

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

**Meeting of  
September 19, 2006**

**AGENDA TITLE:** New Job Specification, Salary Range and Bargaining Unit - Supervising Information Technology Analyst

**DEPARTMENT:** CAO/Human Resources

**DEPT SIGNOFF:**

**CAO USE ONLY:** C

**CONTACT:** Laura Gill

**DATE:** 9/8/2006

**PHONE:** 5530

*Signature* 9-11-06

**DEPARTMENT SUMMARY AND REQUESTED BOARD ACTION:**

Staff recommends the Board adopt the attached Resolution that will establish the new classification of Supervising Information Technology Analyst, salary range \$33.05 - \$40.17, bargaining unit SU.

**CAO RECOMMENDATIONS:** *Recommend approval. Laura A. Gill 9/12/06*

Financial impact? ( ) Yes (X) No		Funding Source: ( ) Gen Fund ( ) Other	
<b>BUDGET SUMMARY:</b>		Other:	
Total Est. Cost	\$0.00	<b>CAO Office Use Only:</b>	
<b>Funding</b>		4/5's Vote Required ( ) Yes ( <input checked="" type="checkbox"/> ) No	
Budgeted	_____	Change in Policy ( ) Yes ( <input checked="" type="checkbox"/> ) No	
New Funding	_____	New Personnel ( ) Yes ( <input checked="" type="checkbox"/> ) No	
Savings	_____	<b>CONCURRENCES:</b>	
Other	_____	Risk Management	
Total Funding	\$0.00	County Counsel	
<b>Change in Net County Cost</b>	\$0.00	Other	

\*Explain Included in Fiscal Year 2006/2007 budget.

**BOARD ACTIONS:**

**Vote:** Unanimous \_\_\_\_\_ **Or**  
**Ayes:**  
**Noes:**  
**Abstentions:**  
**Absent:**

**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:** Cindy Keck, Board of Supervisors Clerk  
**By:** \_\_\_\_\_

County of El Dorado  
Chief Administrative Office  
Interdepartmental Memorandum

DATE: September 8, 2006  
TO: Board of Supervisors  
FROM: Laura Gill, Chief Administrative Officer  
SUBJECT: New Job Specification, Salary Range and Bargaining Unit – Supervising Information Technology Analyst

Recommendation:

Staff recommends the Board approve the attached job specification and adopt the attached Resolution that will establish the salary range and designate the bargaining unit for Supervising Information Technology Analyst, thereby amending the Salary Table.

Reason for Recommendation:

In adopting the Fiscal Year 2006/2007 budget, the Board of Supervisors approved positions in new classifications which require job specifications. In accordance with Section 302 of Personnel Management Resolution #228-84 and Section 203 of Compensation Administration Resolution #227-84 for represented employees, it is necessary for the Board to approve the job specification, adopt the salary range and designate the bargaining unit for the new classification of Supervising Information Technology Analyst. The recommended salary for Supervising Information Technology Analyst is approximately 15.0% above Information Technology Analyst II.

Fiscal Impact:

The salary for the two allocated positions of Supervising Information Technology Analyst have been included in the Fiscal Year 2006/2007 budget, therefore no additional net County cost will result from adoption of these classifications.

Action to be Taken Following Approval:

Human Resources will ensure the approved job specification is added to the County's website, will ministerially amend the salary table, and will initiate a recruitment as requested.



RESOLUTION NO. \_\_\_\_\_

**RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COUNTY OF EL DORADO  
AMENDING THE SALARY SCHEDULE OF EL DORADO COUNTY**

**WHEREAS**, regulation of compensation of officers and employees of the County may be fixed by resolution of the Board of Supervisors; and

**WHEREAS**, the Salary Schedule of El Dorado County requires modification from time to time;

**BE IT RESOLVED AND ORDERED** that the El Dorado County Board of Supervisors of El Dorado County authorize the Director of Human Resources to make any technical corrections if needed;

**NOW, THEREFORE, BE IT FURTHER RESOLVED AND ORDERED** that the El Dorado County Board of Supervisors amends the El Dorado County Salary Schedule as follows

Class#	Class Title	BU	Salary Range
3153	Supervising Information Technology Analyst	SU	\$33.05 - \$40.17

\_\_\_\_\_  
Director of Human Resources

**PASSED AND ADOPTED** by the Board of Supervisors of the County of El Dorado at a regular meeting of said Board, held the \_\_\_\_\_ day of \_\_\_\_\_, 2006, by the following vote of said Board:

**Attest:**  
Cindy Keck  
Clerk of the Board of Supervisors

**Ayes:**  
**Noes:**  
**Absent:**

By: \_\_\_\_\_  
Deputy Clerk Chairman, Board of Supervisors

**I CERTIFY THAT:**  
THE FOREGOING INSTRUMENT IS A CORRECT COPY OF THE ORIGINAL ON FILE IN THIS OFFICE.

**DATE:** \_\_\_\_\_

**Attest:** CINDY KECK, Clerk of the Board of Supervisors  
of the County of El Dorado, State of California.

By: \_\_\_\_\_  
Deputy Clerk

**SUPERVISING INFORMATION TECHNOLOGY ANALYST**

**DEFINITION**

Under direction, organizes, assigns, supervises, reviews and evaluates the work of assigned information technology staff; performs difficult and complex analysis of customer and system requirements; develops, implements and maintains complex enterprise and departmental computer systems and networks; performs related work as assigned. Incumbents will be assigned responsibility for projects, programs and staff involving one or more of the following options: Database Administration, Office Systems, Operating Systems, Enterprise/Department Applications, and/or Networking/Telecommunications.

**DISTINGUISHING CHARACTERISTICS**

This is the working supervisor level in the Information Technology Analyst series, responsible for organizing, assigning, supervising and evaluating the work of assigned staff. Incumbents are expected to independently perform a full range of complex and difficult Information Technology Analyst duties at an advanced journey level. Successful performance requires thorough knowledge of and demonstrated proficiency in the technologies appropriate for the specific option(s) to which assigned, and the ability to exercise initiative and sound independent judgment within established guidelines. Supervision of staff supporting multiple projects that span organizational and technological lines is typical of assignments in this class. This class is distinguished from the Information Technology Manager in that the latter has overall managerial responsibility for one or more sub-divisions of the Information Technology Department.

**EXAMPLES OF DUTIES (Illustrative Only)**

- Supervises assigned staff and activities, either directly or through subordinate lead staff.
- Plans, schedules and assigns work to staff to ensure accomplishment of applications, systems and network projects.
- Participates in the hiring of assigned staff, recommending selection for management approval.
- Trains assigned staff in County procedures and specific departmental and unit policies and procedures; promotes achievement of Countywide program and policy objectives.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action and other personnel decisions.
- Establishes program and production goals, priorities and major work schedules; assists management in determining long-range staffing requirements.
- Determines materials, equipment and infrastructure required by staff to accomplish assigned projects and objectives; notifies management of unit requirements.
- Researches operational and administrative problems, evaluates alternatives, recommends solutions and implements approved changes.
- Consults with customers on projects; advises on project feasibility and recommends solutions.

## Supervising Information Technology Analyst

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- Resolves complex technical problems; provides training and assistance to staff as needed.
- Develops and obtains concurrence on service level agreements.
- Coordinates the resolution of vendor problems.
- Plans, determines requirements, designs, builds, tests, implements, maintains and enhances complex business, department and/or countywide systems.
- Integrates information systems for operability over multiple platforms and technologies.
- Acts as a liaison between vendors, technical support and departments to resolve system, network or telecommunications problems; coordinates and implements corrective measures.
- Models changes against hardware and software configurations to optimize the utilization of resources.
- Works with customers to determine needs; develops plans and proposals acceptable to the Information Technologies department 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, implements and monitors backup and recovery procedures.
- Determines and adjusts thresholds for system resources.
- Participates in projects related to assigned specialty fields.
- May supervise a project team assigned to projects covering multiple platforms and/or specialty fields.
- Provides data for justification of unit budget in relation to assigned projects.

## QUALIFICATIONS

### Knowledge of:

### All Options:

- Supervisory principles and practices including work planning and scheduling, work review and evaluation, employee training and discipline, and team dynamics and team building.
- Business system applications.
- Principles and techniques of software and systems quality assurance and control.
- Principles and practices of technical problem solving.
- Principles, processes and techniques of project management and related software.
- Principles, practices and techniques of customer service.

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- Design, installation and maintenance of mainframe, distributed, client/server and desktop computer systems.
- Principles and practices of producing project and technical documentation.
- Current trends and technological advancements.
- Information technology standards.

**Skill in:**

**All Options**

- Planning, organizing, coordinating, and directing the work of assigned staff.
- Selecting, motivating and evaluating staff and providing for their training and development.
- Promoting and maintaining a team environment.
- Organizing work, setting priorities, and using initiative and sound independent judgment within established guidelines.
- Analyzing complex technical and administrative problems, evaluating alternative solutions and recommending and implementing effective courses of action.
- Understanding highly complex information technology systems and issues.
- Making technical oral presentations to technical and non-technical audiences.
- Developing information technology strategies and architecture.
- Interpreting and applying rules, and explaining policies and procedures to customers and assigned staff.
- Preparing clear and concise reports, correspondence and other written materials.
- Communicating tactfully and effectively, orally and in writing, with Information Technology management, professional and support staff, Department Heads, departmental system users and vendors.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Incumbents in the Supervising Information Technology Analyst classification will also be expected to have knowledge of and skill in one or more of the following options:

**Database Administration Option:**

- Database management systems (DBMS).
- Data and database topology and architecture.
- Database design.
- Logical data schema.
- Database CASE tools.
- Data/file management tools.
- Database utilities.
- File and data recovery.
- Database security methods and techniques.
- Physical control standards and procedures.

**Office Systems Option:**

- County-wide 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 systems in diverse customer environments.
- Office systems maintenance, monitoring and troubleshooting methodologies.
- Architecture of operating systems and network operating systems.
- Office systems software internal operating functions and customer interfaces.
- LAN/WAN logical and physical design.
- Internet and Intranet architecture.

**Operating Systems Option:**

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

**Enterprise/Department Applications Option:**

- 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.
- Definition of technical specifications from customer and business requirements.
- Business systems analysis and planning process.
- Principles and practices of training, instructing and supporting customers.
- Practices of effective communication of technical issues to customer and client community.
- Customer acceptance testing.
- Website design concepts and standards.
- Website development languages, tools and techniques.
- Web based application design, tools and techniques.

**Networking/Telecommunications Option:**

- Networking topology and architecture.
- Logical and physical network design.
- LAN/WAN network hardware and software vendors and products.
- Data communication concepts and principles.
- Network security policies, techniques and procedures.
- Network documentation, configuration maintenance and diagnostic procedures and techniques.
- Designing, building, managing and maintaining Internet Protocol (IP) telephony systems.
- Data and voice network design.
- Network switching concepts and facilities.
- Architecture and design of telecommunications switches and voicemail systems.

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- Programming of switches and voicemail systems.
- Global communications systems and local carriers.
- Troubleshooting and repair of telecommunications equipment.
- Telecommunications vendor operating policies and procedures.

**Special Requirements:**

May be required to work on-call, weekends and irregular hours. Must be willing to respond to after-hours system emergencies. 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:**

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) Seven years experience working in one or more of the following fields: systems analysis, systems engineering, programming, data and/or database administration and/or analysis, operating systems, office systems, network analysis and/or management or similar field, in a multi-platform information systems environment. At least one year shall include project management and lead direction of staff, OR b) Three years of experience at the level equivalent to the County's class of Information Technology Analyst II as a Project/Team Leader.

**NOTE:** The above qualifications are a typically accepted way of obtaining the required knowledge and skills.