

TO: Personnel Board

FROM: Sarah Olson, Human Resources

DATE: July 6, 2016

SUBJECT: IT Specialist 2 to IT Specialist 3 (Jones)

At the request of IT Director Paul Kronberger, I have studied the position (#4267) of IT Specialist 2, currently occupied by Lee Jones, to determine whether it should be recreated as an IT Specialist 3 based on increased responsibilities, including significant technical and project leadership work. After reviewing the position description and meeting with the supervisor Chris Lueder and employee, I agree that this position should be recreated as an IT Specialist 3 and the incumbent reallocated to the new level for the reasons outlined in this memo.

The IT Specialist 2 classification describes:

...objective level professional work in the development or support of automated management information systems. This work is characterized by the independent application of professional skills in providing standardized developmental or support activities, and/or serving as a contributing member on more diverse team efforts. Work is performed under the general supervision of a Principal IT Specialist or other supervisor/manager.

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...

Relevant duties include:

- Perform all work of an IT Specialist 2, with emphasis on the more technically complex and responsible activities.
- Implement hardware, networks, and systems software.
- Work on more complex aspects of customer support and network design/implementation; taking on some responsibilities for analyzing, decision-making, implementing and troubleshooting within the various customer support program(s) (e.g., telecommunications, network support, unified communications, personal/enterprise computer hardware/software network security, desktop management, storage/backup and virtualization.). Assume independent responsibility for a program component and/or assume more pervasive responsibilities under general supervision. Act as a project leader on small projects and/or components of larger projects.
- Analyze and implement procedures in order to ensure the security and integrity of the network.
- Contact vendors; evaluate products; actively participate in the request for proposal (RFP) processes; participate in vendor contract negotiations.
- Exercise judgment in the resolution of conflicts relative to scheduling priorities between customers, varying solution options to applications, etc.

Mr. Jones was hired by the City as an IT Specialist 1 (formerly MIS 1) in May of 2005 and promoted to an IT Specialist 2 in 2011. He originally started out in the Helpdesk section of the IT department and then moved to the Network Operations team once he was promoted. Mr. Jon Silverwood was promoted to an IT Specialist 4 in 2015 and when he left, Mr. Jones started taking on some of the higher level duties that Jon was previously doing. Such duties include the design phase of the Cisco Prime management infrastructure. He also took the lead on installation and support for installing Cisco Prime. Cisco Prime is a management tool that allows for more visibility with our network and allows the City to manage various network devices and firewalls.

He serves as the lead on a number of initiatives including the following:

- Wireless Access Point design, installation and management
- Cisco Prime management infrastructure design and support
- City internet security/threat management appliance
- Point to point wireless connectivity
- Point to point site VPN connections
- Successful troubleshooting and resolve issues with the City’s primary network infrastructure including Fiber optic connected city facilities and related infrastructure.

Mr. Jones work involves communication and coordination with numerous individuals, both internal to the City and external, and under general supervision. He consults as needed with other IT staff. Mr. Jones has responsibility in conjunction with the Principal IT Specialist for the Internet Firewall and security of the network, as well as the design and support of the City’s local area, wireless local area and wide area network. These networks provide enterprise-wide data, voice, video, wireless and storage services. His efforts have made the environment more stable and safe than in the past.

The work described clearly constitutes advanced level work in the development or support of automated management information systems with full responsibility for specified technology areas as outlined at the IT Specialist 3 level. As such, I recommend that Mr. Jones position be recreated as an IT Specialist 3 and he be reallocated to the new level.

We have prepared the necessary Resolution to implement this recommendation.

Editor’s Note:

| Compensation Group/Range | 2016 Annual Minimum (Step 1) | 2016 Annual Maximum (Step 5) | 2016 Annual Maximum +12% longevity |
|--------------------------|------------------------------|------------------------------|------------------------------------|
| 18/08 | \$58,762 | \$69,731 | \$78,099 |
| 18/10 | \$63,787 | \$76,660 | \$85,859 |

cc: Paul Kronberger - IT Director
 Rich Beadles – IT Technical Services Manager
 Chris Lueder - Principal IT Specialist