



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: Director Information Technology Services
Grade 14, 638 points; \$124,434 - \$147,509

Recommendation:

- Find that the proposed position meets the criteria in Section 20.1010, Council to Establish (Appointed) Positions, as follows:
 - The person occupying the position will report to the head of the designated city department or the designated city department head's deputy.
 - The person occupying the position will be part of the designated department head's management team.
 - The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of city or department policy.
 - The duties of the position do not primarily require technical expertise where continuity in the position would be significant.
 - The person occupying the position needs to be accountable to, loyal to, and compatible with the mayor, the city council, and the department head.
- Approve the new proposed positions: Director Information Technology Services, evaluated at 638 total points and allocated to Grade 14.
- Approve the recommended salary schedule for the position, which has a range of \$124,434 - \$147,509, 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>Director Information Technology Services</u>	\$124,434	\$130,984	\$133,603	\$136,275	\$139,001	\$141,781	\$144,617	\$147,509

- 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:

In 2001 the Director Information Technology Services was established. The reasoning at the time was to go with a common title so that the Chief Information Officer could have flexibility in assignments in responding to the fast changing information technology environment. The same reasoning is being applied here. Currently there are three Director level positions. This review assesses the impact of adding two additional positions at this level. The areas that these positions oversee include business services (Project Management, Application Support and Lifecycle Management), infrastructure services, enterprise solution services, and the two positions being added over security services for technology, and business intelligence and data services.

The revised duties for the director level in the Information Technology Department level are as follows:

- Information technology planning, analysis and design: Identify organizational architecture, and financial impact of applications and technology infrastructure and processes; direct production of business prototypes and process flows on projects and initiatives; create foundation solutions

that can be used as building blocks for new business focused solutions, and direct the operations of all IT security services program processes and procedures.

- Delivery of systems implementation: Develop, coordinate or purchase and implement computer software to address information processing needs; direct or apply testing methodologies to plan and execute unit and integration tests; architect, implement, and monitor the IT security infrastructure for effective operation and continuous improvement, and define data architecture and technical roadmaps for product lines and major initiatives.
- Management: Evaluate employee performance, monitor workloads, schedule work assignments, coordinate development needs for employees, and participate in the hire, promotion, discipline and termination of employees.
- Communications: Communicate effectively with subordinates and the CIO; interact with internal and external computer users regarding needs, requests, inquiries and technological problems; and develop relationships with industry peers, and vendors. Develop and foster a culture of collaboration with City and IT partners.
- Project Management: Recruit stakeholders, gather requirements, define scope, and produce documented estimates. Oversee initial and periodic meetings with users. Create, maintain, and communicate project plan and issue logs. Provide business oriented status reports. Oversee security solution development on projects ensuring that policy and procedure is followed and that acquired products and service agreements are in the City's best interests.
- Administration and Management: Direct the assignment of project resources and coordinate with other Directors for alignment of human resources, finances architecture, and security compliance. Prepare presentations regarding the use of technology for business outcomes.

Factor Summary of the evaluation of the position

Factor	Points	Analysis
Pre-requisite Knowledge	75	This classification requires Bachelor's Degree in Computer Science, Information Management, Software, Process Management, IT Security, or equivalent. At this level in the IT Department these positions require ten years of broad based experience which has included responsibility for enterprise wide technology, and included seven years of management experience in one or more of the following areas, IT project management, information security, business intelligence and data services, software engineering, applications management, and/or enterprise solutions.
Decisions and Actions	75	Jobs at this level manage a branch or sub-function of a large or major department. At this level the job is responsible for projects, plans, budgeting, staffing, and related operating decisions for a significant organization. These positions in this class in their specific assignments have Citywide impact on the information technology services within the City enterprise. They can impact critical functions within the City. They lead and direct the process of planning, developing, specifying protocols, safety, and security concerns, oversee necessary project management and contractor input, are responsible for working together to develop data plans and business service delivery programs. They are responsible for ensuring proper collaboration amongst City staff in developing and supporting enterprise strategies and governance plans. Each has financial responsibilities for high cost

		activities for technology. The positions are responsible along with the CIO and the Deputy CIO for the management and delivery of high value information technology services and operations to the City.
Supervisory Responsibility	15	The average number of staff that will report to the Director Information Technology Services is 12 full time equivalent positions. Titles supervised include Senior Applications Analyst, Application Programmer, Applications Analyst, Project Manager, Security Engineer, Network Analyst, Telecom Analyst, Software Engineer, Manager Information Technology, Deskside Technician I and II, GIS Analysts, and Business Analysts. The Director positions can supervise any title in the Information Technology Department up through the Manager, Information Technology level.
Relationships Responsibility	65	Jobs at this level are responsible for creating and maintaining effective relationships that are essential to the success of the job function and that require the use of tact and diplomacy in dealing with Departments, agencies, vendors, and staff regarding matters that have significant financial impact, or where the main of object will be to achieve successful outcomes for the City and Department operations. This level requires highly developed communications skills and very strong interpersonal skills.
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	This level in the Information technology Department requires considerable mental effort in managing and coordinating the technology services for the City. There is a need for gathering and analyzing information, reaching conclusions and making recommendations and decisions, all entailing mental effort. There is a need to develop service level agreements and to meet deadlines for various activities. At this level the job requires balancing competing priorities, for decisions and action that have Citywide implications. There are issues and questions that are time sensitive such as requests for proposals, product selections, project work, and security decisions. This level must juggle competing priorities for decisions and actions. Many decisions and actions are time sensitive in dealing with on-going system functioning, project activities, product selections, and budgeting.

Attached: Classification Report and Salary Ordinance