



Legislation Text

File #: 24-0330, **Version:** 1

Human Resources Department and the Information Technologies Department recommending the Board:

- 1) Approve and adopt the new department-specific classifications of Information Technology Analyst I/II - Telecommunications;
- 2) Revise the Supervising Information Technology Analyst class and retitle it to Information Technology Supervisor;
- 3) Adopt and authorize the Chair to sign Resolution **035-2024** to:
 - a) Approve the Job Class Number, bargaining unit, and salary range for the new IT department-specific classifications of Information Technology Analyst I/II -Telecommunications;
 - b) Retitle the Supervising Information Technology Analyst class to Information Technology Supervisor; and
 - c) Approve, due to an upward reclassification of one Supervising Information Technology Analyst allocation and incumbent (position number 344), the deletion of 1.0 full-time equivalent (FTE) Supervising Information Technology Analyst (new title Information Technology Supervisor) allocation and the addition of 1.0 FTE Deputy Director of Information Technologies in IT; and
- 4) Waive the requirement for filling the Deputy Director of Information Technologies position through a competitive examination process, allowing the incumbent to be appointed to the position as provided for in Section 507.1.2 of the Personnel Rules.

FUNDING: General Fund with partial cost recovery through the Cost Allocation Plan.

DISCUSSION / BACKGROUND

The Information Technologies Department (IT) requested the Human Resources Department (HR) to create a new class that would be able to perform analytical work related to the County's telecommunication systems. While the County has a Telecom Technician class it does not allow for the higher-level work required such as system design and planning, taking the lead on a telecom project, or reporting on performance metrics. The County's telecommunications systems have evolved to include newer technologies, such as Voice-over IP (VoIP), Session Initiation Protocols (SIP) that support SIP phones and SIP trunking, integrated VoIP voicemail systems, and a higher level of basic networking. These newer systems require a higher level of knowledge, training, and analytical abilities than those of a technician-level position. Additionally, several laws (Kari's Law, Ray Baum's Law) regarding the implementation of 911 services have been enacted in the last few years leading to an increased need for complex support. Currently, IT classes that do not have predominantly telecom responsibility are performing the work which is hindering the ability to perform work within their class. To address this issue, HR worked with IT to create the IT Analyst - Telecommunication class series. Additionally, the new class will provide promotional opportunity for the Telecom Technician class.

In 2019, the County abolished a similar class series, IT Analyst Trainee/I/II - Telecommunications as it was not expected to be needed in the upcoming year with the option to reactivate if the need for it arose. IT confirmed the class is now needed to complete their operational objectives.

IT requested HR to study a filled Supervising Information Technology Analyst as the concern was the incumbent was working at a higher level than the Supervising class. The result of the study was that the incumbent was performing management-level duties to support and assist existing leadership and external departments. HR's recommendation is to upwardly reclassify the position to a Deputy Director of IT as it is the next highest class in IT's class structure and appropriate based on the work the incumbent is regularly performing.

Previously, IT had two (2.0) FTE Deputy Director of IT personnel allocations that were deleted in July 2020. At that time, the IT Department was restructuring following the decommissioning of the mainframe systems and looking for ways to comply with Board directed Net County Cost savings. The department was bringing on an Assistant Director of IT to provide cross-departmental, project-based leadership in this changing environment. The Deputy Director positions were eliminated at this time given the changes occurring within the department.

Changes in the ever-evolving IT landscape, especially around network systems, cloud-based systems, security, and data/disaster recovery are helping to drive the department's decision to reorganize again. There is a current need for a leader to be able to support all of IT's infrastructure departments (Network, Server/Cloud, Device Management, Helpdesk Support, and Telecom), and work in partnership with the Security Office is necessary to assist with the management and streamlining of IT functions and priorities and support staff across numerous functions. This need is currently being filled by the Supervising IT Analyst position recommended for upward reclassification to Deputy Director of IT.

ALTERNATIVES

The Board could choose not to approve the recommendations and direct HR to make revisions or conduct additional analysis.

PRIOR BOARD ACTION

01/28/2020 Legistar item 19-1698 - Abolish IT Analyst TR/I/II - Telecommunications

07/21/2020 Legistar item 20-0966 - Reduction in Force - Deputy Director of IT

OTHER DEPARTMENT / AGENCY INVOLVEMENT

Information Technologies

Public Employees, Local #1

Managers' Association

CAO RECOMMENDATION

Approve as recommended.

FINANCIAL IMPACT

The estimated cost for the remainder of FY 2023-24 is approximately \$2,500 and will be covered with salary savings in IT. The cost for FY 2024-25 is approximately \$8,000 and will be included in the FY 2024-25 Recommended Budget.

CLERK OF THE BOARD FOLLOW UP ACTIONS

Upon Board adoption and approval, please provide a copy of the executed Resolution to Heather Andersen in Human Resources.

STRATEGIC PLAN COMPONENT

Workforce Excellence

CONTACT

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