TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: November 4, 2015

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

At the request of IT Director Paul Kronberger, I have studied the position (#841) of IT Specialist 3, currently occupied by Riki Sjachrani, to determine whether it should be recreated as an IT Specialist 4 based on increased responsibilities, including significant technical and project leadership work. After reviewing the position description and meeting with the supervisor and employee, I agree that this position should be recreated as an IT Specialist 4 and the incumbent reallocated to the new level 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…

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.

Relevant duties include:
- 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.

Mr. Sjachrani was hired by the City in January of 2005 as an IT Specialist 1 (formerly MIS 1), moved to IT Specialist 2 (formerly MIS 2) in July of 2006, and finally to IT Specialist 3 (formerly MIS 3) in July of 2010. Mr. Sjachrani has been on the Applications/Databases team for most of that time with the exception of a brief period when he also worked on the HelpDesk team. Mr. Sjachrani has overall technical leadership responsibility for Accela, which is one of the largest and most complex enterprise systems used Citywide by a large number of agencies for licensing, permitting, and asset management. He is responsible for all infrastructure and development aspects of this customized system, which includes designing and implementing overall architecture, planning, leading and monitoring other staff, and developing standards on how modules of the software will be developed and implemented. Mr. Sjachrani analyzes customer requests, determining the duration, importance, urgency and needed skill sets, and provides input and recommendations to his supervisor, Principal IT Specialist Sharon Kauffeld. He writes, tests and implements code, prepares documentation, and assists customers with training and usage. Mr. Sjachrani works with vendors, evaluates products and recommends software. He provides operational and day-to-day leadership, and has become the technical go-to person for all team members. He provides training to other staff to support custom systems and 3rd party software. Mr. Sjachrani is also responsible for the cashiering middleware system, which links online payments made to various agencies with MUNIS' general ledger accounts. In addition, he serves as backup to the City's new Enterprise Resource Program (ERP) system, MUNIS, which IT Specialist 3, Mr. Jeff Moyer, has primary responsibility.

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. As such, I recommend that Mr. Sjachrani's position be recreated as an IT Specialist 4 and he be reallocated to the new level.

We have prepared the necessary Resolution to implement this recommendation.

Editor's Note:

Compensation Group/Range	2015 Annual Minimum (Step 1)	2015 Annual Maximum (Step 5)	2015 Annual Maximum +12% longevity
18/10	$61,674	$74,121	$83,015
18/12	$67,421	$81,395	$91,163

cc: Paul Kronberger - IT Director
       David Faust – IT Applications Development Manager
       Sharon Kauffeld - Principal IT Specialist