

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**FROM:** Human Resources Department

**SUBMITTAL DATE:**  
August 12, 2013

**SUBJECT:** Classification recommendations for various job classifications and amend Ordinance No. 440 pursuant to Resolution No. 440-8938 submitted herewith.

**RECOMMENDED MOTION:** That the Board of Supervisors approve the recommendations and amend Ordinance No. 440 pursuant to Resolution No. 440-8938 submitted herewith.


**BACKGROUND:** The following recommendations are the result of classification requests from the Riverside County Information Technology (RCIT) Department. These include creation of: i) Deputy Director of Media Services - Information Technology as an At-Will classification; and ii) a two-level IT Project Manager job series.

  
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 Barbara A. Olivier  
 Asst. County Executive Officer/Human Resources Director

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	No
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	No
	Annual Net County Cost:	\$ 0	For Fiscal Year:	2013/14

<b>SOURCE OF FUNDS:</b>	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

**APPROVE**  
 BY:   
 Christopher M. Hans

**County Executive Office Signature**

- Policy
- Policy
- Consent
- Consent

Dep't Recomm.:  
Per Exec. Ofc.:

**Prev. Agn. Ref.:** | **District:** ALL | **Agenda Number:**

**BACKGROUND continued:**

**CREATION OF NEW CLASSIFICATIONS**

**Deputy Director of Media Services – Information Technology:**

This single-position class reports to the Chief Information Officer (CIO) and will direct the County's Media Services Division and develop, implement, and coordinate the County's use of media services for public information dissemination and other applications involving the use of video technology. The incumbent will have the daily responsibility for managing, through subordinate supervisors, including the management of client relations to ensure that service objective expectations are developed and attained, and participates in CIO strategic and organizational planning processes.

It is recommended to add this new classification to the Class & Salary Listing at salary plan/grade XMB 139/L23 (\$89,168 – 160,021). This class will be designated At-Will and eligible for the Performance Recognition Plan as outlined in Section 311(B) of the current Management Resolution No. 2012-243. This request is only to add the classification and there is no immediate financial impact associated with this request. The proposed job specification is attached.

**IT Project Manager and Senior IT Project Manager**

The Riverside County Information Technology Department has requested the creation of an IT Project Manager series to plan, organize, and coordinate the work of County professional and technical staff, consultants, and other resources involved in the delivery of Information Technology projects, upgrades, and services. Positions in the IT Project Manager class will participate in leading and coordinating information technology projects with responsibility for developing project budgets, monitoring performance against financial parameters, and reporting on project status. The Senior IT Project Manager will act as a liaison in leading and managing all aspects of information technology projects, ensuring governance process adherence, project continuity, and stakeholder management and be responsible for managing multiple large and complex projects with significant discretion exercised over technical issues, problems, and resolutions.

It is recommended to add the new classification of IT Project Manager to the Class & Salary Listing at salary plan/grade ITS 471/L12 (\$65,878 – 96,872) and the new classification of Senior IT Project Manager to the Class & Salary Listing at salary plan/grade ITS 559/L12 (\$75,418 – 112,371). This request is only to add the classifications and there is no immediate financial impact associated with this request. The proposed job specifications are attached.

1 RESOLUTION NO. 440-8938

2  
3 BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in  
4 regular session assembled on August 20, 2013, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the  
5 Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and  
6 Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as  
7 follows:

8 <u>Job</u>			<u>Salary</u>
<u>Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Plan/Grade</u>
9 92757	+	Deputy Director of Media Services – IT	XMB 139/L23
10 86168	+	IT Project Manager	ITS 471/L12
11 86169	+	Senior IT Project Manager	ITS 559/L12

12  
13  
14 BE IT FURTHER RESOLVED that pursuant to Section 3(c)(ii) of Ordinance No. 440, the  
15 Assistant County Executive Officer/Human Resources Director is authorized to add the following  
16 classification(s) to Appendix II, operative at the beginning of the pay period following the date of  
17 approval, as follows:

18 <u>Job</u>		
<u>Code</u>	<u>+/-</u>	<u>Class Title</u>
19 92757	+	Deputy Director of Media Services – IT



**DEPUTY DIRECTOR OF MEDIA  
SERVICES - INFORMATION  
TECHNOLOGY**

Class Code: 92757

COUNTY OF RIVERSIDE  
Established Date: Aug 22, 2013  
Revision Date: Aug 22, 2013

**SALARY RANGE**

\$42.87 - \$76.93 Hourly  
\$7,430.64 - \$13,335.11 Monthly  
\$89,167.73 - \$160,021.26 Annually

**CLASS CONCEPT:**

Directs the activities of the County's Media Services Division and related production facilities; plans, develops, implements, and coordinates County use of media services and other media for public information dissemination and other applications involving the use of video technology; and performs other related duties as required.

This single-position class reports to, and receives overall policy guidance from, the Chief Information Officer (CIO). The incumbent will have the daily responsibility for managing, through subordinate supervisors, including the management of client relations to ensure that service objective expectations are developed and attained, and participates in CIO strategic and organizational planning processes.

This class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (2) of the County Management Resolution and serves at the pleasure of the Chief Information Officer.

This class has been deemed eligible for the Performance Recognition Plan as set forth under Article 3, Section 311(B) of the County Management Resolution. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have significant influence on the achievement of organizational objectives.

**REPRESENTATION UNIT:** Management

**EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Perform a combination of administrative, supervisory, promotional and professional media production duties in supervising a staff of employees engaged in developing, planning, implementing, coordinating, and producing media programming for training, closed circuit audio and video, and County access/public information purposes.
- Responsible for promoting the use of the County's media production facilities.
- Plan, organize, coordinate, and direct internet programming for the County of Riverside.
- Coordinate and manage the County's media production facilities.
- Supervise all media production personnel in RCIT.

- Schedule the use of the media production facilities.
- Promote the use of the County's media production facilities by all County departments.
- Assist County personnel and officials with programming ideas, development, and production.
- Coordinate the training of designated County personnel in media production.
- Determine the availability of and develop resources necessary to meet the programming requirements of County departments.
- Review and approve requests from various County agencies for use of the production facilities after determining feasibility and cost factors involved in providing such services.
- Evaluate programs to determine if programs meet established criteria and initiate changes as necessary.
- Confer with subordinates, supervisors, and staff members to clarify plans and policies and to provide both technical and administrative direction.
- Direct the preparation of the Division's annual budget requests.
- Other duties as assigned for training purposes or to meet technological changes or emergencies.

**RECRUITING GUIDELINES:**

**Education:** Graduation from an accredited college or university with a Bachelor's or Master's degree, preferably with major course work in media information systems, broadcasting, broadcast administration, or a closely related field.

**Experience:** Three years of experience in a comparable management position, which includes responsibility for setting media standards and architectures, and managing a variety of large and complex media technology platforms and implementation of projects. This experience must include a minimum of one year of responsible supervision of professional/management staff.

**Knowledge of:** Media technology and system architectures; media technology standards and their benefits; principles underlying, and methods of determining, total cost of ownership; media production and production facilities management; federal, state and local laws, policies and guidelines in conjunction with the duties of the position, current media technology marketplace; principles and practices of general, financial and personnel management.

**Ability to:** Manage a large and complex media system; manage and track a variety of concurrent complex media technology projects to ensure timely and cost-effective completion; keep current with trends in the industry and be able to apply them at the County when practical; recognize problems, generate and evaluate alternative solutions, and devise effective courses of action; analyze and make improvements in department policies and practices; provide strong organizational leadership; work effectively as a team player, promote collaboration and innovation; speak and write effectively; make effective, professional presentations; present a professional and positive demeanor; approach change and challenges positively and constructively; and prepare, monitor and review division/department budgets.

**SUPPLEMENTAL INFORMATION:**

**Job Competencies/Performance Measures**

- Maintains up-to-date knowledge of current and leading edge technologies; communicates knowledge to others.
- Gains confidence of stakeholders, including County elected officials, executive managers and

department heads in IT Department services.

- Works effectively with customers to determine needs and implement standards; leads organization in meeting customer needs.
- Effectively plans and manages large-scale organizational change.
- Provides positive, exemplary, and visionary leadership.
- Skillfully manages competing demands and priorities.
- Understands operations of each IT division.
- Develops innovative plans and solutions to problems.
- Makes and meets commitments.
- Communicates clearly, concisely, and meaningfully.
- Establishes consensus.
- Makes sound and accurate decisions under tight time frames.
- Handles sensitive issues with tact and finesse.

**OTHER REQUIREMENTS:**

License: Possession of a valid California Driver's License may be required.

A successful Security Clearance conducted by the Sheriffs' Department is required.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



## IT PROJECT MANAGER

Class Code: 86168

COUNTY OF RIVERSIDE  
Established Date: Aug 22, 2013  
Revision Date: Aug 22, 2013

### **SALARY RANGE**

\$31.67 - \$46.57 Hourly  
\$5,489.80 - \$8,072.64 Monthly  
\$65,877.55 - \$96,871.63 Annually

### **CLASS CONCEPT:**

Under general direction, plans, organizes, directs, and coordinates technology systems projects of moderate size and complexity for the Riverside County Information Technology Department; plans, organizes, and coordinates the work of County professional and technical staff, consultants, and other resources involved in the delivery of Information Technology projects, upgrades, and services; and performs other related duties as required.

Positions in this class participate in leading and coordinating information technology projects with responsibility for developing project budgets, monitoring performance against financial parameters, and reporting on project status. This class is distinguished from Senior IT Project Manager in that the latter is responsible for managing multiple large and complex projects with significant discretion exercised over technical issues, problems, and resolutions.

**REPRESENTATION UNIT:** Professional

### **EXAMPLES OF ESSENTIAL DUTIES:**

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Assist Senior IT Project Managers in directing, reviewing, and approving the preparation of project plans, managing all aspects of IT projects, including monitoring scope, milestones, dependencies, costs, and benefits through lifecycle.
- Serve as the project lead over medium-sized information systems projects requiring the support of professional and technical staff and the procurement/utilization of designated resources.
- Plan and oversee assigned projects to completion; identify scope and objectives; identify deliverables and establish schedules and timelines; may assign and review the work of project teams.
- Develop, coordinate, and monitor project budgets and resources; monitor vendor performance to ensure compliance with County standards and specifications; prioritize and schedule major activities to ensure the most effective use of staff and equipment.
- Collaborate with clients to define project scope and review project activities, recommendations and outcomes; coordinate the use of project resources based on project specifications; coordinate and communicate with end users, management, staff, and vendors on project issues and status.
- Prepare project documents, requirements, reports, feasibility studies, cost/benefit analysis, and quality

assurance and control standards; develop project work plans and schedules and monitor project resources including staff time, vendor work, and finances.

- Provide professional leadership and support for systems design and development projects.
- Manage and review project budgets and schedules and prepare progress reports to ensure compliance with project scope and agreement provisions; ensure that assigned projects are delivered on time, within budget, and to customer specifications.
- Identify and highlight risks and issues within the project and escalate appropriately; devise effective mitigation and escalation strategies for projects to address risks and issues.
- Develop project work plans and schedule and monitor project resources including staff time, vendor work, and finances; manage, coordinate, plan, direct, and review the work of project personnel in all phases of work.
- Define schedules for project implementation; prioritize and schedule major activities to ensure the most effective use of staff and equipment.
- Analyze alignment of project proposals to County objectives and strategies.

**RECRUITING GUIDELINES:**

**Education:** Possession of a Bachelor's degree from an accredited college or university in computer science, information systems, management, business administration, or closely related field. (Additional qualifying experience may be substituted for the required education on the basis of one year of full-time experience equaling 30 semester or 45 quarter units of education). Possession of a Project Management Professional (PMP) certificate from an accredited college or university is highly desirable.

**Experience:** Three years of project management experience with one of those years at the level of a project lead over multiple technology projects.

**Knowledge of:** Project management principles, methods, and techniques such as organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks and delegating assignments to project staff; advanced principles, methods and techniques used in designing, developing, testing and implementing information technology systems; advanced methods and techniques of evaluating business requirements to provide technology solutions; principles, methods, and tools of quality assurance and quality control; government contracts, budgeting, and purchasing processes.

**Ability to:** Coordinate and administer large, complex information technology projects; plan, organize, and direct the work of technical experts; manage and administer program budgets; prepare or direct the preparation of complex plans, specifications, and comprehensive reports; perform difficult technical research, analyze situations accurately, and adopt effective courses of action; review, evaluate, recommend, and/or approve proposals and plans for complex IT projects and/or programs; analyze project management problems and develop implementation plans to effect changes; gather and analyze data, reason logically, draw valid conclusions and make appropriate recommendations; resolve technical problems and innovate more efficient use of IT resources; prepare concise reports and documents; establish and maintain effective working relationships with staff, customers, other employees, and the public; communicate effectively with people at all organizational levels.

**OTHER REQUIREMENTS:**

**License/Certificate:** Possession of a valid California Driver's License.

A successful Security Clearance conducted by the Sheriffs' Department is required for positions within the



Riverside County Information Technology Department.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.



## SENIOR IT PROJECT MANAGER

Class Code: 86169

COUNTY OF RIVERSIDE

Established Date: Aug 22, 2013

Revision Date: Aug 22, 2013

### SALARY RANGE

\$36.74 - \$54.02 Hourly

\$6,368.18 - \$9,364.26 Monthly

\$76,418.16 - \$112,371.17 Annually

### CLASS CONCEPT:

Under general direction, plans, organizes, directs, and coordinates a variety of complex technology systems projects for the Riverside County Information Technology Department; plans, organizes, and manages the work of County professional and technical staff, consultants, and other resources involved in the delivery of Information Technology projects, upgrades, and services; and performs other related duties as required.

Positions in this class act as liaisons in leading and managing all aspects of information technology projects, ensuring governance process adherence, project continuity, and stakeholder management with responsibility for developing project budgets, monitoring performance against financial parameters, and reporting on project status. This class is distinguished from IT Project Manager by the number, size, and complexity of the projects managed and the amount of discretion exercised over technical issues, problems, and resolutions.

**REPRESENTATION UNIT:** Supervisory

### EXAMPLES OF ESSENTIAL DUTIES:

(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Direct, review, and approve the preparation of project plans, managing all aspects of IT projects, including monitoring scope, milestones, dependencies, costs, and benefits through lifecycle.
- Serve as the project lead over large information systems projects requiring the support of multiple staff and the procurement/utilization of significant resources; provide professional leadership, supervision, and support for systems design and development projects.
- Plan and oversee multiple projects to completion; identify scope and objectives; identify deliverables and establish schedules and timelines; assign work to project teams.
- Develop, coordinate, and monitor project budgets and resources; monitor vendor performance to ensure compliance with County standards and specifications; prioritize and schedule major activities to ensure the most effective use of staff and equipment.
- Collaborate with clients to define project scope and review project activities, recommendations and outcomes; coordinate the use of project resources based on project specifications; coordinate and communicate with end users, management, staff, and vendors on project issues and status.

- Prepare project documents, requirements, reports, feasibility studies, cost/benefit analysis, and quality assurance and control standards; develop project work plans and schedule and monitor project resources including staff time, vendor work, and finances.
- Provide professional leadership, supervision, and support for systems design and development projects.
- Manage and review project budgets and schedules and prepare progress reports to ensure compliance with project scope and agreement provisions; ensure that multiple projects are delivered on time, within budget, and to customer specifications.
- Identify and highlight risks and issues within the project and escalate appropriately; devise effective mitigation and escalation strategies for projects to address risks and issues.
- Develop project work plans and schedule and monitor project resources including staff time, vendor work, and finances; manage, coordinate, plan, direct, and review the work of project personnel in all phases of work.
- Define schedules for project implementation; prioritize and schedule major activities to ensure the most effective use of staff and equipment.
- Analyze alignment of project proposals to County objectives and strategies.

**RECRUITING GUIDELINES:**

**OPTION I**

Education: Possession of a Bachelor's degree from an accredited college or university in computer science, information systems, management, business administration, or closely related field. Possession of a Project Management Professional (PMP) certificate from an accredited college or university is highly desirable.

AND

Experience: Five years of project management experience with two of those years at the level of a project lead or supervisor over multiple significant and complex technology projects.

**OR OPTION II**

Education: Possession of a Bachelor's degree from an accredited college or university in computer science, information systems, management, business administration, or closely related field. (Additional qualifying experience may be substituted for the required education on the basis of one year of full-time experience equaling 30 semester or 45 quarter units of education). Possession of a Project Management Professional (PMP) certificate from an accredited college or university is highly desirable.

AND

Experience: Five years of project management experience with two of those years at a level that is comparable to an IT Project Manager with Riverside County.

Knowledge of: Project management principles, methods, and techniques such as organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks and delegating assignments to project staff; advanced principles, methods and techniques used in designing, developing, testing and implementing information technology systems; advanced methods and techniques of evaluating business requirements to provide technology solutions;

principles, methods, and tools of quality assurance and quality control; government contracts, budgeting, and purchasing processes.

Ability to: Coordinate and administer large, complex information technology projects; plan, organize, and direct the work of technical experts; manage and administer program budgets; prepare or direct the preparation of complex plans, specifications, and comprehensive reports; perform difficult technical research, analyze situations accurately, and adopt effective courses of action; review, evaluate, recommend, and/or approve proposals and plans for complex IT projects and/or programs; analyze project management problems and develop implementation plans to effect changes; gather and analyze data, reason logically, draw valid conclusions and make appropriate recommendations; resolve technical problems and innovate more efficient use of IT resources; prepare concise reports and documents; establish and maintain effective working relationships with staff, customers, other employees, and the public; communicate effectively with people at all organizational levels.

**OTHER REQUIREMENTS:**

License/Certificate: Possession of a valid California Driver's License.

A successful Security Clearance conducted by the Sheriffs' Department is required for positions within the Riverside County Information Technology Department.

**PRE-EMPLOYMENT:**

All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment).

**PROBATIONARY PERIOD:**

As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.