TO: Personnel Board

FROM: Julie Trimbell, Human Resources

DATE: November 10, 2015

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

At the request of IT Director Paul Kronberger, I have studied the position (#810) of IT Specialist 3, currently occupied by Eric Olson, 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. Olson was hired by the City in September of 2004 as an IT Specialist 1 (formerly MIS 1), moved to IT Specialist 2 (formerly MIS 2) in April of 2006, and finally to IT Specialist 3 (formerly MIS 3) in July of 2012. Mr. Olson was originally hired to work on the HelpDesk team and moved to the Web Team after only nine months. He has full responsibility for web development using Drupal, which is an open platform for web content management written in PHP language. Most enterprise agencies have had their websites moved to Drupal. He oversees design and implementation of the overall Drupal architectural environment, policy/procedure development, planning, managing resources, and leading and monitoring staff.

Mr. Olson also serves as the lead on a number of other initiatives including the following:
- IIS Web Server – defined security and configuration standards, and maintains all security for Web Team;
- SSL Certificates – defined process, developed security policies/procedures and involved in annual audits;
- Statement of Interest – defined procedures, and coordinates with Clerk's Office, Mayor's Office, Attorney's Office and Human Resources.
- Parking Management System – working with Parking Utility and the Police Department, including involvement with the RFP process and implementation;
- New Municipal Court System - involvement with the RFP process and soon to be implementation;
- WENS – implemented text messaging services for City agencies;
- Metro Website – project manager for website development in Drupal;
- Monthly Change Team Meetings with Police and Fire – attends and represents Web Team;
- Law Enforcement Records Management System – served as lead project manager on complex system;
- SQL Upgrade – project manager for all upgrades.

Mr. Olson's work involves communication and coordination with numerous individuals, both internal to the City and external. He provides training to City staff and lower level IT Specialists. He leads, facilitates, and makes assignments/adjustments during the Web Team Stand Up Meetings each week. He also acts on behalf of the Principal IT Specialist in her absence and has been involved in several hiring processes evaluating candidates. Mr. Olson serves as the point person from the Web Team for numerous projects. He prepares technical requirements, provides business process analysis and evaluates vendors as part of RFP processes. He works with vendors coordinating demos and implementing products.

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. Olson'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
        Sarah Edgerton - Principal IT Specialist