

TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: April 30, 2019

SUBJECT: IT Specialist 3 to IT Specialist 4 (Sanders)

At the request of IT Director Sarah Edgerton, I have studied the 1.0 FTE position (#840) of IT Specialist 3 (CG18, Range 10), currently occupied by Juliet Sanders, to determine whether it should be recreated as an IT Specialist 4 based on increased responsibilities, including significant technical and project leadership work. Based on meetings with Ms. Edgerton, Mr. Herb King, IT Technical Services Manager, Mr. Chris Lueder, Principal IT Specialist, and Ms. Sanders, and reviews of the position description and other positions/classifications within the City, I recommend recreation of position #840 to IT Specialist 4 in CG 18, Range 12 and reallocation of the incumbent to the new position for the reasons outlined in this memo.

The IT Specialist 3 classification describes:

...advanced-level professional work in the development or support of automated management information systems. This level is characterized by responsibility for the development and implementation of automated systems and major system components or the development and implementation of support systems and programs, as assigned. Work may involve some leadership responsibility on specific projects, as assigned, and is performed under the general supervision of a Principal IT Specialist or other supervisor/manager.

The IT Specialist 4 classification describes:

...professional leadership work in the development or support of complex automated management information systems. This work requires considerable judgment, discretion and expertise in the development or support of highly complex and diverse management information systems. Work is characterized by significant technical or project leadership responsibility for the development and implementation of specified technology areas. Employees may be expected to supervise lower-level employees on a project basis, and provide general leadership to lower-level staff. Employees work under the general supervision of a Principal IT Specialist or other supervisor/manager and operate with considerable independence in meeting established objectives.

The duties and responsibilities of the IT Specialist 4 that differentiate it from the 3 are:

1. Perform all work of an IT Specialist 3, with increased emphasis on project leadership or technical leadership for the most complex information technology duties, functions and responsibilities.
2. Take full responsibility for specified technology areas (e.g., telecommunications, network support, unified communications, personal/enterprise computer hardware/software network security, desktop management, storage/backup and virtualization).
3. Provide recommendations on departmental policies and procedures, budgeting and planning issues.

4. Plan, assign, lead and monitor other IT Specialists. Provide technical training and consultation. Participate in hiring processes, and other staff utilization issues.
5. Represent the department on sensitive interactions with customers and vendor negotiations.
6. Act on behalf of the Principal IT Specialist or Technical Services Division Manager, as assigned.

Ms. Sanders was hired by the City as a Management Information Specialist (MIS) 1 in May of 2005 and advanced to MIS 2 in February 2007. In November of 2007, she promoted to MIS 3 (now titled IT Specialist 3). She works on the Network Operations Team with Network Communications. Over time, the responsibilities of her position have become greater and more complex, and now include leadership responsibilities.

Since August 2018, Ms. Sanders has served as technical lead on the design-engineering, support and security of the City's local area and wide area network. Network security affects all City agencies and making the environment more stable is a critical service. Ms. Sanders is Cisco certified after having completed advanced technical training and her responsibilities include:

- The most complex project she has been responsible for is Cisco ISE (identity service engine), which is a network administration product that affects the security of the entire network and access to it. She planned, coordinated, communicated and identified and resolved problems with respect to the recent upgrade. She has served as the primary technician addressing two extremely impactful outages.
- She has researched firewall options, created documentation, made recommendations, and conducted sensitive negotiations with the vendor to ultimately reduce costs by \$177,000. The Palo Alto firewall was selected as it was recommended by the FBI for HIPAA/ACJIS compliance.
- She will also be the technical lead of network segmentation project by redesigning the network, upgrading switches, rewiring, license analysis, coordinating with vendors, providing documentation and eventually implementation to separate network access of certain agencies, such as Police and Public Health, for HIPAA/ACJIS compliance as well.

Since 2007, Ms. Sanders has had full responsibility for the City's Polycom video conferencing system, and Cisco Emergency Responder and RedSky 911 products used with the City's phone system:

- She is also responsible for the administration and support of the video conferencing system. She has replaced all components, upgrades the system, provides estimates for budget each year, and attends planning meetings for new audio/visual systems within City to educate others on standard technology, legal requirements and support concerns.
- She designs, administers and provides tier 4 support for the phone system. She is responsible for 911 calls via Cisco Emergency Responder and RedSky products, which enable emergency agencies to identify the location of callers and automate the 911 process.

Ms. Sanders became the team lead of IT's new Process Improvement Team in 2019. This is a cross-functional team of employees who identify and improve internal processes and policies.

Ms. Sanders' responsibilities include facilitating monthly meetings, project management, delegation, follow up, updating the Director, requesting resources, and development of and updating a SharePoint site. As a member of the City's Performance Excellence Voice of the Process Team with City Department heads, she has educated the Process Improvement Team on various components developed through that citywide team. Processes that have already been addressed or are in the process of being addressed, include Telecommuting, Agile Methodology, and Situation Management.

The work described clearly constitutes leadership work in the development or support of complex automated management information systems with full responsibility for specified technology areas as outlined at the IT Specialist 4 level. Based on the prior analysis, I recommend recreating the 1.0 FTE IT Specialist 3 position, #840, in CG 18, Range 10, to a 1.0 FTE IT Specialist 4 in 18, Range 12, and reallocating the incumbent to the new level within the Information Technology budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2019 Annual Minimum (Step 1)	2019 Annual Maximum (Step 5)	2019 Annual Maximum +12% longevity
18/10	\$69,375	\$83,377	\$93,382
18/12	\$75,840	\$91,560	\$102,547

cc: Sarah Edgerton – Information Technology Manager
Herb King – IT Technical Services Manager
Chris Lueder – Principal IT Specialist