst	Indirect (All Funds)

Decision Packages List

PDC Budget Development FY 2008-09
Decision Package Form

Department:	Economic Development
Division/Section:	Enterprise Zone
Decision Package Title:	Ezone Program Coordination

Funding Source:	City General Fund
	& Ezone Application Fees

	FY 2008-09 Forecasted	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	
EXPENDITURES					
Salaries and Wages	$ 64,090	$ 65,372	$ 66,679	$ 68,013	
Benefits	$ 26,918	$ 27,456	$ 28,005	$ 28,565	
Total Personal Services	$ 91,008	$ 92,828	$ 94,684	$ 96,578	
Materials and Services	$ -	$ -	$ -	$ -	
TOTAL EXPENDITURES	$ 91,008	$ 92,828	$ 94,684	$ 96,578	
FTE Full-Time Positions	1.0	1.0	1.0	1.0	
Limited-Term Positions					
TOTAL POSITIONS	1.0	1.0	1.0	1.0	

Description

This position supports and maintains the Portland Development Commission's administrative and technical responsibilities for the N/NE Enterprise Zone ("Ezone") tax abatement program. Specifically Program management: 1)Market the E-Zone program to companies; 2)Fulfill information requests; 3)Manage the application and intake process; 4)Calculate E-zone abatement estimates and communicate program requirements to clients; 5)Manage invoicing and receipt of payments; 6)Manage community relations with key stakeholder groups; 7)Coordiante with sister agencies on program requirments such as the County Assessors office, OECDD; 8)Staff the community contributions committees of the Ezone program. Annual Compliance: 1)Perform annual review of all active companies to ensure compliance with state and local requirements. Reporting: 1)Prepare Commission documents, resolutions, contracts, and reports; 2)Produce Annual E-Zone Report to City Council, Commmision, State, and Community stakeholders.

Expected Result

Since the creation of the Ezone program in 1996 the program's requirements have been increased, the depth and degree of the annual compliance review has been increased and the marketing of the program has expanded. These actions have not only increased the amount of staff time needed to process and monitor each applicant in the program but has raised the number of participating firms year over year, from three (3) in early 2000 to ten (10) in 2006 and eleven (11) in 2007. This has all been achieved without an increase in program funding or staffing to handle the increased work load of this highly effective economic development program. As a result, Ec Dev has relied on one Manager, juggling the Ezone program with other responsibilities and student workers, hired for six months at a time, working 25 hrs a week. This continual turnover in staffing, lack of continuity in program knowledge, and constant retraining impedes efficiency and hampers productivity in EZone administration. Expected result of adding this position is stable and continually improving EZone Program administration that provides consistently outstanding service to EZone companies and the

PDC Budget Development FY 2007-08
Decision Package Form

Department:	Economic Development	**Funding Source:** City General Fund
Division/Section:	City-wide Storefront Program	
n Package Title:	Storefront Program Coordination	

	FY 2007-08 Revised	FY 2008-09 Forecasted	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted
DITURES					
Salaries and Wages	$ -	$ 27,870	$ 56,855	$ 57,992	$ 59,152
Benefits	$ -	$ 11,705	$ 23,879	$ 24,357	$ 24,844
Total Personal Services	$ -	$ 39,575	$ 80,734	$ 82,349	$ 83,996
Materials and Services	$ -	$ -	$ -	$ -	$ -
EXPENDITURES	$ -	$ 39,575	$ 80,734	$ 82,349	$ 83,996
Full-Time Positions		0.5	1.0	1.0	1.0
Limited-Term Positions					
POSITIONS	0.0	0.5	1.0	1.0	1.0

tion

In 2007-08, City General Funds were allocated to offer the Storefront Grant Program for the first time to businesses outside Urban Renewal Areas. This increased funding of $550,000 didn't add staff for program delivery. At the same time, the Storefront Grant Program grew in URAs from $2.7 million in 2006-07 to $2.9 million in 2007-08; all with the same 2.5 FTE to coordinate. Often, the coordinators are the first point of contact for small business owners in the City. With increased funding and no additional staff, there is less time available to provide customer service/business assistance & to achieve previous performance targets (90%) in committing funds. Coordinators are responsible for marketing the program; guiding new projects from application, through architectural design & review, commitment of funds, inspection of work, reimbursements, folllow-up on customer satisfaction. On average, each grant takes 1 year to complete.   Because the Storefront Program has been in URAs for up to 19 years, it is well known & trusted in those defined geographic areas & supported and promoted by URACs. In new areas where the Storefront Program is unknown, all this has to be established.

ed Result

With dedicated staff to market and administer the city-wide program, the necessary relationships with the local community, with small business owners, with neighborhood and business associations will be established and provide a solid foundation to ensure program success. As representatives of the City, the program coordinator will gain significant business intelligence to guide program implementation most effectively and efficiently in the new areas while demonstrating the City's commitment to small business owners. With staffing at the appropriate level, the program will be visible and a higher level of success attained; e.g. committing all funds at 90% level by end of year. There will be greater ability to build program momentum based on relationships developed. As the Storefront Program moves forward as a key aspect of EcDev's Community Economic Development focus, these relationships will facilitate further support to small businesses that form a neighborhood's core. With the emergence of CED, the coordinator will serve in an even more visible role as liaison in assisting businesses through city processes and demonstrating the City's commitment.

PDC Budget Development FY 2008-09
Decision Package Form

Department:	Economic Development	**Funding Source:** City General Fund
Division/Section:		
Decision Package Title:	Small Business Coordinator	

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted
EXPENDITURES					
Salaries and Wages	$ 64,500	$ 66,435	$ 68,428	$ 70,481	$ 72,595
Benefits	$ 27,090	$ 27,903	$ 28,740	$ 29,602	$ 30,490
Total Personal Services	$ 91,590	$ 94,338	$ 97,168	$ 100,083	$ 103,085
Materials and Services	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES	$ 91,590	$ 94,338	$ 97,168	$ 100,083	$ 103,085
FTE Full-Time Positions	1.0	1.0	1.0	1.0	1.0
Limited-Term Positions					
TOTAL POSITIONS	1.0	1.0	1.0	1.0	1.0

Description

Transfer of small business coordinator position from City; salary & benefits to align with new job. The Small Business Coordinator will serve as a key member of PDC's Community and Economic Development Team within the Economic Development Department. The Coordinator will work to identify keystone projects with a focus on neighborhood URAs (Lents, Gateway, Interstate) to revitalize neighborhoods, attract investment and distribute economic opportunity. Will work city-wide to coordinate small business resources with a focus on technical assistance and loans and ensuring a continuum of resources for retail, restaurant, service providers and minority and women-owned businesses. Will work closely with the City Small Business Advocate to provide assistance to individual small businesses to help them start and grow their operations in the City.

Expected Results

Results of the Small Business Coordinator's work are expected to be:
 - an improvement in PDC's customer service to small business including assistance in accessing public and private resources.
 - increased awareness about PDC's small business resources including business finance, Storefront Grants & other public small business resources.
 - enhanced quality and coordination of technical assistance services available in the City of Portland.
 - minimizing the adverse impact of PDC projects on Portland's small businesses through education, outreach and the provision of other resources as appropriate.
 - increased success of minority-owned and immigrant-owned businesses as contributors of the health of Portland's economy in partnership with the Office of Community and Social Equity.

3 Ec Dev Small Bus Coord

PDC Budget Development FY 2008-09
Decision Package Form

Department: Economic Development **Funding Source:** City General Fund
Division/Section:
Decision Package Title: Film and Video Project Coordinator

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted	
EXPENDITURES						
Salaries and Wages	$ 64,500	$ 66,435	$ 68,428	$ 70,481	$ 72,595	
Benefits	$ 27,090	$ 27,903	$ 28,740	$ 29,602	$ 30,490	
Total Personal Services	$ 91,590	$ 94,338	$ 97,168	$ 100,083	$ 103,085	
Materials and Services	$ -	$ -	$ -	$ -	$ -	
TOTAL EXPENDITURES	$ 91,590	$ 94,338	$ 97,168	$ 100,083	$ 103,085	
FTE Full-Time Positions	1.0	1.0	1.0	1.0	1.0	
Limited-Term Positions						
TOTAL POSITIONS	1.0	1.0	1.0	1.0	1.0	

Description

Position transfer from Mayor's Office; salary & benefits to align with new job description. The Film & Video Sr. Project Coordinator will be part of the newly re-organized Design & Creative Services Target Industry Cluster that will focus on family wage job creation through growth of traded sector companies and industries including business creation, retention, expansion and recruitment. The coordinator's responsibilities will include business retention and recruitment activities, gathering of business intelligence to inform future strategic focus and support of film & video production in Portland. As part of the Target Industry Team, the coordinator will contribute to planning and implementation of strategies and catalytic initiatives to support and advance Portland target industry clusters.

Expected Results

Significant value will be added by incorporating this role within PDC's new Design & Creative Services Target Industry Cluster. Integration into the larger target industry effort will leverage additional economic development resources and colleagues to focus and speed growth of Portland's burgeoning film & video industry.

4 Ec Dev - Film & Video

PDC Budget Development FY 2008-09
Decision Package Form

Department: Central Services	**Funding Source:** Indirect Overhead (All URAs)
Division/Section: Budget	
Decision Package Title: Additional Budget Staffing	

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted	
EXPENDITURES						
Salaries and Wages	$ 75,000	$ 77,250	$ 79,568	$ 81,955	$ 84,413	
Benefits	$ 31,500	$ 32,445	$ 33,418	$ 34,421	$ 35,454	
Total Personal Services	$ 106,500	$ 109,695	$ 112,986	$ 116,375	$ 119,867	
Materials and Services	$ -	$ -	$ -	$ -	$ -	
TOTAL EXPENDITURES	$ 106,500	$ 109,695	$ 112,986	$ 116,375	$ 119,867	
FTE Full-Time Positions	1.0	0.0	0.0	0.0	0.0	
Limited-Term Positions						
TOTAL POSITIONS	1.0	0.0	0.0	0.0	0.0	

Description

Add a senior position within the Budget Section to take a portion of the workload from the other Budget Section staff. Currently the Budget Section staff is working at more than 100% of capacity. When the Section used to focus solely on Departmental work and not URA Teams, there were 4 Budget Analysts plus a Budget Officer. The work flow and scope has changed significantly with the introduction of the URA Team focus. At the same time, the staffing levels have dropped to 3 Budget Analysts and 1 Debt Manager. With only three (3) budget analysts supporting 11 URAs, 8 Departments, and multiple functional assignments, it has put a large burden on the Budget Section staff, especially during the budget season that runs from December through June.

Expected Results

Better customer service to the URA Teams and Departments with regard to budget issues/projects; additional reporting and information to the Agency for better/faster decision making; abiltiy to take on more special financial analysis projects; more efficient budget development and budget document preparation; and less overtime that is currently necessary to get the work done/higher job satisfaction.

5 CS - Budget Analyst

PDC Budget Development FY 2008-09
Decision Package Form

Department:	People & Technology	
Division/Section:	Union Activities	
Decision Package Title:		

Funding Source: Indirect Overhead (All URAs)

	FY 2007-08 Revised	FY 2008-09 Forecasted	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted
EXPENDITURES					
Salaries and Wages	$ -	$ 63,990	$ -	$ -	$ -
Benefits	$ -	$ 26,876	$ -	$ -	$ -
Total Personal Services	$ -	$ 90,866	$ -	$ -	$ -
Materials and Services	$ -	$ -	$ -		$ -
TOTAL EXPENDITURES	$ -	$ 90,866	$ -	$ -	$ -
FTE Full-Time Positions		1.0			
Limited-Term Positions					
TOTAL POSITIONS	0.0	1.0	0.0	0.0	0.0

Description

HR generalist.

Expected Result

This position will assist in addressing the additional work the HR department will experience with the addition of the Union including Union negotiations, communications and subsequent policy/process updates, changes and implementation. This will include serving as the liason to the Union Stewards [non-PDC staff], working with managers regarding employee relations, training and coordinating and/or implementing processes and systems [electronic & non-electronic]. This position will focus most of their time on union-related responsibilities, although this will not be the only position involved or impacted by the additional work relative to the Union.

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Decision Package Form

Department: People & Technology **Funding Source:** Indirect Overhead (All URAs)
Division/Section: Human Resources & Training
Decision Package Title:

	FY 2007-08 Revised	FY 2008-09 Forecasted	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted
EXPENDITURES					
Salaries and Wages	$ -	$ 52,880	$ -	$ -	$ -
Benefits	$ -	$ 22,210	$ -	$ -	$ -
Total Personal Services	$ -	$ 75,090	$ -	$ -	$ -
Materials and Services	$ -	$ -	$ -		$ -
TOTAL EXPENDITURES	$ -	$ 75,090	$ -	$ -	$ -
FTE Full-Time Positions		1.0			
Limited-Term Positions					
TOTAL POSITIONS	0.0	1.0	0.0	0.0	0.0

Description

HR coordinator.

Expected Result

This position will assist with addressing the current workload and growing workload with the Union and systems upgrades. This will include reports required by the Union, benefits, database administration, much of the day to day processing of various employee-related items and system upgrades. This position will also free up time for generalists to be able to focus work efforts on manager & supervisor consulting and training and more hands on assistance in areas such as employee relations, recruitment, performance mgmt., etc. rather than the day to day processing.

7 P&T - HR Coord

PDC Budget Development FY 2008-09
Decision Package Form

Department: People & Technology	**Funding Source:** Indirect Overhead (All URAs)
Division/Section: Business Systems Support	
Decision Package Title: Additional FTE	

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted
EXPENDITURES					
Salaries and Wages	$ 60,564	$ 62,684	$ 64,878	$ 67,148	$ 69,499
Benefits	$ 25,437	$ 26,327	$ 27,249	$ 28,202	$ 29,189
Total Personal Services	$ 86,001	$ 89,011	$ 92,126	$ 95,351	$ 98,688
Materials and Services	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES	$ 86,001	$ 89,011	$ 92,126	$ 95,351	$ 98,688
FTE Full-Time Positions	1.0	1.0	1.0	1.0	1.0
Limited-Term Positions					
TOTAL POSITIONS	1.0	1.0	1.0	1.0	1.0

Description

The addition of another Business Systems Analyst would address the shortfall of this skill set within the agency. The large volume of pending technology projects requiring Agency-wide definition of business processes surrounding financial, program, and project data collection can not be addressed within current staffing levels. The goal for this FTE addition, and its primary focus, would be the Development Department (as Housing and Economic Development already have incumbents faciliatating their departmental needs). The need for business systems analysis, systems development, metrics and reporting, and process improvement within the Development Department should not be underestimated. Recent audit findings support this request. Moreover, as PDC moves to implement Enterprise Resource Planning, it is critical and time sensitive that the work of all three operating departments be equally represented.

Expected Results

The Business Systems Analyst would be expected to address the following:
1) Staffing deficiency of the Development Department, specifically focused on: systemitized tracking of DDA/DA obligations; Infrastructure accomplishments and their reporting; tracking and analysis of information addressing project effectiveness and efficiency.
2) Provides consistency in structure with the Economic Development and Housing departments, where the Business Analysts (Kate Staples and Todd Kelley) have played critical roles in communicating their respective department's accomplishments and technology needs.
3) Provides a needed technical liaison role in order to leverage the skills and time of the Development department's staff as we move forward with large technology projects.
4) Assist in the evaluation and re-engineering of existing processes that will improve efficiencies and effectiveness of Development Department workflow.

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Decision Package Form

Attachment A - Position Add-Packages
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	Department:	People & Technology			Funding Source:	Indirect Overhead (All URAs)	
	Division/Section:	Business Systems Support					
Decision Package Title:		Business Systems Analyst					

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted
EXPENDITURES					
Salaries and Wages	$ 65,000	$ 67,275	$ 69,630	$ 72,067	$ 74,589
Benefits	$ 27,300	$ 28,256	$ 29,244	$ 30,268	$ 31,327
Total Personal Services	$ 92,300	$ 95,531	$ 98,874	$ 102,335	$ 105,916
Materials and Services	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES	$ 138,450	$ 143,296	$ 148,311	$ 153,502	$ 158,875
FTE Full-Time Positions	1.5	1.5	1.5	1.5	1.5
Limited-Term Positions					
TOTAL POSITIONS	1.5	1.5	1.5	1.5	1.5

Description

The addition of two Business Systems Analysts would address the shortfall of this skill set within the agency. As PDC moves to implement Lawson, its Enterprise Resource Planning (ERP) software, it is critical and time sensitive that the Agency's needs be captured. The large volume of pending technology projects, and new module implementation will require Agency-wide definition of business processes which can not be addressed within current staffing levels. The goal for these FTE additions, and their primary focus, would be to support the build out, implemenation, and on-going support of new Lawson functionality. The need for business systems analysis, systems development, metrics and reporting, and process improvement throughout the Agency should not be underestimated.

Expected Results

The Business Systems Analysts would be expected to address the following:
1) Required on-going support of new functionality associated with the build-out of Lawson ERP. New functionality includes: Customer Relationship Management, Budget, and Financial consolidation.
2) Provides a needed technical liaison role in order to leverage the skills and time of the Agency's staff as we move forward with large technology projects.
3) Assist in the evaluation and re-engineering of existing processes that will improve efficiencies and effectiveness of business processes and workflow.

9 P&T - Business Syst Analyst

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Decision Package Form

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Attachment A - Position Add-Packages
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10 - Lawson System

Department: People & Technology **Funding Source:** Indirect Overhead (All URAs)
Division/Section: Business Systems Support
Decision Package Title: Lawson System Administrator

	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted
EXPENDITURES					
Salaries and Wages	$ 97,000	$ 100,395	$ 103,909	$ 107,546	$ 111,310
Benefits	$ 40,740	$ 42,166	$ 43,642	$ 45,169	$ 46,750
Total Personal Services	$ 137,740	$ 142,561	$ 147,551	$ 152,715	$ 158,060
Materials and Services	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES	$ 137,740	$ 142,561	$ 147,551	$ 152,715	$ 158,060
FTE Full-Time Positions	1.0	1.0	1.0	1.0	1.0
Limited-Term Positions					
TOTAL POSITIONS	1.0	1.0	1.0	1.0	1.0

Description

The addition of a Lawson System Administrator would provide a dedicated resource for this important function. The large volume of pending Lawson and technology projects will require a full-time resource which can not be addressed within current staffing levels. The goal for this FTE addition, and its primary focus, would be the support of our Enterprise Resource Planning (ERP) software, Lawson, and all associated third-party applications. This position will be a key player in the future build out and installation of new functionality, and the maintenance of these new tools This FTE will be pivotal in participating in the Lawson Upgrade to LSF9 which requires a dedicated resource to ensure we retain the knowledge in-house to support the application and new user functionality after the upgrade.

Expected Results

The Lawson System Administrator would be expected to address the following:
1) Daily system administration functions necessary to maintain the current Lawson development, test and production environments while participating on the Lawson Implementation Team for LSF 9.0.
2) Administration includes but is not limited to applying and testing patches; applying maintenance releases, and performing system upgrades. Position will also provide support for third-party applications associated with Lawson.
3) Perform Lawson user administration, Administer Lawson Portal including the creation of bookmarks, and the assignment of users and groups. Install and upgrade new environments. Apply application and environment patches. Coordinate data refreshes with SQL Database Administrator as needed.
4) Document and describe processes related to the Lawson environment. Work as a technical expert with customers, application analysts, developers, and other team members to support and develop technical solutions to complex business problems. Ensure that the team is involved in and aware of any Lawson related activities.

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Attachment A - Position Add-Packages
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Decision Package Form

	Department:	People & Technology		Funding Source:	Indirect Overhead (All URAs)

Division/Section: Business Systems Support
Decision Package Title: ECM System Analyst
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	FY 2008-09 Requested	FY 2009-10 Forecasted	FY 2010-2011 Forecasted	FY 2011-2012 Forecasted	FY 2012-2013 Forecasted
EXPENDITURES					
Salaries and Wages	$ 97,000	$ 100,395	$ 103,909	$ 107,546	$ 111,310
Benefits	$ 40,740	$ 42,166	$ 43,642	$ 45,169	$ 46,750
Total Personal Services	$ 137,740	$ 142,561	$ 147,551	$ 152,715	$ 158,060
Materials and Services	$ -	$ -	$ -	$ -	$ -
TOTAL EXPENDITURES	$ 137,740	$ 142,561	$ 147,551	$ 152,715	$ 158,060
FTE Full-Time Positions	1.0	1.0	1.0	1.0	1.0
Limited-Term Positions					
TOTAL POSITIONS	1.0	1.0	1.0	1.0	1.0

Description

The addition of a Enterprise Content Management (ECM) System Analyst/Developer/Administrator would provide a dedicated resource for this important function. This individual will be responsible for system administration, providing technical development and support for the Enterprise Content Management platforms, and leading the technical aspects of PDC's ECM approach including working with the ECM manager, application teams, business liaisons and sponsors. In this role, the individual will be responsible for analyzing business requests and processes, developing and implementing enhancements/solutions, supporting the environment and users.

Expected Results

The Enterprise Content Management (ECM) System Analyst/Developer/Administrator would be expected to address the following:
1) Daily system administration functions necessary to maintain the ECM tool.
2) Administration includes but is not limited to applying and testing patches; applying maintenance releases, and performing system upgrades. Position will also provide support for third-party applications associated with the ECM product.
3) Perform ECM user administration, the assignment of users and groups. Install and upgrade new environments. Apply application and environment patches. Coordinate data refreshes with SQL Database Administrator as needed.
4) Document and describe processes related to the ECM environment. Work as a technical expert with customers, application analysts, developers, and other team members to support and develop technical solutions to complex business problems. Ensure that the team is involved in and aware of any ECM related activities.