



Request for City Council Committee Action from the Department of Human Resources

Date: July 27, 2015

To: Mayor Betsy Hodges and the Executive Committee

Referral to: Ways and Means Committee

Subject: New Appointed Positions: Deputy Director Information Technology Services
Grade 13, 603 points \$112,604 to \$133,485

Recommendation:

1. Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
 - (1) The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
 - (2) The person occupying the position will be part of the designated department head's management team.
 - (3) The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
 - (4) The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
 - (5) The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.
2. Approve the new proposed positions: Deputy Director Information Technology Services, evaluated at 603 total points and allocated to Grade 13.
3. Approve the recommended salary schedule for the position, which has a range of \$112,604 to \$133,485, effective August 9, 2015, and authorize annual step movement for the incumbent provided satisfactory or better performance in the job:

Title	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8
<u>Deputy Director Information Technology Services</u>	\$112,604	\$118,531	\$120,901	\$123,319	\$125,786	\$128,301	\$130,867	\$133,485

4. Refer to Ways and Means

Prepared or Submitted by: Pamela Nelms, CCP, SPHR

Human Resources Senior Consultant/Compensation; 673-3344

Approved by:

Patience Ferguson
Chief Human Resources Officer

Spencer Cronk
City Coordinator

Presenters in Committee: Otto Doll, Chief Information Officer & Pamela Nelms, HR Senior Consultant

Financial Impact (Check those that apply)

No financial impact (If checked, go directly to Background/Supporting Information).

Action requires an appropriation increase to the ____ Capital Budget or ____ Operating Budget.

Action provides increased revenue for appropriation increase.

Action requires use of contingency or reserves.

Business Plan: ____ Action is within the plan. ____ Action requires a change to plan.

Other financial impact (Explain):

Request provided to department's finance contact when provided to the Committee Coordinator.

Background/Supporting Information

Dear Mayor Hodges:

The Information Technology Services Department established the Deputy Director Managed Services Appointed position in 2008. The idea in creating the position was to add a level of management between the Director and the highest - level classified manager positions in the Department (Manager IT). The level was specifically set up as an entry into Department-wide activities and was set up to have authority to direct aspects of work across Divisions in the Department, but to operate under the level of the Director Information Technology Services. There is currently one position at this level.

The Chief Information Officer and the Deputy Chief Information Officer are seeking to add two new positions to the title broadening its application. Like the Director Information Service these positions will be under a common title. This will allow the Chief Information Officer flexibility in assignments in responding to the fast changing information technology environment. The positions being added are at the same level of authority sitting between the Manager IT and Director Level in the Information Technology Department.

The areas of responsibility which these positions will oversee include vendor management and contract services (including the managed services contract), the new Service Desk Unit which is work being brought back into the Department that was previously outsourced, and the Collaboration and Content Management Unit which is a new focus on (IT) Department's collaboration and content management services aimed at working with stakeholders across the City to develop and maintain the collaboration and content management services roadmap, including keeping current with emerging trends from the supplier community as well as within the City where early adopters are adapting consumer tools for business use.

The proposed duties for this level of appointed position in the Information Technology Department are as follows:

- **Information technology planning, analysis, and design:** Identify organizational architecture and financial impact of applications and technology infrastructure and processes. Direct the production of business prototypes and process flows on projects and for initiatives. Develop and direct execution of enterprise Service Management processes and procedures and define and direct the resolution of systems problems. Act as the primary service provider governance coordinator for the contract with the City's Managed Services provider. Work with business stakeholders and IT architects to develop and maintain the collaboration and content management services roadmap. Represent the assigned unit in strategic and architectural planning sessions.
- **Delivery of systems implementation:** Direct and oversee systems implementation to address City needs. Evaluate the need for and the value of investment (VOI) for systems. Plan and execute unit and integration tests applying testing methodologies, and assist project teams in planning and executing acceptance tests on system projects. Engage other Directors within IT to create foundation solutions that can be used as building blocks for new business focused solutions. Ensure that system paybacks and contractual obligations are identified as agreed to align to the City's and IT goals.
- **Service delivery:** Supervise support and maintenance teams: Assign and schedule work; Provide work direction and prioritization; Review work product for quality control. Evaluate internal and managed service-provider performance against service level agreements (SLAs) and other key success indicators to ensure adherence and continuous improvement in the value proposition for services provided. Negotiate compliance violation remediation and contract changes.
- **Staff Management:** Direct and supervise daily operations of IT Service Desk Program and employees; manage and coach Collaborative Services and Vendor Management and Contract Services team members. Evaluate employee performance, monitor workloads, schedule assignments, provide coordination for development needs of employees, and participate in the hiring, management, and coaching of staff responsible for creating support solutions, developing and driving plans toward defined targets. Evaluate employee performance, monitor workloads, and make required adjustments.
- **Communication:** Work with other Directors within IT, Deputy CIO and CIO to develop and support an enterprise strategy for IT. Communicate effectively with peers, subordinates, and IT Senior management, internal and external computer users regarding needs, requests, inquiries, and technical problems. Oversee the partnership with the other IT groups to ensure there is alignment in how services are planned, delivered and supported. Develop and maintain good business relationships with vendors.
- **Project Management:** Produce high quality estimates, including itemization of tasks, and Statements of assumptions made. Conduct initial and on-going meetings with users. Create, maintain, and communicate project and support plans and issue log to users and systems personnel on projects; and provide business oriented reports. Oversee all IT solution development / acquisition projects to ensure that all steady-state support plans and materials are complete and adhere to Service Desk support standards. Lead projects and serve as lead designer to develop new collaboration and content management services.
- **Administration and Management:** Plan and facilitate the assignment of project resources. Coordinate project resources with the assignment of human resources. Coordinate financial and architectural compliance. Develop and manage demand and capacity strategies. Prepare presentations regarding the use of technology for business outcomes. Develop and administer enterprise IT policy and procedures.

Factor Summary of the evaluation of the position

Factor	Points	Analysis
Pre-requisite Knowledge	70	The requirements for the Deputy Director level in the Information Technology Department are a Bachelor's Degree in Computer Science, Information Technology, Information Solution Architecture, or equivalent. This level requires seven years of experience in an information technology organization with enterprise wide responsibility, and four years of management experience.
Decisions and Actions	70	<p>Jobs at this level take action on some of the more complex and unusual problems that arise and develop solutions to complex problems involving advanced principles and techniques and considerable original thinking. Jobs at this level may manage mid-sized departments or a branch or sub-function of a large or major department with significant impact on expenditures or revenue.</p> <p>The Deputy Director Information Technology has a high level of authority below the Director Information Technology level and above the Manager Information Technology. There will be three positions in the title. One will be over all Departmental Contracting and Vendor Management. The second position will be over the new Service Desk Function. The third position that will be in this title will oversee the Collaboration and Content Management Services Unit and will be responsible for working with other IT Directors to develop and support enterprise strategies and governance plans along with the IT collaboration and content-management service delivery program.</p>
Supervisory Responsibility	10	The Deputy Director Information Technology will supervise an average of 7 employees. Titles that will report to this level include Contract Administrator, Service Desk Agent, Senior Application Analyst, Software Engineer, Manager Information Technology, Business Analyst, Collaboration Analysts, and Collaboration Engineers.
Relationships Responsibility	65	Jobs at this level require considerable tact and diplomacy. Issues dealt with are of broad or Citywide impact and where achieving objectives may require considerable persuasion, where cooperation is essential, and issues often controversial. Internally contacts will be with other divisions and departments through all levels, but typically through higher levels such as Directors, Deputy Directors and highly placed managers. At this level the job typically represents the division or department before the City Council, and other important bodies. At this level the job is in a high-level leadership position in terms of communication for the area(s) that the job represents.
Working Conditions	20	The position will work in normal office environment and will have exposure to the typical equipment in an office including computer keyboarding, copiers, and phones.
Effort	65	Jobs at this level have wide-ranging responsibilities that require considerable mental effort and involve time pressures, stress, and deadlines. Jobs at this level are responsible for planning, organizing and managing larger more complex areas, dealing with setting priorities, and ensuring compliance to City goals and objectives. There is pressure in meeting deadlines and pressure in responding to demands from various parties.

Attached: Classification Report and Salary Ordinance