

REPORT NO: 15-26 & 30
DATE: 5/5/2015
ANALYST: Michael Hebner

CLASSIFICATION REPORT

PROPOSED TITLE: Director Information Technology Services (Adding Two Positions)

CURRENT TITLE: Director Information Technology Services

INCUMBENT: Paul Cameron, David Roth, Jeff Miller

REASON FOR REQUEST: Reorganization of Information Technology Services Department

DATE QUESTIONNAIRE SUBMITTED: 4/3/2015

DATE OF PREVIOUS STUDY: 2001

DISPOSITION OF PREVIOUS STUDY: Established as Director Information Technology Services (Appointed, 638 points, Grade 14)

PERSONS INTERVIEWED: Beth Cousins, Deputy Chief Information Officer

RECOMMENDATION:

1. The appointed positions remain properly allocated as Director Information Technology Services, Grade 14, 638 point
2. Add two additional Director Information Technology Services positions at this level, resulting in five total positions

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 are the 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, produce documented estimates. Oversee initial and periodic meetings with users; creation, maintenance, and communication effort for 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.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

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.

The rating of **75 points** will be retained. At this level positions are senior level requiring progressive experience which includes management and strategic development.

DECISIONS AND ACTIONS

These positions in this class in their specific assignments have City-wide 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. They oversee necessary project management and contractor input. The Directors 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.

A rating of **75 points** will be assigned. 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. All these jobs are appointed. Work is done under general supervision in accordance with broadly stated policies or principles. Most work is of an advanced nature and calls for the exercise of independent judgment. Decisions and actions are subject to prior approval only in unusual cases or where considerable expense is involved.

SUPERVISORY RESPONSIBILITY

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. A rating of **15 points** is appropriate and will be assigned.

RELATIONSHIPS RESPONSIBILITY

These Director level positions will need to establish and maintain relationships with Information Technology staff at all levels. They will negotiate with other Directors and Managers regarding use of staff, and resources, consult on systems design decisions, engage and solicit input into design and compliance issues and administration of IT policy and procedure regarding operations and security. They will report to CIO and the deputy CIO on decisions and actions effecting operations. With subordinates they will gather information to inform decisions, resolve conflicts, and provide corrective feedback. With service users they will take requests,

and gather information to analyze business needs, and incorporate the information into recommendations. They will interact with IT Analysts, Engineers, and Architects regarding projects, scheduling, systems design issues, project handoffs, software applications and data issues.

This level position works with City staff from other Departments regarding technology questions, issues, and on-going projects and operations. They will interact with user staff at different times in the life cycle from early planning and acquisitions to on-going operations and phasing out of technology regarding important issues and decisions.

Outside contacts will include vendors, regulatory agencies, and other associations regarding technical issues and questions, and products. These exchanges are generally aimed at addressing current process question or operational issues. Vendor contacts can also be regarding new products.

A rating of **65 points** will be retained. 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

The position will work in an office setting with exposure to keyboarding and computer equipment and other typical office tools. A rating of **20 points** will be assigned.

EFFORT

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 City-wide 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.

The rating of **65 points** will be retained. 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, including ensuring Departmental goals are met, and responding to City Officials and Elected Officials.

The proposed position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

- 1. The person occupying the position must report to the head of the designated City Department or the Designated City Department Head's Deputy.**

The position will report to the Deputy Chief Information Officer (Department Head's Deputy)

- 2. The person occupying the position must be part of the designated Department Head's management team**

The position will be part of the Chief Information Officer's (Department Head) management team in the IT Department.

- 3. The duties of the position must involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.**

The position will be responsible for development, interpretation, and the implementation of Department and City policy

- 4. The duties of the position must not primarily require technical expertise where continuity in the position would be significant.**

The position requires strong critical thinking and judgement skills, good business analysis and service development skills, strong communications skills, good leadership skills, and broad based progressive experience is required rather than technical expertise.

- 5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.**

The person hired will have to be loyal to and accountable to the Chief Information Officer, and to Elected officials.

RECOMMENDATION:

The appointed classification remains properly allocated as Director Information Technology Services, Grade 14, 638 points, with two additional positions added at this level.

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Deputy Director Information Technology	70	70	25	60	20	65	610	13
Director Information Technology Services	75	70	30	65	20	65	638	14
Director IT Business Development -Deputy CIO	80	80	25	75	20	70	698	15
Assistant City Coordinator/ Chief Information Officer	90	85	45	80	20	45	775	17
PROPOSED CLASSIFICATION								
Director Information Technology Services	75	75	15	65	20	65	638	14

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

Executive Exemption

These positions will be compensated on a salary basis (as defined in the regulations) at a rate not less than \$455 per week. Their primary duty will be managing a subdivision in the Information Technology Department of the City. These positions will customarily and regularly direct the work of at least two or more other full-time employees or their equivalent. They will have the authority to hire or fire other employees, and their suggestions and recommendations as to the hiring, firing, advancement, promotion or any other change of status of other employees will be given particular weight in the City system.

DIRECTOR INFORMATION TECHNOLOGY SERVICES

CODE: C

SUPERVISED BY: Deputy Chief Information Officer, and Chief Information Officer

SUPERVISES: N/A

NATURE OF WORK:

Direct and supervise the efforts of Business Information Services staff, products and operations partnering with City Department Heads to ensure that BIS staff functions support the strategic and tactical direction of the City

TYPICAL DUTIES AND RESPONSIBILITIES:

(Including, but not limited to the following)

- **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.
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- **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.

MINIMUM QUALIFICATIONS: Bachelor’s Degree in Computer Science, Information Management, Software, Process Management, IT Security, or equivalent

MINIMUM EXPERIENCE: 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

LICENSES/CERTIFICATIONS: N/A

OTHER SPECIFICATIONS:

- Broad knowledge of IT solution development and enterprise architecture governance frameworks and methodologies
- Ability to collaborate with and influence policy- and decision-makers at all executive and managerial levels.
- Effective skills and abilities in leadership, oral and written communication, interpersonal relationships, time management and decision-making.
- Ability to provide executive governance and/or manage large projects.
- Strong technical/specialized knowledge and skills specific to the area of responsibility.
- Ability to direct the delivery of systems that meet customer needs.
- Ability to keep current with the fast changing industry, and maintain skill levels.
- Knowledge of technology and management practices aligned to City IT services architecture.

WORKING CONDITIONS: Office Setting

SERVICE:	APPOINTED
GRADE:	14 (Exempt)
CLASSIFIED:	May 2015
SPEC UPDATED:	May 2015

CITY OF MINNEAPOLIS