TO: Personnel Board

FROM: Julie Trimbell, Human Resources Analyst

DATE: September 25, 2017

SUBJECT: IT Administrative Services Manager, Information Technology

At the request of Information Technology Director Paul Kronberger, I have studied the 0.5 FTE position (#819) of IT Specialist 3 (CG18, Range 10), which is currently vacant due to a retirement occurring last year. The resulting vacancy has provided the opportunity to evaluate the position and the needs of the Information Technology (IT) Department, and to establish a management level position to perform the high level administrative and financial responsibilities currently being performed by various technical managers and supervisors within the Department. Based on a review of the submitted position description, discussions with Mr. Kronberger and Finance Department Administrative Analysts Betsy York and Brent Sloat, and a review of other positions/classifications within the City, I recommend the following actions for the reasons outlined in this memo:

- Creation of a new classification titled IT Administrative Services Manager with placement in CG 18, Range 10.
- Recreation of the 0.5 FTE position #819 as a 1.0 FTE IT Administrative Services Manager.

Position #819 became vacant in August of 2016 following the retirement of the former incumbent. Prior to that time, this position was responsible for performing technical information technology services. Mr. Kronberger has requested the study of this position to create a centralized and strategic administrative manager to handle various high level administrative functions in the agency, including budgeting, purchasing, personnel management, contract management, research, and RESJ initiatives. This position will be responsible for preparation, submission and monitoring of the IT budget. It will develop strategies to assist the department in staying within its budget authorization, provide consultative leadership for the department's fiscal operations, collaborate with key staff to develop plans to assist the department in maintaining and maximizing revenues, and perform analysis and makes recommendations for the development of internal policies and procedures. This position will also manage the department's contract processing, monitoring and compliance functions, provide supervision to staff and perform related duties as required. In addition, this position will perform a key role in monitoring and integrating racial equity and social justice practices and initiatives into the department's day-to-day functions.

These functions are currently divided among the Director, and several technical managers and supervisors, which creates inefficiencies and deters them from focusing on their primary technical responsibilities. This position will work with a high degree of independence and discretion, reporting directly to the Information Technology Director, and will serve on the IT management team. This position will also supervise a Program Assistant 2 position.

There are several classifications within the City that perform similar job functions, however each has a specific title associated with the agency in which the work is performed. As such, a new classification of IT Administrative Services Manager is recommended for the IT Department. In reviewing existing classifications with similarities to this new classification, there are several classifications to consider:

- Police Administrative Services Manager (CG18, Range 14):

   > This is responsible managerial, professional and administrative work within the Police Department Finance section. This position provides professional staff support in the planning, development, analysis, coordination and implementation of the department's budget and departmental programs, operations, and functions and in the coordination of grant application and administration activities. This work is characterized by a high degree of knowledge, judgment and initiative in developing and implementing complex accounting processes in accordance with federal/state requirements, City guidelines and department policies. Work involves substantial project leadership, including managing and overseeing complex accounting projects; and extensive knowledge of financial requirements and public accounting processes. Under the general supervision of the Assistant Chief – Support Operations, the employee functions as an integral member of the Police Management Team by providing expertise in the areas of budget, program and staff analysis, grant management, management information, and administrative support. This position provides consultation at all levels of the organization and exercises a high level of, independent judgment and discretion in developing program goals and objectives.

Although the IT Administrative Services Manager will perform many of the same responsibilities as this classification, it will not manage an operating budget as large nor payroll as complex as that of the Police Department, which encompasses numerous pay codes and multiple labor contracts for a large number of employees working various shifts and assignments, and which includes numerous grant funding sources with separate federal reporting requirements on a regular basis. In addition, it will not be supervising professional level staff members. Due to these differences, I find this classification to be a higher level than the proposed IT Administrative Services Manager.

- Fire Administrative Services Manager (CG18, Range 12):

   > This is responsible professional, managerial, administrative, and supervisory work within the Fire Department. This position provides professional staff support in the development, analysis and administration of the department's budget; in the development and/or analysis of departmental programs, operations, and functions; and in overseeing and developing the full range of centralized administrative support functions (e.g. payroll, and administrative support activities). Under the general supervision of the Fire Chief, and/or Assistant Fire Chief, the employee functions as an integral member of the Fire Management team by providing expertise in the areas of

staff analysis, management, and administration. Work is characterized by the regular use of independent judgment and discretion.

The IT Administrative Services Manager will perform many of the same responsibilities as this classification as well; however it will not manage an operating budget as large nor payroll as complex as the Fire Department's, which is relatively similar to the Police Department's budget. In terms of supervision, it is equivalent as it will be supervising a paraprofessional level staff member. Due to the differences, I find this classification to be a higher level than the IT Administrative Services Manager as well.

- Transportation Operations Analyst (CG18, Range 10):

  This is responsible, professional administrative work within the Traffic Engineering/Parking Division. This position provides professional staff support in the development, analysis and administration of various Division budgets and in the development and/or analysis of departmental programs, operations and functions. In addition, the work includes coordinating the inter-agency and private sector billing for the division; participating in policy development and interpretation; and directing the administrative phase of the divisional service delivery system. The work is performed under the general supervision of the City Traffic Engineer/Parking Manager and is characterized by regular use of independent judgment and discretion.

This classification is similar to the IT Administrative Services Manager in that the Capital and Operating budgets are relatively comparable is terms of dollar amount and both positions report directly to the Department/Division head. The Traffic Engineering budget is more complex due to significant outside revenue and because there are seven separate services being accounted for, while the IT Department has less revenue and only two separate services. That position also has the added responsibility for reviewing their Division's schedule of fees and charges, and making recommendations for revisions. The position does not, however, have supervisory responsibility or serve on the leadership team. It does not have the higher level administrative responsibilities, such as departmental planning for staffing, succession management, and workforce allocation and utilization, and strategic planning/management activities and efforts. Although this doesn't represent an exact match, the level of responsibilities appears to balance out the differences in responsibilities.

In terms of the Training and Experience requirements, all of these classifications require three years of responsible experience and a degree. Based on the prior analysis, I recommend creating the classification of IT Administrative Services Manager in CG 18, Range 10, and recreating the 0.5 FTE IT Specialist 3 position, #819, to a 1.0 FTE IT Administrative Services Manager position within the Information Technology budget.

The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2017 Annual Minimum (Step 1)	2017 Annual Maximum (Step 5)	2017 Annual Maximum +12% longevity
18/10	$66,526	$79,953	$89,547

cc: Paul Kronberger – Information Technology Director