County of El Dorado
Human Resources Department
Jill Engelmann, Assistant Director of Human Resources

www.edcgov.us
330 Fair Lane, Placerville, CA 95667
Phone: 530.621.5565   Fax: 530.642.9815   TDD: 530.621.4693

In response to the request received in December 2017 regarding the Merit System Services (MSS) classification of one (1) Information Systems Coordinator in the Health and Human Services Agency (HHSA), a study has been completed in accordance with Part 3 – Position Classification of the County of El Dorado (County) Personnel Rules. An additional one (1) Information Systems Coordinator position in the Child Support Services Department (CSS) was also studied in conjunction with the study of the position in HHSA, to ensure consistent use of the classification. This memorandum outlines the background, methodology used to conduct the study, and the study recommendation.

METHODOLOGY

The methodology employed in conducting this study was as follows:

- Reviewed and analyzed the following documents:
  - MSS Position Description Questionnaire completed by CSS current incumbent (Michael Brazil) in November 2017
  - MSS Position Description Questionnaire completed by HHSA previous incumbent (Karen Anda) in November 2017
  - Proposed duty statement provided by Ms. Leslie Griffith, Assistant Director of HHSA, which contained a list of new duties assigned to their current classification of Information Systems Coordinator
  - Current MSS Information Systems Coordinator I/II/II job descriptions.
- Requested that MSS analyze the Position Description Questionnaires to obtain their recommendation regarding the appropriate classification
- Analyzed the scope and complexity of the responsibilities and tasks performed and the skills, knowledge, and abilities required.
- Developed a recommendation based on the analysis of the above information.

BACKGROUND AND ANALYSIS

In December, 2017, the Department of Health and Human Services submitted a request to reclassify a vacant Information Systems Coordinator based on additional duties recently assigned to the position, as well as, duties that will be required of the position in the near future due to significant system changes. The position to be studied is an MSS covered position. Upon initiating the reclassification study, HR discovered that MSS' classification structure for Information Systems Coordinator consists of three levels that make up a

classification series of Information Systems Coordinator I/II and Information Systems Coordinator III. At the time that MSS requested that El Dorado County adopt the MSS Information Systems Coordinator classification series, the County's Human Resources Department decided to only adopt the Information Systems Coordinator II level of the MSS classification series and title it as Information Systems Coordinator.

For County positions that are covered by MSS, the County typically utilizes the MSS class specification for the relevant classification. While the County's classification is titled Information Systems Coordinator, the corresponding MSS class specification is Information Systems Coordinator I/II. Positions in the MSS Information Systems Coordinator classification series are responsible for designing, overseeing and coordinating a Department's automation system and services (including installation, maintenance and user training); reviewing and interpreting County, State and Federal regulations and policies to determine impact of regulations on the system; and providing technical assistance and guidance to the department and staff by supporting and coordinating tasks related to the Department's automated system.

- Information Systems Coordinator I is the entry/trainee level in the Information Systems Coordinator series.
- Information Systems Coordinator II is the journey level classification in the Information Systems Coordinator series.
- Information Systems Coordinator III performs the more highly specialized and technical activities and may serve as a lead worker.

MSS analyzed the detailed PDQ completed by the previous incumbent for the Information Systems Coordinator position in HHSA, as well as, information provided by HHSA regarding additional duties to be assigned to the now vacant position. The Information Systems Coordinator position in HHSA will be the point person for the new CWS-CARES implementation, integration, and related organizational change management processes. This position will provide lead direction to staff on the development and maintenance of reports and related projects on an ongoing basis. There have been many recent changes, including HHSA's move from a dedicated county to co-existent county and changes with the new system. For these reasons, MSS recommended that the Information Systems Coordinator position in HHSA be reclassified to Information Systems Coordinator III.

The County Human Resources Department reviewed the PDQ completed by the incumbent Information Systems Coordinator in Child Support Services (CSS) and requested that MSS also review the PDQ in order to verify the appropriate classification, within the MSS classification series of Information Systems Coordinator I/II and III, for this position. The current Information Systems Coordinator position in CSS is responsible for providing a broad range of technical support to end users on matters relating to, but not limited to, desktops, laptops, software, printers, network, phones and other IT related issues within the department; for troubleshooting technical problems with a variety of applications; for implementing system security safeguards, for performing database queries and generating customized reports; and

for making purchase suggestions on IT equipment when necessary. These duties are consistent with the MSS classification of Information Systems Coordinator II.

There is also an Information Systems Coordinator position in Child Support Services (CSS). The County Human Resources Department reviewed the PDQ completed by the incumbent for this position and requested that MSS also review the PDQ in order to verify the appropriate classification, within the MSS classification series of Information Systems Coordinator I/II and III, for this position. The current Information Systems Coordinator position in CSS is responsible for providing a broad range of technical support to end users on matters relating to, but not limited to, desktops, laptops, software, printers, network, phones and other IT related issues within the department;, for troubleshooting technical problems with a variety of applications,; for implementing system security safeguards, and for performing database queries and generating customized reports; and for making purchase suggestions on IT equipment when necessary. The incumbent in this position has been performing these duties for approximately four years. These duties are consistent with the MSS classification of Information Systems Coordinator II.

RECOMMENDATION

Based on the review conducted, it is recommended that the Information Systems Coordinator position in HHSA be reclassified to Information Systems Coordinator III and the Information Systems Coordinator position in CSS be reclassified to Information Systems Coordinator II.

The Information Systems Coordinator position in HHSA is currently vacant. The Information Systems Coordinator position in CCS is currently occupied. The findings regarding the employee in this Information Systems Coordinator position (in accordance with Personnel Rule 306.1) are that:

(a)   The position upgrading resulted from a classification study and retention of the incumbent in such position is approved by the appointing authority

(b)   The incumbent has been in the position and has performed the upgraded class duties for the length of the probationary period of the new class

(c)   The incumbent meets the minimum qualifications for the new classification.

Human Resources recommends that the incumbent in this position be upgraded along with the upgrading of his position.