

**MPAC - OPSEU
Pay Equity Job Evaluation**

Position Number: P68

Position Title	IT Change Coordinator		
Date Evaluated	May 11, 2006	Date Revised	
Notes Taken By	Jane Mizanski		

EVALUATION

Factor	Level	Explanatory Notes
1. Writing Skills	3	Completes daily activity report, weekly maintenance advisory changes so staff are aware of systems changes; occasionally drafts change management guidelines, procedures and training manual.
2. Numeric Skills	3	Writes scripts for Remedy to pull out the reports; monthly statistics report which identify who has done what change, when and why over the course of the previous month.
3. Technical Skills/Professional Knowledge	4	Broad understanding/knowledge of systems/IT change mgmt processes, to play role of facilitator and coordinate change processes. ITIL training/certification; must understand impact of scheduled systems changes on business operations.
4. Analytical/Problem-Solving Skills	3	Weekly involved in resolving process issues, root cause analysis for failed processes, approves changes to applications.
5. Communication Skills	4	Clarification of process or scheduling issues with IT staff; facilitates weekly Change Mgmt meetings to review change processes and addresses conflicts in applications scheduling; attempts to influence cooperation to minimize the conflict but in the end unresolved issues are referred to the manager.
6. Co-ordinating Skills	4	Coordinates scheduled activities for all business partners, involving IT staff, external consultants, business partners; most requests are time dependent; must coordinate Change Mgmt Activity with Production schedules as well.
7. Freedom of Action	4	Responds to change requests, refers issues that impact on business operations or schedule conflicts to mgr;
8. Guiding Others	4	Responsible for assignment of activities of Change Management Analyst.
9. Physical Effort	1	Normal physical effort.
10. Manual Dexterity	2	Keyboarding skills, daily.
11. Audio/Visual Effort	2	Viewing computer screens level 1?
12. Working Conditions	1	Occasionally dealing with conflict in change management.
General Notes		