TO: Finance Committee

FROM: Julie Trimbell, Human Resources

DATE: October 4, 2021

SUBJECT: IT Specialist 3/4 – Information Technology Department/Water Utility

The 2021 Information Technology Department (IT) Operating Budget includes the addition of a 1.0 FTE IT Specialist 3 position (CG 18-10), #4449, which is funded entirely by the Water Utility (WU) to provide services specifically designated for that agency. To date, the position has remained vacant; however, in anticipation of filling the position Information Technology Director Sarah Edgerton has reviewed the level of services needed by WU and is requesting the position be recreated as an IT Specialist 4 to meet their needs appropriately. Upon reviewing the submitted position description and conducting interviews with Sarah and Water Utility's Computer Mapping/GIS Coordinator Pete Braselton, I recommend position #4449 be recreated as an IT Specialist 4 (CG18-12) due to the nature of the work described.

The IT Specialist 4 class spec 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. [emphasis added]

The duties and responsibilities of the IT Specialist 4 that differentiate it from the 3 are:
- 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.
- Take full responsibility for specified technology areas (e.g. database design and administration, City website, GIS, enterprise applications, content management systems).
- Work with customers on the most complex automated applications (e.g., involving system networking; highly diverse user interests and objectives; multi-dimensional utilization; and with significant pressures/responsibility for results).
- Plan, assign, lead and monitor other IT Specialists. Provide technical training and consultation. Participate in hiring processes, and other staff utilization issues. Act as Project Leader on major development projects.
- Provide recommendations on departmental policies and procedures, budgeting and planning issues.
- Represent the department on sensitive interaction with customers and vendor negotiations.

- Act on behalf of the Principal IT Specialist or Applications Development Division Manager, as assigned.

Water Utility has several complex technology systems, including automated metering, customer information and billing, computerized maintenance management, Supervisory Control and Data Acquisition (SCADA), communication resources, and data acquisition, management and analysis support, of which different WU managers have designated authority. This position was created as the WU managers do not possess the technical knowledge to fully maintain and support these complex systems, and the staffing level within IT could not appropriately support the variety of these systems. The new position will serve as the main IT liaison and project/technical lead for WU technology needs and services over these diverse systems. The position will gather business needs and requirements from WU staff, determine project proposals, handle vendor negotiations and third party software implementations, and serve as a project manager to oversee timelines and budgets, align the services needed between WU and IT, and coordinate work with other IT staff members. In time, the work will include performing research and recommending new hardware and software systems for the Water Utility. The position will work under the general supervision of both the IT Applications Development Manager and the WU Computer Mapping/GIS Coordinator, and will supervise IT staff on a project basis and provide leadership to lower-level employees.

The project and technical leadership work needed for this position is similar to the level of project management experience performed by IT Specialist 4s in IT, as the incumbent will be coordinating and leading the work of other IT Specialists. As the IT Specialist 4 classification already exists in the City's classification scheme, recreation of position #4449, IT Specialist 3, within the IT operating budget may be authorized directly by the Finance Committee, according to Mayoral APM 2-4. Therefore, I am recommending recreation of the IT Specialist 3 position (CG 18-10), #4449, to an IT Specialist 4 (CG18-12), within the Information Technology operating budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2021 Annual Minimum (Step 1)	2021 Annual Maximum (Step 5)	2021 Annual Maximum +12% longevity
18/10	$71,630	$86,086	$96,417
18/12	$78,305	$94,535	$105,880

cc: Sarah Edgerton – Information Technology Director
Krishna Kumar – Water Utility General Manager
Pete Braselton - Computer Mapping/GIS Coordinator
Kathy Schwenn – Water Utility Finance Manager
Dave Faust – IT Applications Development Manager