

**EL DORADO COUNTY BOARD OF SUPERVISORS
AGENDA ITEM TRANSMITTAL**

**Meeting of
November 25, 2003**

AGENDA TITLE: Request to Utilize Article 12, Section E, Deviation from Retention Points for the Classification of Information Technology Analyst

DEPARTMENT: Human Resources	DEPT SIGNOFF:	CAO USE ONLY: <i>D- Laura A. Gill</i>
CONTACT: Judith Kerr <i>NK</i>		
DATE: 11/12/2003 PHONE: 5574		

DEPARTMENT SUMMARY AND REQUESTED BOARD ACTION:
 In 1998, it was determined that the multi-class structure previously used in Information Technologies (IT) did not provide the flexibility necessary to meet the rapidly changing information technology environment. A new class of Information Technology Analyst was developed through a series of meetings with IT staff, Local #1 and Human Resources, and was adopted by the Board of Supervisors on June 8, 1999. This class was based on five functional groups, with the intent to hire, assign and, if necessary, reduce staff by functional group. The internal structure of the IT Department was reorganized into these functional areas, and staff have been hired and assigned by functional group. However, Section #12, Reduction in Force of the Memorandum of Understanding (MOU) between the County and Local #1 does not include a process for layoffs by functional group. The MOU does provide for a deviation from retention points to maintain a satisfactory level of performance in the department. Staff recommends the Board approve a deviation from retention points in accordance with Article 12, Section E., for the classification of Information Technology Analyst Trainee/III to permit layoff by functional group.

CAO RECOMMENDATIONS: *Recommend approval. Laura A. Gill 11/17/03*

Financial impact? () Yes (X) No	Funding Source: (X) Gen Fund () Other
BUDGET SUMMARY:	CAO Office Use Only:
Total Est. Cost _____ \$0.00	4/5's Vote Required () Yes () No
Funding	Change in Policy () Yes (✓) No
Budgeted _____ \$0.00	New Personnel () Yes (✓) No
New Funding _____	
Savings* _____	CONCURRENCES:
Other _____	Risk Management _____
Total Funding Available _____ \$0.00	County Counsel _____
Change in Net County Cost _____ \$0	Other _____

RECEIVED
 NOV 17 3 35 PM 2003
 BOARD OF SUPERVISORS
 EL DORADO COUNTY

***Explain**
BOARD ACTIONS: NOV 25 2003 - RECOMMENDATION APPROVED WITH THE CAVEAT THAT RESULTANTS BE BROUGHT BACK TO THE BOARD BEFORE IT IS IMPLEMENTED.

Vote: Unanimous _____ Or _____	I hereby certify that this is a true and correct copy of an action taken and entered into the minutes of the Board of Supervisors Date: _____ Attest: Dixie L. Foote, Board of Supervisors Clerk By: _____
Ayes: SWEENEY, PAINE, DUPRAY, BAUMANN, SOLARO	
Nones: NONE	
Abstentions: NONE	
Absent: NONE	

COUNTY OF EL DORADO

HUMAN RESOURCES DEPARTMENT



330 Fair Lane - Placerville, CA 95667
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www.co.el-dorado.ca.us
Judith Kerr, Acting Director

November 25, 2003

Board Of Supervisors
330 Fair Lane
Placerville, CA 95667

Subject: Request to Utilize Article 12, Section E, Deviation from Retention Points for the Classification of Information Technology Analyst

Dear Board Members:

Recommendation:

Staff recommends the Board approve a deviation from retention points in accordance with Article 12, Section E, for the classification of Information Technology Analyst Trainee/I/II to permit layoff by functional area.

Reason for Recommendation:

Article 12, Section E of the Memorandum of Understanding (MOU) between the County and Employees Association Local #1 states:

"The Board of Supervisors may approve deviations from the order of layoff by retention points or demotions in lieu of layoff (bumping) when retention points order alone would result in retaining employees unable to maintain a satisfactory level of performance in the department affected. In such cases, the department head shall fully justify and document the reasons therefore. The affected employees shall be provided a written notice of the department's request, reasons therefore and the date the Board of Supervisors shall consider the department's request."

The justification and documentation of the reasons for this request are as follows:

The classification of Information Technology Analyst Trainee/I/II was developed in 1999 to create a more flexible classification structure to enable the Information Technologies Department (IT) to respond to the rapid changes occurring in the field of information technology (see attached Board letter from June 8, 1999). This new classification and allocation structure was designed to eliminate the need for the frequent creation and modification of job specifications and position allocations in the IT Department.

Through a series of meetings which began in 1998 with a committee comprised of IT staff, Employees Association Local #1 and Human Resources, the classification of Information Technology Analyst Trainee/I/II was developed to replace eight information technology classifications in six different class series. It was determined that the six class series could be consolidated into five functional groups. The Information Technology Analyst Trainee/I/II classification specifies that employees in this class will be assigned to one of these five functional groups: Programming, Networking, Office systems, Database management or Operating systems. Although basic IT skills are transferable, specialized knowledges and skills are necessary to successfully perform the various duties assigned to these functional groups.

After agreement was reached by the committee on the format of the new Information Technology Analyst Trainee/I/II classification, it was adopted by the Board on June 8, 1999. The IT Department was restructured on the basis of these five functional groups. Recruitments and job assignments have been made based on these five functional groups since that time. It was intended that all hiring, assignments and reductions in force would be by functional group in order to ensure that sufficient staff with the specialized knowledges and skills necessary to successfully perform the duties assigned to these functional groups would be available.

On October 14, 2003, the Board of Supervisors approved a new Authorized Personnel Allocation, incorporating changes resulting from the 03/04 final budget. These changes included reductions to allocations in the IT Department. To ensure that sufficient staff with the specialized knowledges and skills necessary to successfully perform the duties assigned to the five functional groups are available, the IT Department must be able to process reductions in force by functional group. However, Article 12, Reduction in Force in the MOU between the County and Employees Association Local #1 does not include provisions regarding layoffs by functional group, but Article 12, Section E does allow a deviation from the regular layoff provisions with your approval.

Failing to perform the reductions in force in the IT Department by functional group would severely impact the department's ability to keep the county's computer and network systems operational. It is essential that sufficient staff with the necessary knowledges and skills be retained in each of the department's five functional groups. It is therefore requested that the Board of Supervisors approve a deviation from retention points in the classification of Information Technology Analyst Trainee/I/II in accordance with Article 12, Section E of the MOU.


Fiscal Impact:

If this request is not approved by the Board of Supervisors, the Director of Information Technology will not be able to meet current or future budget directives of the Board without potentially detrimental consequences to the County's computer and network systems. There is no fiscal impact if the Board approves this request.

Action to be Taken Following Approval:

Human Resources will complete seniority lists for the classification of Information Technology Analyst Trainee/I/II based on functional groups. The Director of Information Technology will provide written notice to any employee in this classification who is affected by reduction in force. In accordance with Article 12.D.8. of the MOU, the Director of Information Technology and Human Resources will meet and confer with Local #1 prior to the actual layoff dates, over the practical effects of the proposed layoffs.

Very Truly Yours,



Judith Kerr
Acting Director of Human Resources

COUNTY OF EL DORADO

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Kathryn Libicki, Director
Stephen Cascioppo, Deputy Director

May 17, 1999

Board Of Supervisors
330 Fair Lane
Placerville, CA 95667

Subject: Job Specification, Salary and Allocation Amendments for Information Technology Classes

Dear Board Members:

Recommendation:

Staff recommends that the Board of Supervisors adopt the job specifications and salary ranges, and designate the bargaining units for the new information technology related classifications, reclassify positions and adopt the Personnel Allocation amendment for the affected departments.

Reason for Recommendation:

The current classification and salary structure for information technology related classifications is not flexible in responding to the rapid changes which have occurred and continue to occur in the computer industry, and recent recruitment efforts have been unsuccessful in attracting qualified candidates to fill vacancies in Information Services and other County departments. Retention of employees is also an issue; the Information Services Department (currently allocated 38.0 FTE employees), has had nineteen employees separate from County service since January, 1995. This turnover rate will increase if we fail to adjust to market conditions. Human Resources has worked with Information Services, the affected departments and the representing employee organization, Local 1, to create a new classification and salary structure which will be flexible in meeting the rapid changes in technology and will better enable the County to recruit and retain qualified employees.

Two classification series have been developed for the Information Services Department. One is a technician level class series, responsible for operating, controlling, troubleshooting, and performing minor maintenance on assigned systems and equipment. The second class series in Information Services is the professional level series, responsible for programming, networking, enhancing and maintaining the County's information technology systems. Promotional opportunities within each class series and between the technician and professional level class series have been designed. The existing classification series for department information technology classes was also reviewed, and new classifications were developed which reflect the needs of the assigned departments.

It is necessary for the Board to approve job specifications, designate bargaining units and adopt salary ranges for the new classifications, reclassify positions per Attachment A, and adopt an amended Personnel Allocation for the affected departments. Salary relationships for the new classifications are shown on the attached chart.

The proposed recommendation sets salaries at market, as determined by a study of El Dorado County's designated comparable counties. An option for consideration by the Board is to set the salaries at 5% below market. The risk with this approach is the continuation of recruitment and retention problems. When the salary placement rules for reclassification are applied, the annual salary savings realized by utilizing rates 5% below market is approximately \$23,000.

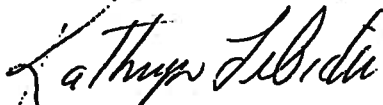
Fiscal Impact:

The fiscal impact for the remainder of FY 98/99 is \$8,342 when market rates are applied. The annual cost is \$216,895.

Action to be Taken Following Approval:

Human Resources will ministerially amend the El Dorado County Salary Schedule, and the affected departments will initiate PPFs to designate each employee's new class title and salary.

Very Truly Yours,



Kathryn Libicki
Director of Human Resources

INFORMATION TECHNOLOGY ANALYST TRAINEE
INFORMATION TECHNOLOGY ANALYST I/II
(Deep Class)

DEFINITION

Under general supervision, performs a variety of professional, technical and analytical duties in the operation of enterprise, distributed, client/server and desktop computer systems and networks; analyses customer and systems requirements; develops and maintains department and countywide applications, systems and networks; performs related work as assigned.

Incumbents will be assigned to one of the following specialty fields in the Information Services Department:

- Database Management
- Office Systems
- Operating Systems
- Networking
- Programming

DISTINGUISHING CHARACTERISTICS

This is a multi-level deep class in which incumbents may receive training as an Information Technology Analyst Trainee, or may be assigned to one of two levels depending on experience and proficiency gained in one of the speciality fields listed above. In the Information Technology Analyst Trainee class, incumbents receive training on the day-to-day tasks associated with this classification series. At the Information Technology Analyst I level incumbents, initially under close supervision, perform the more routine duties of the class. Information Technology Analyst II is the journey level in the class series; incumbents are technically proficient in executing assigned duties. Incumbents in the Information Technology Analyst II classification, with technical proficiency in two or more of the speciality fields listed above, may be assigned as leader of a project team involving technically difficult and complex work on multiple platforms, systems and/or networks. Lead direction may include the classifications of Information Technology Analyst Trainee/I/II and/or Information Technology Technician Trainee/I/II. The Information Technology Analyst II level is distinguished from Principal Information Technology Analyst in that the latter is the first full supervisory level in this series.

EXAMPLES OF DUTIES (Illustrative Only)

NOTE: The level and scope of the job duties listed below are assigned as defined under Distinguishing Characteristics.

- Plans, determines requirements, designs, builds, tests, implements, maintains and enhances computer department or countywide systems.
- Integrates information systems for operability over multiple platforms and technologies.
- Acts as liaison between vendors, technical support and departments to resolve system and network problems; coordinates and implements corrective measures.
- Models changes against hardware and software configurations to optimize the utilization of resources.
- Determines needs and develops plans and proposals to meet the needs of customers.
- Researches to determine feasibility, advises and recommends appropriate uses of information technology.
- Develops and implements comprehensive test plans to ensure that information technology components are tested and debugged.
- Monitors and enforces security procedures.

- Installs third party software; modifies software as necessary to meet specific customer requirements; installs vendor supplied maintenance and enhancements.
- Determines proper installation parameters for software/hardware for smooth integration, transition and efficiency.
- Provides assistance and training for customers as needed.
- Monitors and collects data on system performance.
- Plans, develops and implements backup and recovery procedures.
- Determines and adjusts thresholds for system resources.
- Participates in projects related to assigned speciality field.
- May function as a leader of a project team assigned to projects covering multiple platforms and/or speciality fields; provides leadership and mentoring to other Information Technology staff assigned to the project team.
- Plans, coordinates and oversees project team activities; identifies deliverables and establishes schedules and time lines; identifies and allocates project resources.
- Provides data for justification of unit budget in relation to assigned projects.
- Provides lead direction, training and work review to staff assigned to the project team; organizes and assigns work, sets priorities and follows up as required.
- May provide input into selection decisions, performance evaluations and disciplinary matters related to assigned project teams.

QUALIFICATIONS

NOTE: The level and scope of the knowledges and skills listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge Of:

All Options

Software systems development life cycles.

Principles of computer data processing.

Computer operations and facilities.

Business systems applications.

Principles and techniques of software and systems quality assurance and control.

Principles and practices of technical problem solving.

Principles, processes, techniques of project management and related software.

Methods of long-term technology assessment and deployment.

Principles, practices and techniques of providing customer service.

Design, installation and maintenance of enterprise, distributed, client/server and desktop computer systems.

Principles and practices of producing effective project and technical documentation.

Programming languages and job control language.

Restart and recovery concepts.

Basic supervisory practices and principles.

Team dynamics and team building.

Database Option

Database management systems (DBMS).
Database design.
Logical data schema.
Database CASE tools.
Data/file management tools.
Database utilities.
Methods and techniques of file and data recovery.
Database security methods and techniques.
Physical control standards and procedures.

Office Systems Option

Countywide office systems standards, policies and procedures.
Fundamentals and concepts of designing customer hardware, software, and connectivity solutions.
Principles and practices of training, instructing and supporting customers.
Concepts of installation, configuration, and testing of internal hardware components.
Planning required for installation and testing of systems in diverse customer environments .
Office systems maintenance, monitoring and troubleshooting methodologies.
Architecture of operating systems and network operating systems.
LAN/WAN logical and physical design.
Office systems software internal functions and customer interfaces.
Communication techniques to convey hardware and software issues to customers.
Monitoring and troubleshooting office systems hardware and software.
Installing and configuring desktop OS/NOS/office systems software.

Operating System Option

Fundamentals and concepts of enterprise, distributed, network, client/server and desktop computer operati
systems.
Computer systems configurations.
Operating systems architecture.
Operating systems and systems utilities version control principles.
Operating system structure, operations and utilities.

Networking Option

Logical and physical network design.
LAN/WAN network hardware and software vendors and products.
Data communication concepts and principles.
Internet and Intranet architecture.
Network security policies, techniques and procedures.
Network documentation, configuration, maintenance and diagnostic procedures and techniques.

Programming Option

Definition of technical specifications from user and business requirements.
Business systems analysis and business planning process.
Practices of effective communication of technical issues to user and client community.
Systems and program design and analysis.
Principles and techniques of programming.
Programming languages, utilities and Job Control Language.
Development and use of proper test plans and procedures.
Planning of customer acceptance testing.

Skill In:

All Options

Recognizing problems, developing recommendations and solutions, and managing corrections within assigned specialty.
Making technical oral presentations to technical and non-technical audiences.
Coordinating activities with vendors, clients and staff.
Understanding complex information technology systems and issues.
Integrating information technology systems.
Interpreting, applying rules and explaining policies and procedures.
Using sound independent judgement within established guidelines.
Preparing clear and concise reports, correspondence, documentation and other written materials.
Communicating effectively, orally and in writing, with Information Services management, professional and support staff, department system users and vendors.
Establishing and maintaining effective working relationships with those contacted in the course of the work.
Planning, assigning and reviewing the work of others.
Training others in work procedures.
Promoting and maintaining a team environment.

Special Requirements:

May be required to work on-call, weekends and irregular hours. Applicants must pass a criminal history and background check which may include contact of prior employers and personal references, and fingerprinting for purposes of searching local, state and national fingerprint files through the Department of Justice and Federal Bureau of Investigations to disclose any criminal record.

Education and Experience:

Information Technology Analyst Trainee: EITHER 1) Equivalent to graduation from a four year college or university with major coursework in Computer Science, Business Administration, Mathematics, Engineering or a related field.

OR 2) Equivalent to an Associate of Arts degree in Computer Science and completion of a certificate program in Computer Science in one of the following options:

1. Database
2. Operating Systems
3. Networking
4. Programming

Information Technology Analyst Trainee (cont'd):

OR 3) One year of experience equivalent to the County's classification of Senior Information Technology Technician.

OR 4) Two years of experience equivalent to the County's classification of Information Technology Technician II.

Information Technology Analyst I: **EITHER** 1) Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems or a closely related field and one year of experience working in Information Technology.

OR 2) One year of experience equivalent to the County's class of Information Technology Analyst Trainee I.

OR 3) Completion of a certificate program in Computer Science in the option being tested and two years of experience working in the field of the option being tested.

OR 4) One year of experience equivalent to the County's class of Supervising Information Technology Technician, and completion of a certificate program that is equivalent to the major course work for an Associate of Arts degree in computer science, or completion of a certificate program in the field of the option being tested.

Information Technology Analyst II: **EITHER** 1) Equivalent to graduation from a four-year college or university with major coursework in computer science, information systems or a closely related field, **AND:** a) Three years experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management in a similar field in a multi-platform information systems environment. One year of experience shall be in the option being tested. **OR b)** Two years experience equivalent to the County's class of Information Technology Analyst I.

OR 2) Completion of a certificate program in Computer Science in the option being tested and four years of experience working in the field of systems analysis, systems engineering, programming, database administration and/or analysis, operating systems, office systems, network analysis and/or management in a similar field in a multi-platform information systems environment. One year of experience shall be in the option being tested.

NOTE: The level at which initial appointments to the classes of Information Technology Analyst Trainee/II are made, advancement from the lower to higher levels of this class series, and designation as a project team leader are based upon the duties assigned and are at the discretion of the appointing authority providing the minimum qualifications are met.