



STAFF REPORT

Report To: Board of Supervisors

Meeting Date: April 6, 2017

Staff Contact: Eric Von Schimmelmann

Agenda Title: For possible Action: To approve the reclassification of the IT Manager (M2) and IT Project Leader (P3) positions into two Information Technology Project Coordinator (P4) positions that will allow for the Information Technology Department to reorganize to provide better customer service.

Staff Summary: In the IT Strategic Plan it was recommended to reorganize the IT Department. These reclassifications will allow us to start the process of the reorganization in order to provide better customer service to all.

Agenda Action: Formal Action/Motion

Time Requested: 15 Minutes

Proposed Motion

I move to approve the reclassification of the IT Manager (M2) and IT Project Leader (P3) positions into two Information Technology Project Coordinator (P4) positions that will allow for the Information Technology Department to reorganize to provide better customer service.

Board's Strategic Goal

Efficient Government

Previous Action

Background/Issues & Analysis

The reclassification and reorganization of the IT Department will greatly improve our ability to provide excellent service to our customers while providing a more functional and organized structure within the IT Department.

Applicable Statute, Code, Policy, Rule or Regulation

Financial Information

Is there a fiscal impact? Yes No

If yes, account name/number: Information Technology Budget 101-0710

Is it currently budgeted? Yes No

Explanation of Fiscal Impact: There will be a net savings in salary of \$12,756 and related benefits.

Alternatives

Deny the request to approve the reclassification and reorganization.

Board Action Taken:

Motion: _____

1) _____

2) _____

Aye/Nay

(Vote Recorded By)



JOB DESCRIPTION

JOB TITLE:	Information Technology Project Coordinator	FLSA:	Exempt
	Option a) Application	GRADE:	P4
	Option b) Infrastructure & Security	DATE:	March 10, 2017
DEPARTMENT:	Information Technology		
REPORTS TO:	Chief Information Officer		

SUMMARY OF JOB PURPOSE:

Under general direction, coordinates and supervises assigned technical staff, and serves as project manager for multiple large and complex information technology projects in respect to either Application or Infrastructure and Security. Project management would include responsibility for planning and estimation, requirement gathering, analysis, design, testing, conversion, and implementation. The Information Technology Project Coordinator leads the technical project staff and functional subject matter experts that perform the complex professional work to meet the IT project requirement; responsible for coordinating assigned activities with City departments and outside agencies.

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.

- Manages and directs assigned services and activities within the Information Technology Department.
- Provide direction to staff and serve as project manager for multiple projects, which includes needs assessment, project planning, cost estimates, analysis, design, testing, conversion and implementation.
- Supervise the work of assigned staff, which includes staff training and development, staffing recommendations, scheduling, evaluation of performance, works with staff to correct deficiencies, recommends discipline as required.
- Develops and implements goals, objectives, policies, procedures and work standards for the section.
- Develop and monitor project budgets, to ensure adherence to specifications and avoid over expenditures; develop bid specifications; review bid submittals, negotiate contracts for the acquisitions, installation, application and maintenance of vendor products and services; and make recommendations for contractor/vendor.
- Perform complex professional and technical work, including systems/network analysis and development, and overseeing systems programming to maintain optimal and current operating systems.
- Ensures systems that provide a high quality of production services, security and availability.

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.

ESSENTIAL FUNCTIONS:

- Oversees personal computer support to address customer distributed computing automation needs.
- Oversees the management of the local area networks and wide area network to connect City departments and public and private agencies and promote the sharing of information technology resources.
- Oversees the management of databases to ensure the standardization of City data; ensures the integrity of data capture, security, backup, retention, and recovery.
- Plans, designs, directs and manages the City's integrated communications and VOIP infrastructures.
- Forecasts and develops long-range strategic plans for maintaining a modern information technology environment to support the future needs of the City.
- Gather data, analyze business processes, evaluate options and develop alternatives, including justifications for the deployment of information technology.
- Develop comprehensive reports and make presentations to department management, user departments, internal committees and external agencies.
- Maintains current knowledge of technology trends evaluates emerging technologies and recommends strategies for improving efficiency and effectiveness of operation.
- Manages technology assets, including hardware, software and equipment.
- Serve as liaison between vendors, City staff, departmental representatives, internal divisions and external agencies to enhance communications and ensure the timely completion of projects.
- Provides technical consulting of voice, data, video, and radio; develops configuration specifications, cost estimates, and project plans; monitors project progress against schedules, objectives and costs; provides project status reporting to management and customers.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Maintains accurate records and files; prepares customer instructions, documentation, correspondence and a variety of written materials.
- Uses standard office equipment, including a computer, in the course of the work; drives a personal or City motor vehicle to attend meetings and visit off-site City locations.
- 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
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

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:

Bachelor's Degree in Computer Science, Information Technology, or related field; AND four (4) years of professional experience in information technology project planning, development and implementation and business needs analysis experience, and/or experience providing operating systems, computer operations, network management, and database management services; OR an equivalent combination of education, training and experience as determined by Human Resources.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid Driver's License.

Required Knowledge and Skill (Both Options)**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the supervision of employees.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Principles, theories and methods of information technology.
- Project planning and management techniques to include job planning, prioritizing and scheduling techniques.
- Current developments, trends and technologies of the field.
- Project oriented budget preparation and monitoring.
- Contract negotiation and bidding process.
- Operational capabilities and limitations of various computer environments, from large-scale settings to personal computer and local area networks.
- Hardware and software options and availability for various business, administrative, communications and technical applications.
- System software and hardware installation, computer operations, network management, database management, and distributed computing.
- Systems analysis and design procedures and techniques.
- Job planning, prioritizing and scheduling techniques.
- Techniques for dealing with staff at various levels, in person and over the telephone.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Coordinating systems, functions and staff to meet user needs and produce cost effective products.
- Training others in policies and procedures related to the work.

Skill in con't:

- Analyzing, complex requirements and procedures to determine the hardware and software requirements of various information technology users.
- Developing standards and procedures to be used by others to efficiently utilize information technology capabilities.
- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Maintaining accurate records and files.
- Exercising sound independent judgment within established policy guidelines.
- Establishing and maintaining effective work relationships with staff, coworkers, contractors and the public.

Option A: Information Technology Project Coordinator – Applications:

Position Description: The “*Information Technology Project Coordinator–Applications*” position will be responsible for managing a team that recommends, evaluates, installs and supports the application portfolio used by City Staff and external users. This includes, but not limited to, ERP Systems, Backup, Web, Desktop and departmental specialized applications.

Specific Required Knowledge for Information Technology Project Coordinator – Applications – (Require Knowledge and Skills will be identified at time of recruitment).

- AS400
- SunGard Naviline (HTE)
- Microsoft Server OS, Active Directory, SQL, Exchange and Office products
- AntiVirus
- Backup Systems
- Web Design
- Others as required

Option B: Information Technology Project Coordinator – Infrastructure and Security

Position Description: The “*Information Technology Project Coordinator – Infrastructure and Security*” position will be responsible for managing a team that recommends, evaluates, installs and supports the network hardware infrastructure and security portfolio used by City Staff and external users. This includes, but not limited to, routers, switches, security appliances, desktops, laptops tablets and Active Directory security.

Specific Required Knowledge and Skills for *Information Technology Project Coordinator – Infrastructure and Security* – (Required Knowledge and Skills will be identified at time of recruitment).

- Hardware including routers, switches, servers, wireless controllers, Aps and desktops
- Cisco iOS, Unified Communications and Security Appliances
- Barracuda Security Appliances
- vmWare
- VoIP
- Microwave Technology
- Others as required

Supervision, Physical Demands, and Working Environment (Both Options):**SUPERVISION RECEIVED AND EXERCISED:**

Under General Direction - Incumbents at this level have considerable latitude in the application of departmental policy, and they follow general guidelines or professional and administrative standards in accomplishing assignments. They are responsible for planning and organizing their own workload, but ordinarily cannot change methods of their assigned work unit, established operations, or departmental policy without supervisor approval. Supervision is minimal, indirect, and usually limited to technical oversight.

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 20 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. *Unclassified employees are “At Will” and as such, may be terminated at any time for any reason, or no reason.*
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 \$52.25 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

Class Code:
00751

Bargaining Unit: UNCLASSIFIED EMPLOYEES

CONSOLIDATED MUNICIPALITY OF CARSON CITY
Revision Date: May 5, 2015

SALARY RANGE

\$39.27 - \$58.90 Hourly
\$6,806.12 - \$10,209.23 Monthly
\$81,673.49 - \$122,510.75 Annually

DESCRIPTION:

Under general direction, manages, supervises, coordinates the activities and operations of a division of the Information Technology Department; coordinates assigned activities with City departments and outside agencies.

EXAMPLE OF DUTIES:

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.

- Manages and directs assigned services and activities within the Information Technology Department.
- Plans, organizes, assigns, supervises, reviews and evaluates the work of professional, technical support and operational staff.
- Selects, trains, motivates and evaluates staff; coordinates and provides for staff training and development; works with staff to correct deficiencies; administers discipline as required.
- Develops and implements goals, objectives, policies, procedures and work standards for the division; prepares and administers the division's budget.
- Oversees systems programming to maintain optimal and current operating systems.
- Ensures systems that provide a high quality of production services, security and availability.
- Oversees personal computer support to address customer distributed computing automation needs.
- Oversees the management of the local area networks and wide area network to connect City departments and public and private agencies and promote the sharing of information technology resources.
- Oversees the management of databases to ensure the standardization of City data; ensures the integrity of data capture, security, backup, retention, and recovery.
- Plans, designs, directs and manages the City's integrated communications and VOIP infrastructures.
- Forecasts and develops long-range strategic plans for maintaining a modern information

technology environment to support the future needs of the City.

- Maintains current knowledge of technology trends evaluates emerging technologies and recommends strategies for improving efficiency and effectiveness of operation.
- Manages technology assets, including hardware, software and equipment.
- Administers and negotiates contracts for the acquisition, installation, application and maintenance of vendor products and services.
- Provides technical consulting of voice, data, video, and radio; develops configuration specifications, cost estimates, and project plans; monitors project progress against schedules, objectives and costs; provides project status reporting to management and customers.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Maintains accurate records and files; prepares customer instructions, documentation, correspondence and a variety of written materials.
- Uses standard office equipment, including a computer, in the course of the work; drives a personal or City motor vehicle to attend meetings and visit off-site City locations.
- 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.
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

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:

Bachelor's Degree in Computer Science, Information Technology, or related field; AND four (4) years of professional experience providing operating systems, computer operations, network management, and database management services; OR an equivalent combination of education, training and experience as determined by Human Resources.

Required Knowledge and Skills

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the supervision of employees.
- Principles and practices of developing teams, motivating employees and managing in a team environment.
- Operational capabilities and limitations of various computer environments, from large-scale settings to personal computer and local area networks.
- Hardware and software options and availability for various business, administrative, communications and technical applications.
- System software and hardware installation, computer operations, network management, database management, and distributed computing.
- Systems analysis and design procedures and techniques.
- Job planning, prioritizing and scheduling techniques.
- Techniques for dealing with staff at various levels, in person and over the telephone.

Skill in:

- Planning, organizing, supervising, reviewing and evaluating the work of others.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Training others in policies and procedures related to the work.
- Analyzing, complex requirements and procedures to determine the hardware and software requirements of various information technology users.
- Developing standards and procedures to be used by others to efficiently utilize information technology capabilities.
- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Maintaining accurate records and files.
- Exercising sound independent judgment within established policy guidelines.
- Establishing and maintaining effective work relationships with staff, coworkers, contractors and the public.

SUPERVISION RECEIVED AND EXERCISED:

Under General Direction - Incumbents at this level have considerable latitude in the application of departmental policy, and they follow general guidelines or professional and administrative standards in accomplishing assignments. They are responsible for planning and organizing their own workload, but ordinarily cannot change methods of their assigned work unit, established operations, or departmental policy without supervisor approval. Supervision is minimal, indirect, and usually limited to technical oversight.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid 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 20 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.

SUPPLEMENTAL INFORMATION:**CONDITIONS OF EMPLOYMENT:**

1. *Unclassified employees are "At Will" and as such, may be terminated at any time for any reason, or no reason.*
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 \$52.25 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.ucas.gov.



IT Project Leader

Class Code:
00289

Bargaining Unit: UNCLASSIFIED EMPLOYEES

CONSOLIDATED MUNICIPALITY OF CARSON CITY
Revision Date: May 6, 2015

SALARY RANGE

\$29.32 - \$43.97 Hourly
\$60,975.20 - \$91,463.63 Annually

DESCRIPTION:

Under general supervision, plans, manages, and coordinates the implementation of large and complex information technology projects. Applies project management knowledge, skills, tools, and techniques while leading technical project staff and functional subject matter experts that perform complex professional work to meet IT project requirements.

EXAMPLE OF DUTIES:

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.

- Oversees information technology projects; sets priorities and timelines and ensures that projects meet customer requirements; oversees the work of consultants who are contracted to supplement IT project activities; negotiates and develops contracts for professional services.
- Determines the standard approaches, funding requirements, project management techniques and appropriate methodology for information technology projects.
- Ensures that quality assurance and security elements are incorporated into systems development projects.
- Provides project reporting and customer communication on all phases of project activity.
- Analyze, modify, test and debug existing software programs.
- Confers with City department representatives regarding business needs, functional requirements and resource needs and recommends options.
- Determines project goals and requirements including size, scope, funding, IT and customer departmental staff and time frames needed to successfully initiate, implement and maintain information system projects.
- Determines project approach and develops detailed project plans, budgets, charters and time schedules to successfully implement approved systems; communicates project requirements and assigns project phases to technical project teams.
- Identifies and selects vendors; negotiates vendor contracts and price agreements; writes and submits final project proposals to IS Director and other senior management for review and approval.
- Interacts with the IS Department Managers to ensure smooth and efficient customer service delivery of all products and services.

- Prepares a variety of technical, statistical and narrative written reports, correspondence, procedures and other written materials.
- Assist with user implementation of systems; provide user training; prepare system, program and user guides/documentation.
- Maintains current knowledge of information technology, including hardware and software options; recommends modifications and upgrades to City staff to improve effectiveness and efficiency of operation.
- Contributes to the overall quality of the department's service provision by developing and coordinating work teams and by reviewing, recommending and implementing improved policies and procedures.
- Maintains accurate records and files; prepares customer instructions, documentation, correspondence and a variety of written materials.
- Uses standard office equipment, including a computer, in the course of the work; drives a personal or City motor vehicle to attend meetings and visit off-site City locations.
- 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 .
- At times may be required to work outside normal business hours and work extended hours to accomplish requirements of the position.

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:

Bachelor's Degree in Computer Science, Information Technology, or related field; AND four (4) years of IT project management or IT business needs analysis experience OR an equivalent combination of education, training and experience as determined by Human Resources.

Required Knowledge and Skills

Knowledge of:

- Systems development life cycle and project management techniques including project-planning software.
- Information technology quality assurance principles and techniques.
- Information technology service management processes and techniques.
- Hardware and software options and availability for various business, administrative, communications and technical applications.
- System software installation, data management and capacity management.
- Systems analysis and applications design procedures and techniques.
- Computer applications related to the work.
- 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.

Skill in:

- Planning, organizing, overseeing and evaluating the work of others.
- Developing and implementing goals, objectives, policies, procedures and work standards.
- Training others in policies and procedures related to the work.

- Analyzing, complex requirements and procedures to determine systems development requirements of various departmental information technology customers.
- Developing standards and procedures to be used by others to efficiently utilize information technology capabilities.
- Conduct cost/benefit analysis. Listen to customer information system needs.
- Preparing clear and concise program documentation, customer procedures, reports of work performed, and other written materials.
- Maintaining accurate records and files. Exercising sound independent judgment within established policy guidelines.
- Using initiative and independent judgment within established procedural guidelines.
- Establishing and maintaining effective work relationships with staff, coworkers, contractors and the public.

SUPERVISION RECEIVED AND EXERCISED:

Under Direction – Assignments and objectives are presented to incumbents at this level and established work processes are to be followed. Incumbents have some flexibility in the selection of work methods, the time of work processes, and the methods of completing tasks. Supervision is periodic and is usually initiated by employee and/or when important problems, significant changes from past procedures and policy implications are involved.

REQUIRED CERTIFICATES, LICENSES, AND REGISTRATIONS:

- Valid 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 20 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.

SUPPLEMENTAL INFORMATION:**CONDITIONS OF EMPLOYMENT:**

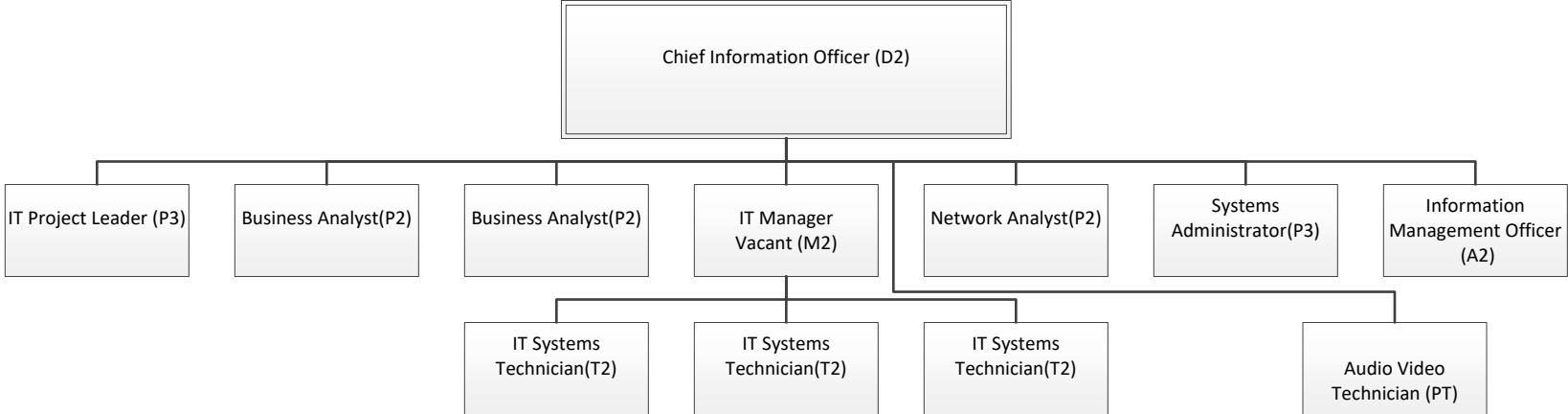
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\$20.00. Employment is contingent upon passing the background and the drug/alcohol screen.

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.ucs.gov.

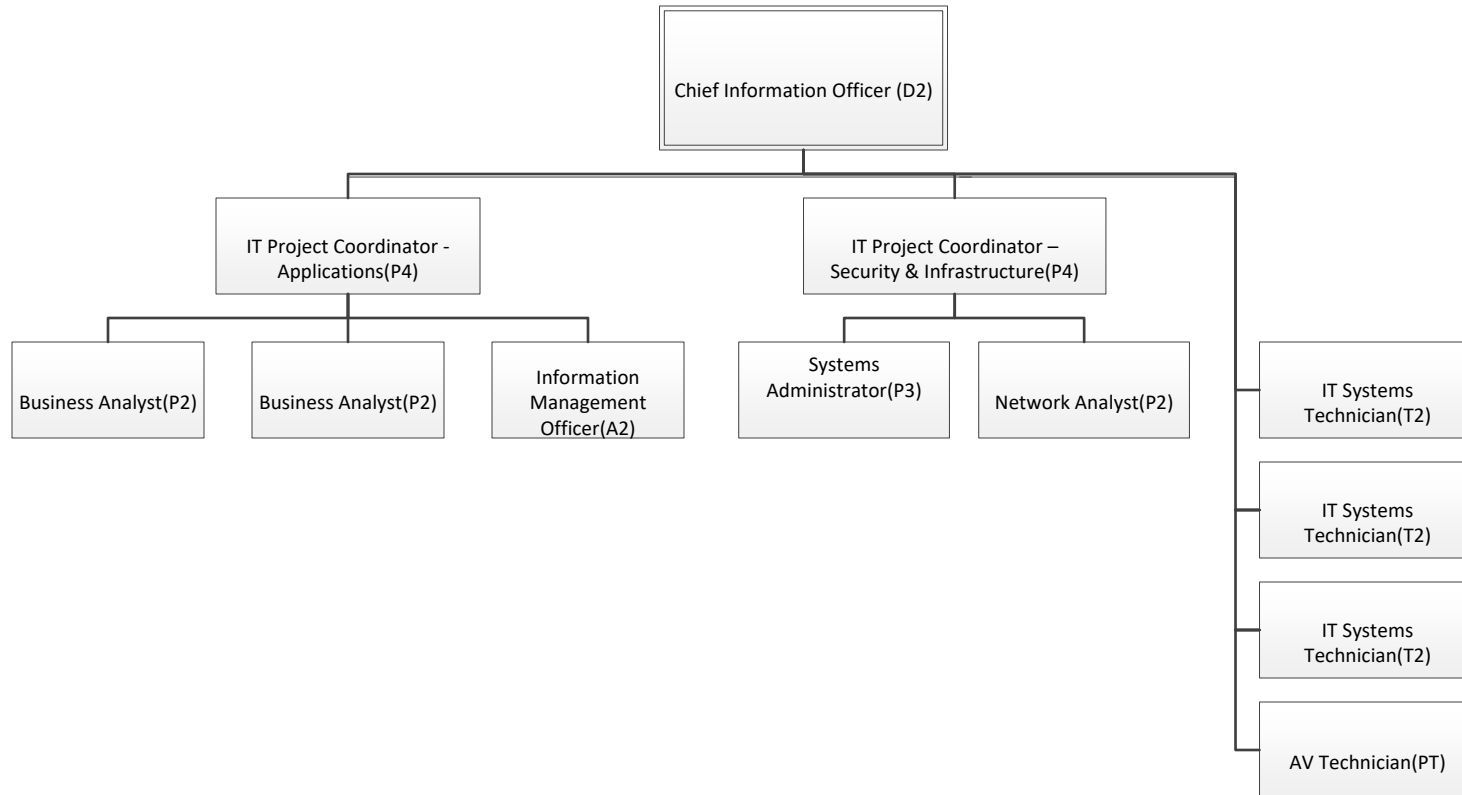
Carson City Information Technology

Current



Carson City Information Technology

April 2017



Current Position	New Position	Current TOR	New TOR
IT Manager (M2)	NONE	\$122,510.84	\$0.00
NONE	Information Technology Project Coordinator - Infrastructure & Security(P4)	\$0.00	\$100,609.17
IT Project Leader (P3)	Information Technology Project Coordinator - Enterprise Applications (P4)	\$91,463.72	\$100,609.17
		<u>\$213,974.56</u>	<u>\$201,218.34</u>

Top of Range Salary Savings \$12,756.22

Carson City Information Technology

Long Term(2020) Goal

