



## Legislation Text

**File #:** 18-0386, **Version:** 1

Information Technologies Department (IT) and Human Resources Department recommending the Board consider the following:

- 1) Adopt the newly created Information Technology Specialist I/II class specification:
- 2) Approve and authorize the Chair to sign Resolution **043-2018:**
  - a) Establishing the job class number, salary range, and bargaining unit designation for the classifications of Information Technology Specialist I and Information Technology Specialist II (flexibly staffed as Information Technology Specialist I/II);
  - b) Approving the retention of the Information Technology Analyst Trainee/I/II position until April 26, 2018; and
  - c) Amending the Authorized Personnel Allocation Resolution for the Information Technologies Department to delete 1.0 FTE Information Technology Analyst Trainee/I/II effective April 27, 2018 and adding 1.0 FTE Information Technology Specialist I/II positions.

**FUNDING:** General Fund.

### DEPARTMENT RECOMMENDATION

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  - b. Approving the retention of the Information Technology Analyst Trainee/I/II position until April 26, 2018;
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The recommended changes will allow the County to align with the appropriate classification for the work to be assigned to the positions.

### DISCUSSION / BACKGROUND

The Director of Information Technology received notification of the planned retirement of an employee in the class of Information Technology Analyst Trainee/I/II, effective April 26, 2018. The position currently occupied by this employee is primarily responsible for providing technical support to County employees on County system issues. The classification study conducted by Koff & Associates recommended the following:

- 1) The creation of a new flexibly staffed class - Information Technology Specialist I/II.
- 2) The reallocation of Information Technology Analyst Trainee/I/II positions currently responsible

for providing technical support to County end users, to the new class of Information Technology Specialist.

The Director of Information Technology wishes to utilize the soon to be vacant Information Technology Analyst Trainee/I/II allocation to create one new position allocated to the proposed Information Technology Specialist I/II classification. It is anticipated that one additional Information Technology Specialist I/II will be requested as part of the FY 2018-19 Budget.

Information Technology Specialist positions will be assigned full-time to answering the helpdesk phones and providing first- level support to County end users including password resets, support with desktop applications, setting up new users, basic troubleshooting using multiple diagnostic techniques to isolate and diagnose problems, ensuring connectivity to network and communication systems and, as applicable, resolving issues. In the event more complex problems cannot be resolved at their level, the first level helpdesk team will be elevating issues to an Analyst staff for resolution. The Analyst that currently assists our County employees with level one issues, will be allowed to focus on projects and more complexed issues as they arise.

These duties are consistent with the proposed class of Information Technology Specialist I/II.

The recommended salary ranges for Information Technology Specialist I and Information Technology Specialist II are based on internal alignment with the recently approved salary ranges for Information Systems Coordinator I and Information Systems Coordinator II classifications.

Human Resources recommends that the classifications of Information Technology Specialist I and Information Technology Specialist II be assigned to the General (GE) Unit of El Dorado County Employees' Association, Local 1 due to the technical nature of the work assigned.

## **ALTERNATIVES**

The Board could choose to direct the Information Technologies Department to fill the vacant Information Technology Analyst Trainee/I/II position. The Board could choose to direct Information Technologies to update their personnel allocation during the next budget cycle. However, this is not recommended due to the anticipated vacancy in the position.

## **OTHER DEPARTMENT / AGENCY INVOLVEMENT**

Information Technologies

## **CAO RECOMMENDATION**

It is recommended that the Board approve this item.

## **FINANCIAL IMPACT**

The cost of the change in position allocations in the Information Technologies Department will be a reduction of \$22,000 per year assuming hiring of the IT Specialist I at step 3. Approval of the item would not result in substantial changes to the department's budget for the current fiscal year, as the change in position allocations could be funded through budget salary savings.

## **CLERK OF THE BOARD FOLLOW UP ACTIONS**

Clerk of the Board to provide Information Technologies (Attention: David Russell) and Human Resources (Attention: Katie Lee) with a copy of the fully executed Resolution.

## **STRATEGIC PLAN COMPONENT**

Good Governance

**CONTACT**

David Russell, Director of Information Technology

Jill Engelmann, Assistant Director of Human Resources