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DEPARTMENT OF
ADMINISTRATIVE SERVICES

SALLY W. NAGY
CHIEF INFORMATION OFFICER

CITY OF SACRAMENTO
CALIFORNIA

April 6, 2000

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City Council
Sacramento, California

SUBJECT: INFORMATION TECHNOLOGY CLASSIFICATION STUDY

LOCATION: Citywide

RECOMMENDATION:

This report provides information regarding the just-concluded information technology classification study and is for information only.

CONTACT PERSON:

Sally W. Nagy, Chief Information Officer, 264-8600

FOR COUNCIL MEETING OF: April 13, 2000

SUMMARY:

On March 21, 2000, the Civil Service Board approved the creation of nine new civil service job classifications for information technology positions, as well as revisions to five existing information technology job classifications. This action was a key step toward development of a classification and pay structure that will enable the City to attract and retain skilled information technology staff. This report provides status information on that action and the City's efforts to develop a supportive training program and career track for technology staff that will enable them to keep abreast of changes in technology so that the City can continue to make progress in its deployment.

BACKGROUND:

The Technology Division of the Administrative Services Department has been working with the Personnel Division to identify issues related to attracting and retaining skilled information technology staff. Problem areas include the following:

- ◆ It is difficult to attract qualified staff
 - Existing job specifications are outdated, especially in the minimum qualifications area resulting in the screening out of qualified candidates
 - The hiring process is cumbersome and takes too long, thereby causing loss of qualified candidates
 - Salaries are not competitive
- ◆ It is difficult to retain qualified staff
 - Staff lack sufficient training opportunities to successfully implement new technologies
 - Minimal career opportunities are available to City staff who desire to remain in a technical position
 - Salaries are not competitive

This project has five main components:

- Creating updated job specifications
- Adjusting the salary structure
- Identifying training needs and developing a personalized training program for each member of the technology staff
- Developing a career track
- Modifying the recruitment process

Action Taken:

- ◆ Initially, position descriptions were developed for the various types of work performed (i.e. network administration, programming, desktop support, trouble-shooting, etc.). These focused on a definition of duties performed and the skills and knowledge necessary to perform these duties well. These were then grouped into families of similar duties from which job specifications were developed. A key component was the creation of a generic "trainee" classification geared toward enabling current City staff with aptitude and interest to move into the technology field and get a taste of its various components before settling on an area of specialization. Another, was the creation of the level of "principal" for the two most technical areas. This exempt position provides a non-supervisory career path for highly skilled employees. (NOTE: For this effort, telecommunications positions were excluded and will be looked at separately upon completion of the current review. Data entry technician positions were also excluded. There are no plans currently to review those.) During the final review process, it was determined that further study of the computer operator series is warranted. This will occur when we conduct the review of the telecommunications positions.

City Council

Re: Information Technology Classification Study

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- ◆ The information technology staff from eight departments completed position description questionnaires (PDQs) and Personnel conducted several staff interviews. These were used to allocate staff into the new job classifications. Meetings were then held with department heads and/or their representatives to confirm the proposed job class and salary step for their employees. Discussions occurred with representatives of Local 39 and with nearly all City information technology staff to explain the new structure and the goals of the upcoming training and development program.
- ◆ A salary survey was conducted. This included the cities of Fresno, Long Beach, Oakland, Santa Ana, Anaheim and San Francisco; Sacramento County, the State of California and SMUD. As structured, the new ranges and training program are designed to allow the City to compete effectively against the County and the State. They are also designed to narrow the gap between the City and local competitors by making the City a bit more attractive to technology staff. They position us to be competitive with small businesses though we will still lag behind larger area private concerns
- ◆ The Civil Service Board approved the new and revised classifications on March 21, 2000. As part of that process, staff worked with Local 39 to reach a consensus.
- ◆ Finally, the recruitment process was streamlined to both shorten and ease the ranking and selection process. The new process has been used successfully for recent Geographic Information System (GIS) recruitments.

Next Steps:

- ◆ Mayor and Council approval – April 2000
- ◆ Implementation - April
- ◆ Conduct Skills Assessment - May/July
- ◆ Develop individualized training/education plans - July/Sept
- ◆ Study Telecommunications positions - April/May
- ◆ Revisit Computer Operator positions - April/May

FINANCIAL CONSIDERATIONS:

Approximately seventy current employees will be affected by this reallocation, receiving an average monthly increase of \$405. As proposed, the monthly cost of salary adjustments is estimated at \$28,775 (salary only); \$345,300 annually.

For FY00, no additional funding is being requested. The new pay rates will be in effect for six pay periods. Departments will cover this (approximately \$80,000) out of existing funds. The largest departmental increase (approximately \$32,000) will occur in the Technology Division of Administrative Services Department and will be funded out of the Technology Reserve in 101-750-7110 (non-departmental).

For FY01, departmental budget requests will reflect these costs. The Technology Division of Administrative Services Department will also include in its budget request funding to begin the rollout of the new training program to ensure all City technology staff have equal access to identified training. Also, additional technology positions will be requested for Council's consideration as part of the FY01 budget submission.

ENVIRONMENTAL CONSIDERATIONS:

This proposal does not constitute a project and is, therefore, exempt from the California Environmental Quality Act according to CEQA guidelines, Section 1506(b)(1) and 15378(b)(3).

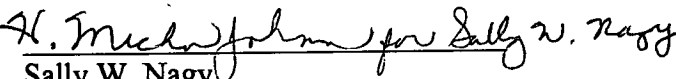
POLICY CONSIDERATIONS:

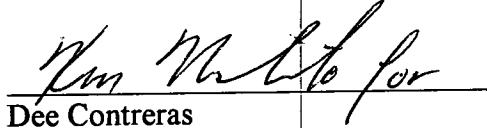
Consistent with City policy, the new and revised job classifications were approved by the City of Sacramento Civil Service Board. Staff discussed these job classifications and the training and development program with Local 39 to gain consensus.

ESBE/SBE CONSIDERATIONS:


Not applicable because no goods or services are being requested.

Respectfully submitted,


Sally W. Nagy
Chief Information Officer


Dee Contreras
Labor Relations Director

RECOMMENDATION APPROVED:


ROBERT P. THOMAS
City Manager

Attachment:

Civil Service Board Minutes of March 21, 2000

CITY OF SACRAMENTO CIVIL SERVICE BOARD

Job Classification Action

Date: March 21, 2000
 Staff: Kristine Humphries

CLASSIFICATION(S)	PROPOSED ACTION	SUMMARY/ANALYSIS
APPLICATION DEVELOPER I/II DEPARTMENT SYSTEMS SPECIALIST I/II INFORMATION TECHNOLOGY SUPPORT SPECIALIST I/II INFORMATION TECHNOLOGY TRAINEE SENIOR APPLICATION DEVELOPER SENIOR DEPARTMENT SYSTEMS SPECIALIST SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST SENIOR PROGRAMMER SENIOR SYSTEMS PROGRAMMER	<input checked="" type="checkbox"/> Establish <input type="checkbox"/> Revise <input type="checkbox"/> Retitle <input type="checkbox"/> Abolish	<p>The City recommends that the Civil Service Board approve the nine new classifications listed below:</p> APPLICATION DEVELOPER I/II DEPARTMENT SYSTEMS SPECIALIST I/II INFORMATION TECHNOLOGY SUPPORT SPECIALIST I/II INFORMATION TECHNOLOGY TRAINEE SENIOR APPLICATION DEVELOPER SENIOR DEPARTMENT SYSTEMS SPECIALIST SENIOR INFORMATION TECHNOLOGY SUPPORT SPECIALIST SENIOR PROGRAMMER SENIOR SYSTEMS PROGRAMMER
		<p>The City is proposing to establish these new classifications to build better career paths and assist the information technology department with recruitment and retention efforts. Local 39, the union that will represent some of the classifications, has reviewed this proposal and is in agreement.</p>

CITY OF SACRAMENTO CIVIL SERVICE BOARD

Job Classification Action

Date: March 21, 2000
 Staff: Kristine Humphries

CLASSIFICATION(S)	PROPOSED ACTION	SUMMARY/ANALYSIS
COMPUTER OPERATOR GEOGRAPHIC INFORMATION SYSTEMS SPECIALIST I/II/III PROGRAMMER I/II SENIOR COMPUTER OPERATOR SYSTEMS PROGRAMMER I/II	<input type="checkbox"/> Establish <input checked="" type="checkbox"/> XX Revise <input type="checkbox"/> Retitle <input type="checkbox"/> Abolish	<p>The City recommends that the Civil Service Board approve the five revisions (see attached) to the classifications listed below:</p> <p>COMPUTER OPERATOR GEOGRAPHIC INFORMATION SYSTEMS SPECIALIST I/II/III PROGRAMMER I/II SENIOR COMPUTER OPERATOR SYSTEMS PROGRAMMER I/II</p> <p>Local 39, the union that represents some of the classifications, has reviewed this proposal and is in agreement.</p>