

**Carson City
Agenda Report**

Date Submitted: November 24, 2014

Agenda Date Requested: December 4, 2014

Time Requested: 10 minutes

To: Board of Supervisors

From: John Wilkinson, Information Technology Director

Subject Title: For possible action: To approve the reorganization of the Information Systems Department by reclassifying a vacant IT Manager position and a vacant Systems Administrator position into three IT Systems Technician positions, increasing overall department staffing level by one for a total of ten full-time employees.

Summary: This reorganization will allow the IT Department to create three IT Systems Technician positions. There are two unclassified positions in IT that have been recently vacated by retirements of an IT Manager and a Systems Administrator. The IT Department can become more efficient by creating three IT Systems Technician positions which will increase the technical positions from six to eight.

Type of Action Requested: (check one)
 Resolution Ordinance
 Formal Action/Motion Other (Specify)

Does This Action Require A Business Impact Statement: Yes No

Recommended Board Action: I move to approve the reorganization of the Information Systems Department by reclassifying a vacant IT Manager position and a vacant Systems Administrator position into three IT Systems Technician positions, increasing overall department staffing level by one for a total of ten full-time employees.

Explanation for Recommended Board Action: This request was presented to the Internal Finance Committee and advanced to the City Manager for final approval for submission to the Board of Supervisors.

Applicable Statute, Code, Policy, Rule or Regulation: N/A

Fiscal Impact: There is no fiscal impact from this reorganization. Salary savings from the reclassification of the IT Manager and Systems Administrator positions will fully fund the requested three full-time IT Systems Technician positions.

Explanation of Impact: N/A

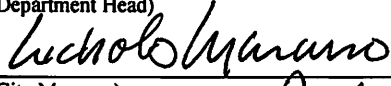
Funding Source: 101-0710-419.01-01


Alternatives: Do not approve the reorganization

Supporting Material: IT_Org_Chart_Nov_2014.pdf, IT_Org_Chart_2015_proposed.pdf, IT Systems Technician Job Description.doc, IT Reorg Financial.xlsx

Prepared By: Eric Von Schimmelmann

Reviewed By:  Date: 11/29/14
(Department Head)

 Date: 11/24/14
(City Manager)

 Date: 11/24/14
(Finance Director)

 Date: 11/24/14
(District Attorney)

Board Action Taken:

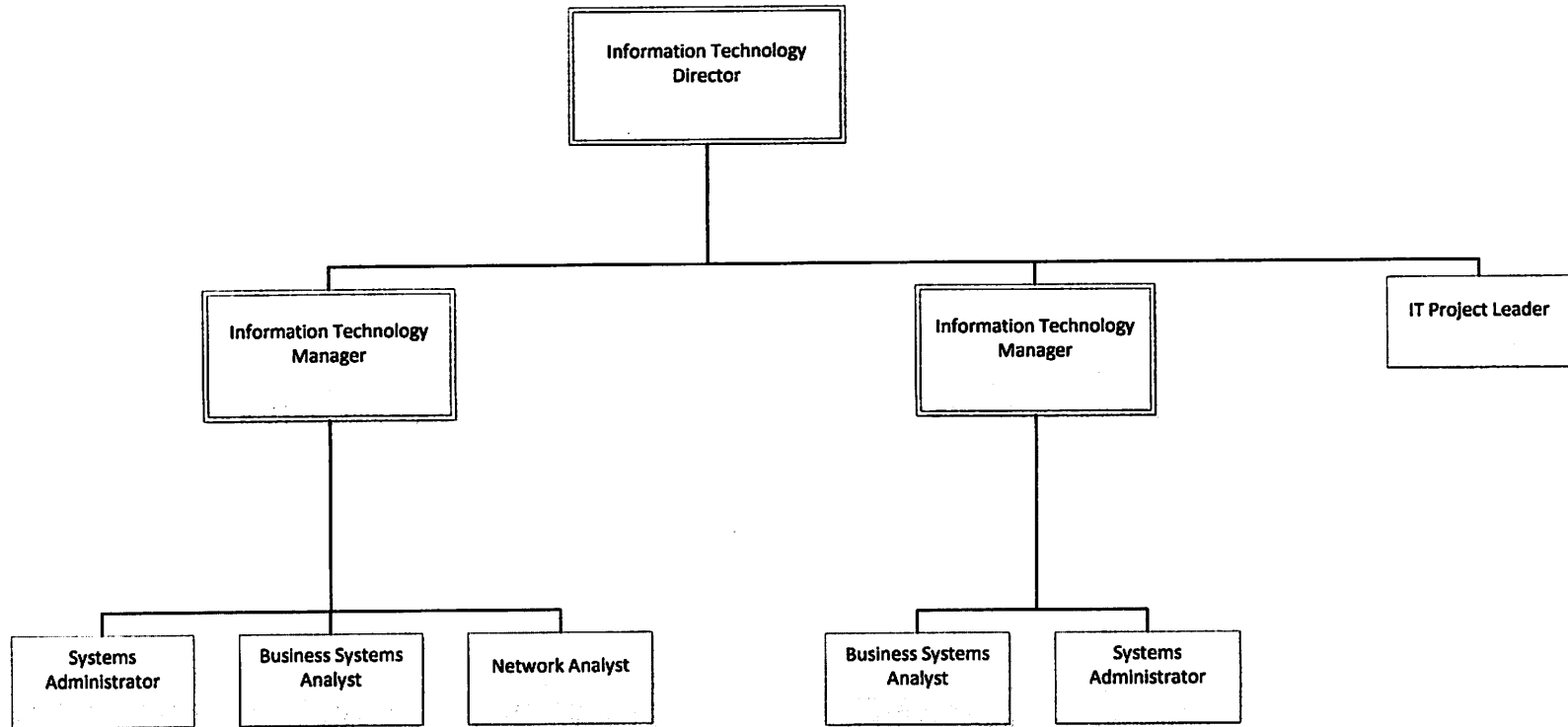
Motion: _____

1) _____	Aye/Nay
2) _____	_____

(Vote Recorded By)

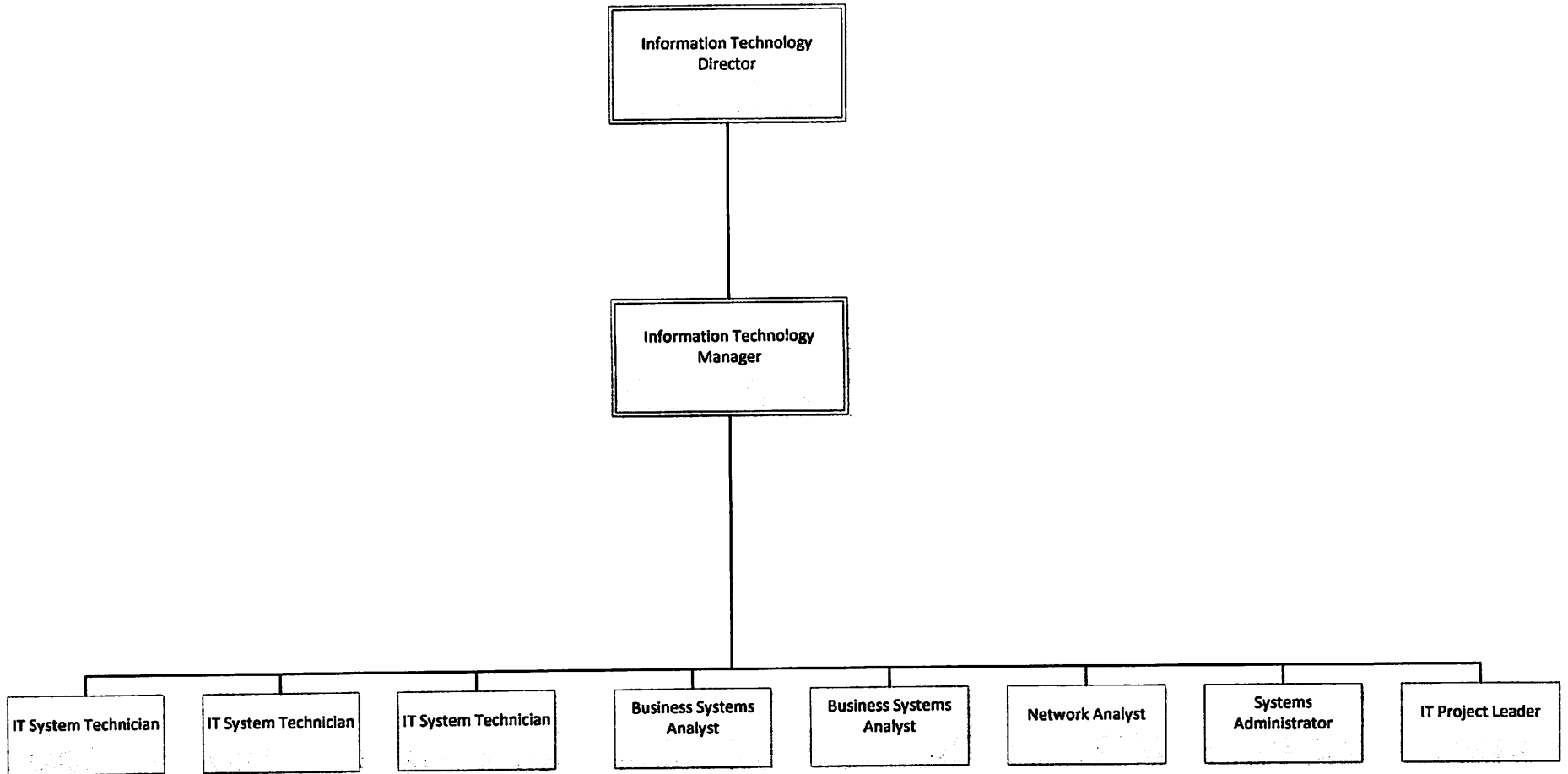
Information Technology

Organization Chart November 2014



Information Technology

Proposed Organization Chart 2015





JOB DESCRIPTION

JOB TITLE:	IT Systems Technician	FLSA:	Non-Exempt
DEPARTMENT:	Information Services	GRADE:	CCEA 33
REPORTS TO:	IT Manager	DATE:	Nov 24, 2014

SUMMARY OF JOB PURPOSE:

Under general supervision, provides technical support to City employees regarding the use of computers, networks, peripheral hardware and software. Assists network specialists, software support staff, and project managers, supporting servers, networks, and application software on all technology platforms.

ESSENTIAL FUNCTIONS:

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Provides technical support services for City computer systems and networks, including personal computers, servers, midrange systems, local and wide area networks, and wireless connectivity.
- Participates in departmental projects as assigned, including software, hardware, and network changes/upgrades.
- Plans and completes small projects under guidance from senior IT staff members.
- Analyzes and evaluates possible solutions to problems; advises customers regarding problem resolution and directs customers to take specific actions to define and resolve such problems; provides on-site assistance for problem resolution.
- Monitors and responds in a timely manner to requests received and queued through help desk software.
- Installs, tests and configures new workstations, peripheral equipment and software.
- Provides technical assistance to City employees regarding the use and operation of a wide variety of computer hardware, software and peripheral equipment.
- Under guidance from senior IT staff members, supports network switches, routers, VoIP systems, wireless LAN and WAN technologies and fiber optic infrastructure.
- Under guidance from senior IT staff members, supports various enterprise-level applications systems and platforms, such as financial systems, document management systems, messaging systems, and internal IT management and backup systems.
- Logs and tracks calls for support and prepares periodic or special reports regarding activities and highlighting problem trends.
- Performs basic security administration by resetting password and disabling user accounts for network operating systems and software applications.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a team.
- Maintains files and may perform a variety of general office support work related to the activities of the unit.

This job description indicates, in general, the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

- Uses standard office equipment and variety of computer hardware and software in the course of the work.
- Demonstrates courteous and cooperative behavior when interacting with elected officials, clients, visitors, and staff; acts in a manner that promotes a harmonious and effective workplace environment .

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

Associate's degree with major course work in computer science, information systems or a field related to the work OR two (2) years of technical experience which involved the use of telecommunications or personal computers and various standard software applications; OR an equivalent combination of education, training and experience as determined by HR.

Required Knowledge and Skills

Knowledge of:

- Operational principles and characteristics of telecommunications, personal computers and related peripheral equipment.
- Operational principles and procedures of standard word processing, data base, spreadsheet and related business applications software.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Record keeping principles and practices.
- Techniques for troubleshooting and problem solving over the telephone.
- Techniques for customer problem analysis and problem solving over the telephone.
- Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone.
- Communicating effectively in oral and written forms.

QUALIFICATIONS:

Skill in:

- Understanding and using a variety of telecommunications equipment, personal computer hardware and software.
- Analyzing computer operational problems and effecting solutions over the telephone.
- Defining and resolving difficult, technical telecommunications and/or computer operational problems
- Maintaining accurate records of work performed.
- Preparing clear and concise reports, instructions and other written materials.
- Working without close supervision in standard work situations.
- Organizing own work, setting priorities and meeting critical deadlines.

- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing effectively with customers that may be upset or confrontational.

SUPERVISION RECEIVED AND EXERCISED:

Under General Supervision - Incumbents at this level are given assignments and objectives that are governed by specifically outlined work methods and a sequence of steps, which are explained in general terms. The responsibility for achieving the work objectives, however, rests with a superior. Immediate supervision is not consistent, but checks are integrated into work processes and/or reviews are frequent enough to ensure compliance with instructions.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Nevada Driver's License

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting, use standard office equipment and stamina to sit for extended periods of time; strength to lift and carry up to 50 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone; exposure to traffic conditions and external environment when traveling from one office to another.

CONDITIONS OF EMPLOYMENT:

1. All new employees will serve a probationary period of twelve (12) months. Such employees are not subject to the collective bargaining agreement and may be laid off or discharged during this period for any reason. Probationary periods may be extended three (3) months by mutual agreement.
2. Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.
3. Any City employee may be required to stay at or return to work during emergencies to perform duties specific to this classification or to perform other duties as requested in an assigned response position. This may require working a non-traditional work schedule or working outside normal assigned duties during the incident and/or emergency.
4. Employees may be required to complete Incident Command System training as a condition of continuing employment.
5. New employees are required to submit to a fingerprint based background investigation which cost the new employee \$56.00 and a drug/alcohol screen which costs \$20.00. Employment is contingent upon passing the background and the drug/alcohol screen.
6. Carson City participates in E-Verify and will provide the Social Security Administration (SSA) and, if necessary, the Department of Homeland Security (DHS, with information from each applicant's Form I-9 to confirm work authorization. All candidates who are offered employment with Carson City must complete Section 1 of the Form I-9 along with the required proof of their right to work in the United States and proof of their identity prior to starting employment. Please be prepared to provide required documentation as soon as possible after the job offer is made. For additional information regarding acceptable documents for this purpose, please contact Human Resources at 775.887.2103 or go to the U.S. Citizenship and Immigration Services web page at www.ucis.gov.

I have read and understand the contents of this Job Description, and I have received a copy of this Job Description for my records.

PRINT NAME: _____

SIGNATURE: _____ **DATE:** _____

“Carson City is an Equal Opportunity Employer”

IT Manager

Top Salary @ M2 unclassified	\$120,857.00
PERS	\$31,121.00
Group Medical	\$18,014.00
Workers Compensation	\$559.00
Phone Stipened	\$971.00
Medicare	<u>\$1,766.00</u>
Total Compenstation for IT Manager	<u>\$173,288.00</u>

Systems Administrator

Top Salary @ P3 unclassified	\$90,229.00
PERS	\$23,234.00
Group Medical	\$13,596.00
Workers Compensation	\$559.00
Phone Stipened	\$971.00
Medicare	<u>\$1,308.00</u>
Total Compenstation for Systems Administrator	<u>\$129,897.00</u>

Total Top Compensation for retired positions \$303,185.00

IT Systems Technician

Top Salary @ 33CER Classified	\$57,887.00
PERS	\$14,906.00
Group Medical (spouse only)	\$13,373.00
Workers Compensation	\$559.00
Medicare	<u>\$839.00</u>
Total Compenstation	<u>\$87,564.00</u>

Total Top for 3 IT System Technician positions \$262,692.00

IT Salary savings with reorgiznation (@ top) \$40,493.00

IT Systems Technician @ proposed hire of \$21.00 per hour

Salary @ \$21.00 33CER Classified	\$43,680.00
PERS	\$11,248.00
Group Medical (spouse only)	\$13,373.00
Workers Compensation	\$559.00
Medicare	<u>\$633.00</u>
Total Compenstation for IT Systems Technician	<u>\$69,493.00</u>

Projected Total for 3 IT System Technician positions @ \$21.00 \$208,479.00