



2023-24 Cleveland Foundation Public Service Fellowship

Organization: **Cleveland Metroparks**

Department: Information Technology Services

Address: 4101 Fulton Parkway, Cleveland, Ohio 44144

Supervisor: **Anthony M. Joy, Chief Information Officer**
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Position: Fellow; Full Time; Temporary; Non-Exempt

Date Reviewed: March 2021

Organization Summary:

Cleveland Metroparks mission is to conserve significant natural resources and enhance people's lives by integrating high-quality outdoor education, recreation, and zoological opportunities into people's lives. Cleveland Metroparks was established in 1917 to provide open greenspace for the people of Greater Cleveland and to preserve the natural resources of the region. Today, the Park District consists of over 24,000 acres in 18 reservations. Cleveland Metroparks serves over 47 million visitors annually through its 300 miles of trails, numerous picnic shelters, five guarded swimming beaches, five outdoor education facilities, eight golf courses, and Cleveland Metroparks Zoo. Cleveland Metroparks manages property in 49 municipalities and is accessible within 15 minutes from any location in Cuyahoga County. Cleveland Metroparks reservations are open and accessible to the public 365 days per year with no admission fees, regardless of residency.

Natural resources are carefully managed throughout the Park District and the overall goal is to balance the needs of these natural areas with the needs of the park patrons. Various public programs are offered throughout the year that focus on science, wellness, and recreation for school groups, youth, adults, families, and seniors. Cleveland Metroparks operates a strong volunteer program and in 2019, 5,722 volunteers donated 137,220 hours of time to the Park District.

Position Summary:

The Information Technology Internet of Things (IoT) Coordinator will work as a liaison between internal and external stakeholders to elicit, analyze, communicate, and validate requirements for current and new projects related to internet of things technologies throughout the Park District. This will include a focus on natural resources, park visitor measurements, security, and health-related data correlation. The position will be part of the Information Technology Services team, participate in department-wide initiatives, and collaborate with all members of the team. The Fellow will adhere to the Core Values of Cleveland Metroparks which are Guest Focus; Dignity and Respect; Integrity; Professionalism; Sustainability; and Teamwork.

Responsibilities and Expected Outcomes:

The Information Technology IoT Coordinator will:

- Partner with Cleveland Metroparks Natural Resources, Marketing – Analytics and Research, and Park Operations staff on their data collection and analytical needs. This will include, but not be limited to: assisting with the setup of LoRoWAN (Long Range Wide Area Network) or cellular gateways, purchasing/evaluating sensors, installing sensors in the field, ensuring data collection is properly being analyzed, and disseminating, creating, and analyzing reports from the data collection.
- Collaborate with Cleveland Metroparks local and regional partners (Water Alliance, CWRU, IoT Collaborative) to expand and foster these interagency relationships and surface relevant use cases that affect multiple stakeholders in northeast Ohio.
- Manage new IoT programs involving either internal clients or external partners by determining project requirements, developing plans, engineering solutions, and training users on respective systems.
- Conduct qualitative analysis of the data collected to determine efficiency and overall use of the technological methods.

Project-based outcomes include:

- Increased overall usage of IoT sensors and technologies throughout Cleveland Metroparks.
- Increased investigation with partners to determine if IoT data can provide more/better quality data into the types of guests that visit and utilize Cleveland Metroparks greenspaces.
- Research findings related to the overall effectiveness of the technology solutions.
- Identification of potential communities, demographics, and partners that might benefit from the data being collected in order to establish new programs or improve upon existing ones.

Essential Qualifications, Credentials and Technical Skills required:

1. Strong collaboration, engagement, and curiosity, eagerness to learn, and interact.
2. Ability to speak and write clearly, concisely, and persuasively using correct grammar, spelling, and punctuation with the ability to communicate effectively in one-on-one or in group settings.
3. Strong data analysis and problem-solving skills.
4. Project management skills and strong business acumen, including strategy/vision, ability to manage multiple programs and meet deadlines, leadership, decision-making, and ability to develop clear and concise reports and recommendations.
5. Bachelor's Degree in information technology, government, business or other related fields showing an interest in data collection and analytics.

Learning objectives and/or training opportunities that you believe the intern should accomplish and/or participate in by the end of the internship:

Cleveland Metroparks provides recent college graduates the unique opportunity to engage with and learn from experts in a wide variety of fields and within an environment devoted to conserving, protecting, and connecting people and communities to the Park District's expansive natural resources. The organization provides a strategic, goal-driven, "hands-on" learning environment with full access to the organization's leadership, professional, and administrative staff, which creates an engaging, highly collaborative work atmosphere and ample opportunities for coaching, mentoring, and experimenting with new tools and techniques.

1. The fellow will learn enhanced stakeholder relationship development as this position will increase participation and communication between Cleveland Metroparks and its respective community partners.
2. The fellow will provide Cleveland Metroparks with data driven information about the positive and negative benefits of virtual educational programming.
3. The fellow will provide project management and strategic planning to help establish a roadmap for Cleveland Metroparks to implement new technological approaches for data collection.

Anticipated work format and schedule:

This position is an in-person experience, although hybrid remote work is possible for days the fellow is performing strictly data analytics, etc. In addition, travel will be required as visits to other park reservations will occur both in Cuyahoga and surrounding counties. However, a car will be made available for that individual to travel to those specific locations.

M-F 9am-5pm (or hours agreed upon with supervisor)

If applicable, are there any additional onboarding requirements or procedures that you would like a prospective fellow to be aware of in advance? (otherwise write N/A) A one week onboarding session will occur which shows the new employee how Cleveland Metroparks operates, values, and goals.

Employee

Date