Reclassification Information Package

- for -

City et al Members
(City, Parks, Ray-Cam, and Britannia)

Prepared by the CUPE Local 15 (Union) Reclassification Committee

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I Would Like to Have My Job Reclassified
(a brief guide for City, Parks, Ray-Cam, and Britannia Members)

1. **How to Submit a Reclassification Request**
   As of the 2022-2024 collective agreements, reclassification requests can be submitted in one of two ways:
   i) **Manager Initiated Request**
      If a manager determines that an employee's job is no longer appropriately classified, they may initiate a reclassification review and employees will be provided with the necessary forms to complete the process. The manager's support must be formally documented, and they will be required to submit verifying information to substantiate the request. Employees may also request their manager to initiate a reclassification review, but the manager will only do so if they agree that a reclassification is justified.
   ii) **Union-Initiated Request**
      The union evaluates reclassification requests based on objective evidence supporting the likelihood of a successful reclassification outcome. Employees seeking a reclassification review must first provide the Union Reclassification Committee with sufficient evidence demonstrating that their duties have significantly and permanently changed beyond their current classification. Not all requests will be endorsed.

      Applications must be submitted to the Union Reclassification Committee with the requisite form fully completed, along with relevant supporting documentation. If the committee determines that a reclassification review is warranted, the union will provide the employee with the necessary forms for formal submission to the employer. It is the responsibility of the employee to complete all forms and gather supporting evidence before submission.

2. **Eligibility for Reclassification**
   Employees may submit a reclassification request if:
   - Their job duties have substantially and permanently changed beyond the current classification.
   - They are performing core duties of a higher-rated classification.
   - Their current classification no longer reflects the nature and level of their work.

   Temporary, minor, or intermittent changes in duties do not qualify for reclassification, nor does an increase in workload. The addition of tasks that require skills of a lower complexity may result in a downgrade. The addition of new responsibilities must be substantial and significant, and not presently reflected in the classification specification (class spec), and of greater overall complexity or responsibility or independence of action in order to justify a reclassification.

   The claim for reclassification is a claim that the current class spec/job description no longer represents the core functions and duties of the job, and the job is basically a different job than what is reflected in the class specification.

3. **Steps for Filing a Reclassification Request**

    Step 1 - Obtain and Review Your Job Classification Specification
    i)   Request a copy of your current job class spec from Human Resources or the union office.
    ii)   Compare your actual duties with the classification description.
    iii)   Identify substantial changes in job duties, complexity, supervision, and responsibilities.
    iv)   Review the *Sample Reclassification Assessment Form* (see Section 3).

    Step 2 - Complete the Classification Questionnaire Form
    This form is very important because it is your reclassification application to the Union Reclassification Committee. The committee needs all the information in this form to be able to make a reasoned decision, including:
    *   A detailed comparison of current vs. previous duties as clearly outlined in the *Sample Reclassification Assessment Form*. Use additional pages if necessary.
    *   An explanation of changes, including additional responsibilities, skills, or decision-making authority.
    *   Supporting evidence such as job descriptions, work assignments, and organizational charts.
    *   Letters of support from supervisors or department heads (if applicable).
    *   Use the *Sample Reclassification Assessment Form* (Section 3) for practice, and when you're ready, complete and submit the *Classification Questionnaire Form* (Section 4)*.

    Step 3 - Submit the Classification Questionnaire Form to the Union Reclassification Committee
    i)   Gather all the necessary information and fill out the required form (Section 4).
    ii)   Attach all supporting documentation.
    iii)   Submit the completed package to email@cupe15.org.

4. **Union Review**
    i)   The Union Reclassification Committee will review your application and inform you of their decision. The committee plans to meet six times a year.
    ii)   If approved, the committee will contact you and provide you with the requisite forms to submit the formal request the City Human Resources Compensation & Classification advisors.
    iii)   If the committee denies your application, you will have the opportunity to appeal the decision to the CUPE Local 15 Executive Board.

5. **Important Considerations**
    Union Involvement - The union cannot assist you in filling out the forms as this would be "staging" the reclassification review rather than engaging in a *bona fide* and genuine evaluation of the job's duties and responsibilities.
    Timeframes - The Union Reclassification Committee review may take anywhere between one to four months depending on when the request is submitted. After that, it may take another several months for the employer to undertake the review and provide an outcome letter. All in all, twelve months is likely before the Outcome Letter is issued.
    Compensation Changes - If approved, the reclassification may result in a salary adjustment, effective from the nearest bi-weekly pay period. A reclassification may also result in a downgrade (loss of pay).

SECTION 2

A Short Job Evaluation Classification Manual

This document was prepared for Local 15 by CUPE National Staff Dan Todd with some materials from documents produced by the Trade Union Research Bureau, and notably David Fairy and Ted Byrne: two men who are perhaps the most responsible for pay equity in British Columbia, and efforts to remedy gender pay inequity for women.

What is Job Classification?

Job classification is a structured system where jobs within an organization are categorized into groups based on similar duties, responsibilities, skills, and qualifications. It creates a structured framework that helps organizations manage their workforce and provide for similar pay for work of similar complexity.

A classification system is one of several different types of job evaluation systems. Job evaluation is a "systematic process for defining the relative worth or size of jobs or roles within an organization in order to establish internal relativities and provide the basis for designing an equitable grade structure, grading jobs in the structure, and managing relativities".

A job classification is not the same as a job or a position. The employer will create a job for a specific purpose, for example, "to conduct research related to water use in the city." Then, the job will be reviewed for similarity with existing classifications. If a similar classification exists, it will be matched to that classification. If it does not fit well in any existing classification, it will be compared to the ones closest to it, and a new classification may be established. The new classification will then be placed on the grid with a predefined pay structure.

In a job classification system, position are typically organized by:
- Similar **skill** requirements
- Comparable **responsibility/accountability** levels
- Related job functions
- Equivalent **qualification** needs
- (Supervisory positions are also evaluated for number of subordinates)

Job classification serves several important purposes, including establishing equitable compensation structures, standardizing job descriptions, and establishing an internal logic for ranking and compensation that achieves "internal coherence" – such that a labourer is not paid more than a mechanic, and a mechanic is not paid more than a mechanical engineer.

In other words, job classifications evaluate jobs in order to first group them into categories of similarity (for example, administrative support jobs in different work areas are classified as Clerk I, Clerk II, Clerk III, even though they may serve different purposes in different locations), so that those categories can include a variety of jobs evaluated to be at the same approximate level of complexity, therefore affording the same pay. The pay structure is assigned not to the classification, but to a pay grid, and then individual classifications are assigned to specific placement on that grid.

Key Components/Factors of Job Classification Analysis

1. **Duties and Responsibilities, or "Functions"**
   - What the employee is expected to do daily, including <u>core job functions</u> and <u>peripheral tasks</u>. These are evaluated for percentage of time spent doing each of the main functions.
   - Higher classifications typically involve greater decision-making authority, technical expertise, or leadership responsibilities.
2. **Accountability/Impact of Job**
   - The level of responsibility and accountability an employee has for their own work, decisions, and the outcomes of their actions.
   - It measures the <u>impact an employee's role</u> has on an organization and how important the classification is to the overall strategy and purpose of the organization.
   - Positions that affect organizational strategy, budgets, public safety, or critical decision-making tend to be higher in classification.
   - <u>This factor is usually the main difference between classifications</u>.
3. **Required Knowledge, Skills, and Abilities (KSAs)**
   - The education, training, and experience needed to perform the job.
   - More complex skills (e.g., professional certifications, advanced degrees, technical expertise) tend to place a job in a higher classification.
4. **Supervision Given and Received**
   - Whether the employee <u>supervises others</u>, work independently, or is closely monitored.
   - Jobs with <u>supervisory duties</u> or independent problem-solving responsibilities must be classified higher – otherwise there could be no internally coherent logic in a classification system where a person who supervises the work of another person is paid less than the person supervised.
5. **Independent Decision Making/Level of Authority**
   - The level of self-direction and authority to make decisions and problem-solve without seeking input or assistance.
   - More autonomy and problem-solving complexity often correlate with higher classifications.
   - This factor is usually the second main difference between classifications.
6. **Working Conditions and Physical Demands (Limited Impact on Classification)**
   - Exposure to hazards, shift work, stress, or public interaction generally does not affect classification unless it requires specialized skills.
   - This factor is sometimes given special consideration, particularly in very unpleasant jobs that are difficult, such as sanitation workers or powerline persons.

Complexity: The Most Important and Consistent Metric

In any job evaluation system, complexity, or degree to which any of the factors are triggered, is always the most important metric that should be considered in the assessment of every component of a job classification. Complexity is also the metric that should correspond between different factors in order for the job evaluation system to have internal coherence and adhere to the established internal logic.

A job could not have extremely high-complexity duties and responsibilities, without requiring a high degree of complex skills, knowledge and abilities; it could not have a high degree of impact and autonomous decision-making, without also requiring a high degree of complex education, and so on.

So, the general rule that applies then is:
- Routine, repetitive tasks → Lower classification.
- Complex, multi-layered problem-solving → Higher classification.

What Job Classification is NOT

- NOT based on workload – More work or understaffing does not justify reclassification.
- NOT based on risk – Higher exposure to risk or stressful environments does not automatically raise classification unless specialized expertise is required.
- NOT about how difficult the job "feels" – A job may be demanding, but classification is based on objective factors, not personal experience.
- NOT about how "important" the job "feels" – Incumbents in so-called "caring" classifications often feel that their work "is more important", such as working with disabled children or in emotionally charged environments.

When Job Reclassifications Fail and Succeed

If the job has undergone such extensive and permanent changes to the major factors of the classification, such that the job description can no longer be said to describe the job, then the reclassification may be warranted.

If the job remains within the same required skill set and responsibility level, even if the nature of the job has significantly changed, a reclassification is unlikely to be required, or, the job description will be amended with no corresponding change to the pay grade.

How A Job Classification System is Set Up – A Simple Explanation

Once grouped into categories, the classifications are then "ordered" according to an internal hierarchy from lowest to highest, where the lowest job in the hierarchy would be one that requires an overall low score across all the factors of analysis; has a low level of responsibility (i.e. low or no independent decision-making authority and no significant impact on the organization), performs very simple job functions, and does not require any special qualifications. Taking an example classification from the City/Parks agreement, we discover that the lowest classified position is "Concession Stand Worker", Pay Grade 9.

Let's do an example evaluation assessment:

Skills	1
Responsibility	0
Function	1
Qualifications	0
Total Score	2

The incumbent sells snacks during the summer at Park Board concession stands. The skills required are simply communicating the price of items, handing the item to the customer, processing a payment, and occasionally, restocking the shelves. Therefore, we can assign the minimal score of 1 for the level of skill required.

The level of responsibility is 0, since there is no staff supervised, no project goals that need to be achieved, no impact on health and safety of any person, and no real impact on the primary purpose and function of the organization, which in this case exists to operate the City Parks and Recreation facilities. If the concession stand were to close down, there would be no substantive impact on any person, no one is relying on the Concession Stand Worker to perform a function essential to life and welfare, and the Park Board would continue to operate as before. The level of responsibility is therefore 0.

Function can be ranked as 1, since it is a job. The incumbent is doing something, so it cannot be ranked as 0.

Qualifications for this position is the completion of grade 10, the most basic requirement, which is why we can rank it as 0. No special qualifications are required.

On the other side of the hierarchy, we take a Pay Grade 34 position, that of Urban Designer.

The sample job description states:

> The City of Vancouver Urban Designer is responsible for developing creative and sustainable urban design solutions for Vancouver's public spaces, neighborhoods, and streetscapes, collaborating with planners, engineers, and community stakeholders to implement projects that align with the city's vision for livability, while adhering to zoning regulations and design guidelines, focusing on public engagement and community input to create inclusive and accessible urban environments.
>
> Key responsibilities
>
> Urban Design Concept Development:
> Creating innovative and aesthetically pleasing design concepts for new developments, revitalization projects, and public spaces, including streetscapes, parks, plazas, and pedestrian corridors.
>
> Community Engagement:
> Facilitating public workshops, charrettes, and community meetings to gather feedback and incorporate diverse perspectives into design proposals.
>
> Design Guidelines and Policies:
> Contributing to the development and implementation of city-wide urban design guidelines, ensuring consistency and quality across projects.
>
> Technical Analysis:
> Conducting site analysis, feasibility studies, and design reviews to evaluate the impacts of proposed development on the urban environment.
>
> Collaboration:
> Working closely with other City departments including planning, engineering, transportation, and parks to integrate design elements into larger project plans.
>
> Visual Communication:
> Producing high-quality design drawings, 3D models, and presentations to effectively communicate design concepts to stakeholders.
>
> Sustainability Focus:
> Incorporating sustainable design principles into projects, considering environmental factors like green infrastructure, energy efficiency, and walkability.
>
> Required qualifications:
> - Master's degree in Urban Design, Architecture, Landscape Architecture, or a related field
> - Strong understanding of urban planning principles, zoning regulations, and design best practices
> - Proven experience in urban design project development, from concept to implementation
> - Excellent communication and public engagement skills

- Proficiency in design software (AutoCAD, SketchUp, Adobe Creative Suite)
- Knowledge of Vancouver's specific urban context and planning goals

In establishing a classification system, since this is the highest-paid job, we would assign it an arbitrary high value in order to have a comparative metric for all other jobs. Therefore,

Skills	100
Responsibility	90
Function	100
Qualifications	100
Total Score	390

The skills required span several different fields – design, architecture, urban planning; drafting and computer skills with AutoCAD and SketchUP, which are advanced programs used to create technical drawings that render buildings and city areas in fine detail and accurately scaled, plus extensive experience. The incumbent is responsible for community consultation and public speaking, which is an advanced skill in a high visibility role. The responsibility level is not ranked at 100 because the incumbent isn't listed as supervising any staff. However, the level of importance of the work/impact of the job, including responsibility to other people and project importance, is high, since mistakes could compromise public safety and cost millions of dollars.

Function complexity is very high, and requires coordination with multiple stakeholders, both internal and external. The qualifications are also very high, requiring a master's degree and designations. Only a Ph.D. would be higher, meaning, that within a unionized environment, a master's degree is likely the highest qualification anyone would ever require, so a score of 100 is appropriate.

Having scored the highest and lowest job, we now have the more difficult task of slotting all the other jobs somewhere between these two – and THAT is the primary purpose of a classification system.

Classifications Below and Above Matter

When someone requests a reclassification, they are saying that they believe their job should be classified higher in the range, which requires an evaluation of both the higher-ranked and lower-ranked jobs. If the job immediately above the job in question is of much greater complexity, to reclassify the classification in question would require an equivalency in complexity to the job that is higher, which could not be justified unless the job in question is at least as equally complex.

Therefore, all the HR Compensation & Classification Analysts do is based on an assessment of the jobs below and above the job in question, and will not re-grade a job classification if there is no space between the classifications that is more appropriate than currently.

Even if some, or all, of the factors have marked and permanent changes that would trigger a reclassification, depending on what classifications are below and above, the current classification may still be *the best fit.* A classification system does not aim for, nor does it purport to be a perfect evaluation tool, or an absolute assessment method. It merely establishes the *best fit* relative to the other jobs such that skills, responsibilities, complexity of functions, and the qualifications required place the job at the level where it is *to maintain the internal logic of the classification system* and compensation structure.

In other words, to approve a reclassification, the combination evaluation of all those factors would have to be more similar to the jobs that are classified in a higher placement, than to the jobs at the existing place in the hierarchy.

Job Classification	Characteristics	Examples
Lower Classification	- Routine, repetitive tasks - Minimal decision-making - Tasks follow a set procedure - Requires little specialized training	- Data Entry - Filing Documents - Assembly Line Work - Cashiering - Call Centre Support - Basic Clerical Work
Middle Classification	- Some decision-making and problem-solving - Requires moderate training or experience - More responsibility but still structured tasks	- Administrative Assistant Work - Customer Service Management - Skilled Trades (e.g. electricians, plumbers) - Payroll Processing - Lab Technician
Higher Classification	- Complex, multi-layered problem-solving - Requires specialized knowledge and expertise - High level of autonomy and responsibility	- Medical Diagnosis (e.g. doctors, nurse practitioners) - Strategic Decision Making (e.g. executives, managers) - Software Development - Engineering and Architecture - Policy Analysis and Legal Advisory

Distinguishing the Incumbent from the Classification

Job reclassification requests often arise when an incumbent performs duties that exceed the classification's established factors, particularly in skill level and complexity. However, these requests frequently fail to trigger the accountability and independent decision-making factors, as ultimate responsibility remains with someone in a higher classification.

A common example is in IT roles: an incumbent classified to install and maintain software may possess the expertise of a software engineer or architect. While their skills are underutilized, their work remains within the original classification's defined scope.

This situation is akin to a skilled driver operating a standard vehicle. They can handle a high-performance car, but the current vehicle still serves its intended function. For reclassification to succeed, the employer must recognize that the classification itself, not just the incumbent, must perform at the higher level.

Reclassification efforts face challenges when a job's prescribed duties must continue as defined to fulfill its essential purpose. Upgrading the classification based solely on an incumbent's advanced skills may effectively shift work from a higher classification without justifying a structural change.

The key is helping incumbents understand that job evaluation focuses on the role itself, not the individual performing it. While working above classification can sometimes justify reclassification, the fundamental test is whether the job, not just the incumbent, requires the higher-level skills to function.

The legal standard for reclassification grievances was determined in a CUPE Local 15 arbitration in 2004.

A job reclassification grievance can succeed only if there has been **"substantial, significant, and permanent change"** to the job, such that the "job description no longer reflects the job."

It is a high bar to clear.

- **Significant change has occurred when the job description may no longer adequately describe the position.** "… the test applied by the employer was this: Was there significant change (that the) class specification may no longer adequately describe the positions being considered?"

  > Ultimately, **I have concluded that the test the Employer applied is an appropriate test**, and I propose to employ it in determining whether the Employer was correct in its decision… Alternatively, it might be possible to consider the test to be an element of the Employer's vetting procedure, established as an exercise of its management rights. Viewing the test from that perspective, I consider it to be [a] reasonable component of that procedure.
  > – *CUPE 15 and City of Vancouver, Recreation Facility Clerks, April 17/04, Arbitrator Diebolt, p. 31*

- **Once it has been established that significant change has occurred, then the whole job is evaluated not just the degree of change**. The job is not measured against what it used to be, but against the prescribed standards in the job evaluation plan.
  – *WCB and CEU, Occupational Safety Officer*, 15 April 2002 (Larson), p. 11, 52-53
- **The Job description is the base against which change is measured**, "subject only perhaps to extraneous information being used as an interpretive aid or to explain or illustrate something in the description." For example "consultation" might be shown to include, in practice, "dispute resolution".
  – *WCB and CEU, Occupational Safety Officer*, 15 April 2002 (Larson), p. 49 ff
- **A significant change requiring a change to the job description may not trigger a higher evaluation**. "Change does not equate to value." In this case what was required was "an overhaul of the whole job description to capture all of the various functions involved…", and yet the arbitrator does not award a higher value. This seems to go against the proposition that a significant change is one that makes a difference to the point score. It appears that the employer made this argument and the arbitrator rejected it: "If one were required to demonstrate that an existing factor score is no longer appropriate [in order to establish that a change had occurred], it would throw the parties into the very hearings that the condition is designed to avoid"
  – *WCB and CEU, Occupational Safety Officer, 15 April 2002 (Larson), pp. 10, 53-54, 62*
- **Can the employer unilaterally establish procedures for determining if a review should be undertaken?** "…Article 11.12 [which establishes that there must be job change before a review is undertaken] itself sets out no procedure. Accordingly, as an exercise of its management rights, the Employer was entitled to fashion a procedure, provided it was reasonable, not arbitrary and non-discriminatory."
  – *CUPE 15 and City of Vancouver, Recreation Facility Clerks*, April 17/04, Diebolt, p. 28 (Note: a large number of cases cited on pp. 24-26.)
- **The employer does not have to undertake a full-scale job analysis and evaluation in order to determine if change has occurred.** This is more or less the opposite of Larson, just cited. *Diebolt (CUPE 15 and City of Vancouver, Recreation Facility Clerks, April 17/04) cites Munroe (BC Tel and Telecommunications Workers Union)*:

…Given the size of the Employer's organization, it makes sense to establish a vetting procedure more abbreviated in its scope than a full Article 11.12 review. The considerable backlog of reviews under the old system was recounted in this Award. In addition, the time taken to conduct a full-scale Article 11.12 review and its costs are not inconsiderable… [see] *BC Tel and Telecommunications Workers Union [Munroe]:*

…The purpose of a job re-evaluation is to determine whether a change(s) to job duties has an impact on job value. The word "change" must mean a change which is material in that sense. If the presence or absence of a material change can be determined by prima facie analysis, it would be odd that the company would be required to undertake additional and elaborate investigation.

- **With regard to job change, the applicable standard of arbitral review is a correctness standard, not a reasonableness standard as submitted by the Employer.**
  CUPE 15 and City of Vancouver, Recreation Facility Clerks, April 17/04, Diebolt, p. 30
- **Changes in computer systems used to do the work do not necessarily change the nature of the work. "**…Point-of-Sales technology and RecWare are simply new tools with which to carry out existing duties." However,

  I do not accept the proposition that new software must always be characterized as simply a new tool to perform existing duties. Depending on the circumstances, new software might, or might not, result in significant change. Not only is this a common-sense observation; it is also recognized in prior authority: Greater Vancouver Regional District on behalf of the City of Vancouver and Canadian Union of Public Employees, supra.
  – CUPE 15 and City of Vancouver, Recreation Facility Clerks, April 17/04, Diebolt, p. 31

SECTION 3

Classification Information
Sample Reclassification Assessment Form

1. Obtain a copy of your class specification (class spec) also known as a job description.
2. The sample job description below is for the *Applications Systems Specialist.*
3. Go through the class spec line-by-line, and note any changes in the column to the right.
4. If anything is missing, add the missing information in the right column.
5. Once completed, if the column to the right contains a significant amount of information, it is possible that your position has undergone changes to warrant a reclassification.
6. If the column to the right is mostly empty, it is most likely that your position does not warrant a reclassification.

Class Specification City of Vancouver	Class No. 1481 Prepared 1996 April Revised 2012 December

APPLICATIONS SYSTEMS SPECIALIST

1. Nature and Scope of Work

This is technical work in the field of information technology involving the installation and maintenance of one or more major client/server application systems for City of Vancouver departments. An employee of this class monitors the performance of the software and hardware, investigates and resolves technical problems, updates the software in order to achieve maximum benefit from enhancements by the vendor and participates in the investigation of proposed hardware and software acquisitions. Considerable independence of judgement is exercised in maintenance functions but advice and assistance is received from technical specialists and vendors on the more complex technical aspects of the work. Overall performance is reviewed for adequacy of approach, adherence to administrative requirements and standards and the effective application of technical skills.

2. Illustrative Examples of Work

Investigates and resolves system software problems which affect the operational performance of the client/server application systems and works with technical specialists and the vendor's service technicians in solving the more complex software problems.

Monitors and analyzes the utilization and performance of the software and hardware and, where practicable, takes steps to increase the system's efficiency or recommends desirable changes or solutions, including acquisition of new hardware and/or software.

Updates client/server operating systems and related software as required in order to achieve the maximum benefit from enhancements made by the vendor.

Participates in the investigation of all software and hardware under consideration for acquisition and makes recommendations.

Designs and specifies utility or other programs for specific or general use; documents and, as required, circulates technical information relating to the client/server operating systems.

Gives advice, guidance, assistance and training to users and staff members on matters of a technical nature.

Ensures system management procedures are carefully followed. Performs related work as required.

3. <u>Required Knowledges, Abilities and Skills</u>

Thorough knowledge of the architecture and functions of client/server applications.

Considerable knowledge of the characteristics and capabilities of client/server hardware, operating systems, and data base management techniques and procedures.

Sound knowledge of computer programming and analysis techniques as related to the work.

Sound knowledge of the functions of departments served and their requirements as applied to the work performed.

Ability to investigate and resolve complex client/server hardware and software problems, consulting with other technical staff and vendor technical specialists as required.

Ability to monitor the performance of the hardware and software, identify problems and formulate solutions.

Ability to customize, test and install new releases of, or enhancements to, operating systems software and application systems.

Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice, information, and recommendations to same.

Ability to communicate effectively both orally and in writing.

Ability to evaluate and make recommendations on proposed hardware and software acquisitions.

Desirable Training and Experience

Completion of a two year diploma course in information technology plus considerable related experience, or an equivalent combination of training and experience.

Required Licenses, Certificates and Registrations

None.

2012 December 13, 10:22 a.m.

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Example of how to complete the form:

Currently Captured	Not Currently Captured
<u>Nature and Scope of Work</u> This is technical work in the field of information technology involving the installation and maintenance of one or more major client/server application systems for City of Vancouver departments. An employee of this class monitors the performance of the software and hardware, investigates and resolves technical problems, updates the software in order to achieve maximum benefit from enhancements by the vendor and participates in the investigation of proposed hardware and software acquisitions. Considerable independence of judgement is exercised in maintenance functions.	Increased responsibilities in cloud migration and management (e.g., migrating applications to cloud-based systems such as Azure or AWS). Enhanced focus on cybersecurity measures, including the implementation of advanced threat detection and response strategies. Conducts regular cybersecurity assessments and vulnerability scans, recommending and implementing protective measures. Manages integration projects involving multiple cloud-based platforms and hybrid solutions. Leads training sessions for users on cybersecurity awareness and cloud system utilization.

Advice and assistance is received from technical specialists and vendors on the more complex technical aspects of the work. Overall performance is reviewed for adequacy of approach, adherence to administrative requirements and standards and the effective application of technical skills.	Develops and maintains disaster recovery plans, including regular testing and updates. Analyzes big data sets and utilizes analytics tools to predict system performance trends and identify efficiency improvements.
Illustrative Examples of Work Investigates and resolves system software problems which affect the operational performance of the client/server application systems and works with technical specialists and the vendor's service technicians in solving the more complex software problems. Monitors and analyzes the utilization and performance of the software and hardware and, where practicable, takes steps to increase the system's efficiency or recommends desirable changes or solutions, including acquisition of new hardware and/or software. Updates client/server operating systems and related software as required in order to achieve the maximum benefit from enhancements made by the vendor. Participates in the investigation of all software and hardware under consideration for acquisition and makes recommendations. Designs and specifies utility or other programs for specific or general use; documents and, as required, circulates technical information relating to the client/server operating systems. Gives advice, guidance, assistance and training to users and staff members on matters of a technical nature. Ensures system management procedures are carefully followed. Performs related work as required.	
Required Knowledges, Abilities and Skills Thorough knowledge of the architecture and functions of client/server applications. Considerable knowledge of the characteristics and capabilities of client/server hardware, operating systems, and database management techniques and procedures. Sound knowledge of computer programming and analysis techniques as related to the work. Sound knowledge of the functions of departments served and their requirements as applied to the work performed. Ability to investigate and resolve complex client/server hardware and software problems, consulting with other technical staff and vendor technical specialists as required. Ability to monitor the performance of the hardware and software, identify problems and formulate solutions.	Advanced knowledge of cloud computing platforms (AWS, Azure, Google Cloud Platform). Strong understanding of cybersecurity protocols and standards (ISO 27001, NIST frameworks). Familiarity with automation and orchestration tools (e.g., Kubernetes, Terraform, Ansible). Proficiency with scripting and automation using Python, Bash, or PowerShell. Ability to manage cross-functional IT projects and coordinate teams.

Ability to customize, test and install new releases of, or enhancements to, operating systems software and application systems. Ability to establish and maintain effective working relationships with a variety of internal and external contacts and to provide advice, information, and recommendations to same. Ability to communicate effectively both orally and in writing. Ability to evaluate and make recommendations on proposed hardware and software acquisitions.	
<u>Desirable Training and Experience</u> Completion of a two year diploma course in information technology plus considerable related experience, or an equivalent combination of training and experience.	Certification in cloud computing (e.g., AWS Solutions Architect, Microsoft Azure Administrator). Certification in cybersecurity (e.g., CISSP, CompTIA Security+). Experience managing large-scale system integrations and data migrations.
<u>Required Licenses, Certificates and Registrations</u> None.	AWS or Azure certification recommended but not mandatory.

SECTION 4

Classification Questionnaire

(For Submission to the Union Reclassification Committee)

_____   _____
Last Name   First Name   Middle

_____   _____
Employer   Worksite/Area

_____   _____
Classification Title   Working Title

Regular Daily Hours of Work: _____ _____ _____
                                                 From   To   Hours per Week

Is your job part-time, seasonal, intermittent, for a limited term, or otherwise not continuous?   Yes ☐   No ☐

If yes, please explain: _____

The following information is the most important part of the form. Describe below, in detail, the kind of work you do. Use your own words and make your description so clear that anyone reading it can understand exactly what you do. Either by using hours, days, fractions, or percentages, show how your entire working time is used. If you are temporarily filling a position, other than your regular one, indicate your present temporary work as well as your regular work. Complete and attach additional sheets if necessary.

TIME (%)	WORK	LEAVE BLANK (For Committee Use Only)

| TIME (%) | WORK | LEAVE BLANK
(For Committee Use Only) |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Additional Information

1. Summarize the major responsibilities of your work:

   _____

   _____

   _____

2. Immediate Supervisor:

   _____   _____
   Name   Title

3. List all equipment operated or used by you in order to do your work:

   _____   _____

   _____   _____

   _____   _____

4. Describe in detail how work is assigned to you. State what form the work is in when it is given to you (such as penciled layout, rough draft, etc.). Fully describe what type of decisions have already been made when the work comes to you, and what decision are left for to you to make.

   _____

   _____

   _____

   _____

   _____

   _____

   _____

   _____

5. Who checks or reviews your work? (List all people involved)

   _____   _____
   Name   Title

   _____   _____
   Name   Title

   _____   _____
   Name   Title

6. What is the nature and extent of the check or review?

_____

_____

_____

7. Do you supervise any employees? Yes ❏ No ❏   If yes, how many? _____

8. If you supervise five or less employees provide their name(s) and title(s):

_____   _____
Name   Title

_____   _____
Name   Title

_____   _____
Name   Title

_____   _____
Name   Title

_____   _____
Name   Title

9. If you supervise more than five employees, provide the name of the unit and number of employees supervised:

_____   _____
Unit Name   Number Supervised

I certify that I have read the instructions, that the foregoing answers are my own, and to the best of my knowledge are accurate and complete.

_____   _____
Employee Signature   Date

SUBMIT ANY ADDITIONAL EVIDENCE SEPARATELY

Ensure the following is completed and submitted with this form:
1. Copy of your job description (class specification). Contact the union office or HR to obtain.
2. Completed Classification Questionnaire Form.
3. Letters of Support or Endorsement.
4. Anything else you believe might be relevant.