

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

216



FROM: Human Resources Department

**SUBMITTAL DATE:
September 9, 2015**

SUBJECT: Classification and Compensation recommendation to establish the At-Will classifications of Information Technology Manager I, II, and III; and amend Ordinance No. 440 pursuant to Resolution No. 440-9007 submitted herewith. [District – All] [Total Cost - \$0] [SOURCE OF FUNDS - N/A]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to establish the At-Will classifications of Information Technology Manager I, II, and III; and
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9007

BACKGROUND:

Summary

The following recommendation is the result of a classification request from the Riverside County Information Technology Department (RCIT) to develop three new At-Will classifications of Information Technology Manager I, Information Technology Manager II, and Information Technology Manager III, which will report to either the Assistant Chief Information Officers within RCIT or higher ranking IT Managers and will serve at the pleasure of the Chief Information Officer.

Michael T. Stock
Asst. County Executive Officer/
Human Resources Director

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	
SOURCE OF FUNDS: N/A				Budget Adjustment: No	
				For Fiscal Year: 2015/2016	

C.E.O. RECOMMENDATION:

APPROVE

BY:
Samuel Wong

County Executive Office Signature

MINUTES OF THE BOARD OF SUPERVISORS

Prev. Agn. Ref.:

District: All

Agenda Number:

3-17

RCIT: Steve Reneker, CIO
Departmental Concurrence

- A-30
- Positions Added
- 4/5 Vote
- Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Classification and Compensation recommendation to establish the At-Will classifications of
Information Technology Manager I, II, and III; and amend Ordinance No. 440 pursuant to Resolution
No. 440-9007 submitted herewith. [District – All] [Total Cost - \$0] [SOURCE OF FUNDS - N/A]**

BACKGROUND:

Summary (continued)

The Riverside County Information Technology Department is committed to excellence, ensuring that the business of government is efficient by providing the information technology solutions that are reliable, long-term, financially viable, and secure. Furthermore, RCIT continuously strives to improve the dissemination of public service information through the expanded use of communications, computing technology, and effective telecommunications oversight. The RCIT is comprised of approximately 450 information technology professionals and support staff who provide support to the majority of County departments.

The RCIT department is comprised of the Converged Communications Bureau (CCB), the Enterprise Applications Bureau (EAB), the Technology Services Bureau (TSB), and the Departmental Applications and Special Projects Group, which includes Health and Human Services and County Customer Services providing Application Development, Communication, Geographic Information, Operation Support, Project Management, and Systems services. The Information Technology Manager series will be responsible for managing the small and large scale projects within various County departments and/or RCIT business units.

The RCIT Department is requesting to establish an At-Will Information Technology Manager classification series in order to allow the Chief Information Officer (CIO) the ability to operate efficiently and effectively and to ensure accountability for departmental results. The Information Technology Manager series will further allow the CIO the flexibility to adjust organizational responsibilities to meet rapidly changing technology and business needs for the County of Riverside department customers.

The IT Manager classifications are proposed as equivalent classifications to the existing Information Technology Officers (ITO) classification series, with an additional 5.5% added to the top of the salary ranges as an incentive for obtaining At-Will status. The department anticipates that current incumbents will likely choose to transition to these new classifications subsequently eliminating the need for ITO classifications in the future. The incumbents choosing to remain in their ITO positions can do so and those remaining ITO positions would be replaced with IT Manager positions through attrition.

CLASSIFICATION ADDITIONS

Information Technology Manager I: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 657/L19 (\$88,019 – \$141,983). This request is only to add the classification and there is no immediate financial impact associated with this request. The new class specification is attached.

Information Technology Manager II: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 775/L19 (\$100,465 – \$162,134). This request is only to add the classification and there is no immediate financial impact associated with this request. The new class specification is attached.

Information Technology Manager III: It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 815/L19 (\$107,057 – \$172,807). This request is only to add the classification and there is no immediate financial impact associated with this request. The new class specification is attached.

AT-WILL DESIGNATION

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Classification and Compensation recommendation to establish the At-Will classifications of
Information Technology Manager I, II, and III; and amend Ordinance No. 440 pursuant to Resolution
No. 440-9007 submitted herewith. [District – All] [Total Cost - \$0] [SOURCE OF FUNDS - N/A]**

Information Technology Manager I: It is recommended that this classification be designated At-Will in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Chief Information Officer. There is no financial impact to implement this change.

Information Technology Manager II: It is recommended that this classification be designated At-Will in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Chief Information Officer. There is no financial impact to implement this change.

Information Technology Manager III: It is recommended that this classification be designated At-Will in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Chief Information Officer. There is no financial impact to implement this change.

Impact on Residents and Businesses

No Impact

ATTACHMENTS:

- A. Resolution No. 440-9007**
- B. Information Technology Manager I Class Specification**
- C. Information Technology Manager II Class Specification**
- D. Information Technology Manager III Class Specification**

RESOLUTION NO. 440-9007

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on September 22, 2015, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary Plan/Grade</u>
86215	+	Information Technology Manager I	MRP 657/L19
86216	+	Information Technology Manager II	MRP 775/L19
86217	+	Information Technology Manager III	MRP 815/L19

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

<u>Job Code</u>	<u>+/-</u>	<u>Class Title</u>
86215	+	Information Technology Manager I
86216	+	Information Technology Manager II
86217	+	Information Technology Manager III



INFORMATION TECHNOLOGY MANAGER I

Class Code: 86215

COUNTY OF RIVERSIDE
Established Date: Sep 17, 2015
Revision Date: Sep 17, 2015

SALARY RANGE

\$42.32 - \$68.26 Hourly
\$7,334.89 - \$11,831.89 Monthly
\$88,018.74 - \$141,982.67 Annually

CLASS CONCEPT:

Under direction, plans, organizes, and directs an Information Technology (IT) function within an operating department or with the Riverside County Information Technology Department (RCIT); and performs other related duties as assigned.

There are three levels (I, II and III) within the Information Technology Manager (ITM) series, which are generally characterized and identified by their assigned role in an organization. Allocation to a level in the series is dependent upon evaluation of the sophistication, complexity, or criticality of the IT function managed.

The ITM I job classification is intended for use in small IT organizations, small divisions in RCIT or for positions which oversee a functional area in large IT organizations. Typically, the ITM I class reports to the Assistant Chief Information Officer or to an ITM II/III. Staff size for the ITM I class is less than 25 employees with oversight for highly technical specialties including, but not limited to network administration, applications support, systems operations, communications, help desk, and PC technical support. Responsibilities include managing a budget of less than \$3M with key oversight in all technology areas for the department and division, including setting of vision and strategic direction. The ITM I has significant knowledge of both current technology and industry directions plus the ability to apply technology issues to the business needs of the organization and presents technology vision and strategies to department and agency management.

The ITM I class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) 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(C) 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)

- Develop strategic plans and implement operational plans to provide information technology infrastructure to support the County and department's business goals.
- Develop and implement work plans to accomplish work group objectives; assign work and monitor

performance; take action in the full range of formal personnel activities.

- Oversee and provide consultation in the development of technology solutions to achieve business goals in a variety of operational areas.
- Create and foster partnerships with others to deliver and improve services as well as participates in forums of common interest to IT professionals.
- Establish policies and procedures as well as acceptable practices.
- Manage a portfolio of projects to be accomplished in the short- and long-term.
- Ensure customer satisfaction and work group productivity as well as a constructive operational environment and positive organizational behavior.
- Determine and act toward meeting work group resource needs.
- Prepare, negotiate and present budget and other funding proposals; monitor expenditures; and operate within budget allocation.
- Negotiate, prepare, review, and enforce contracts and service level agreements.
- Measure work productivity and customer satisfaction.
- Serve as liaison between County and other agencies.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with major course work in computer science, information systems, electronics engineering, voice/data communications, public/business administration, or a related field. (Additional qualifying experience in systems analysis, applications programming, user technical support, network administration, or telecommunications 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.)

Experience: Four or more years of supervisory or administrative experience with responsibility for planning, organizing, and implementing information system programs and projects. This must have included at least one year of experience supervising staff responsible for systems analysis, applications programming, user technical support, network administration, or telecommunications functions. (A Master's degree in computer science, information systems, or public/business administration may be substituted for one year of the non-supervisory experience.)

Knowledge of: Current technology in a changing environment; principles and practices of supervision, including matrix based project management; emerging technologies and industry supported (e.g., healthcare, law enforcement) applications, as well as understanding applicability of new technology to operations; consensus building and other group decision processes; organizational dynamics related to budget, human resource allocation, authority to act and other factors critical to establishing realistic objectives and achieving goals.

Ability to: Present technology vision and strategies to department and agency management; manage multifaceted and technically sophisticated projects and on-going operations; develop strategic plans for operation and growth; analyze user needs, existing and emerging technology, costs/benefits, internal political considerations and utilize available financial and human resources; establish objectives, activities and timelines and completing the work within those parameters; advocate for needed resources; persuade and influence others and negotiate desired outcomes; communicate with others from varied

socio-economic backgrounds, diverse cultural norms and conflicting priorities and needs; foster positive relationships and public relations.

SUPPLEMENTAL INFORMATION:

Skill in:

- Preparing reports, memos, and formal presentation materials that require attention to style and content to actively engage the reader and sell technical ideas.
- Listening to others and understanding direct and implicit messages; seeking and utilizing information from others.
- Tailoring verbal presentation of technical information based on understanding of and appealing to diverse perspectives and needs.
- Acting as client's trusted advisor and strategic partner by acting in the best interests of the client's needs, challenges, and opportunities.
- Anticipating situations and taking action to create opportunities and avoid problems.

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 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.



INFORMATION TECHNOLOGY MANAGER II

Class Code: 86216

COUNTY OF RIVERSIDE

Established Date: Sep 17, 2015

Revision Date: Sep 17, 2015

SALARY RANGE

\$48.30 - \$77.95 Hourly

\$8,372.05 - \$13,511.14 Monthly

\$100,464.62 - \$162,133.71 Annually

CLASS CONCEPT:

Plans, organizes, and directs an Information Technology (IT) function within an operating department or within the centralized Riverside County Information Technology (RCIT) department; and performs other related duties as assigned.

There are three levels (I, II and III) within the Information Technology Manager (ITM) series, which are generally characterized by their assigned role. Allocation to a level in the series is dependent upon evaluation of the sophistication, complexity, or criticality of the IT function managed.

The ITM II job classification is intended for use in medium-sized IT organizations, medium-sized divisions within RCIT, or for specialty positions, which provide a key Countywide function. Typically, the ITM II class reports to the Assistant Chief Information Officer or to an ITM III. Staff size for the ITM II class is 25 employees or more and comprised of a single division or multiple sections or units, with oversight for highly technical specialties including, but not limited to, midrange server support, applications development, systems administration, database administration, network administration, applications support, systems operations, communications, help desk and PC technical support. Responsibilities include managing a budget of \$3M or higher with key oversight in all technology areas for the department or division, including setting of vision and strategic direction. The ITM II class has significant advanced knowledge of both current technology and industry directions plus the ability to apply technology issues to the business needs of the organization and presents technology vision and strategies to department and agency management.

The ITM II class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) 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(C) 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)

- Develop strategic plans and implement operational plans to provide information technology infrastructure to support the County and department's business goals.

- Develop and implement work plans to accomplish work group objectives; assign work and monitor performance; take action in the full range of formal personnel activities.
- Oversee and provide consultation in the development of technology solutions to achieve business goals in a variety of operational areas.
- Create and foster partnerships with others to deliver and improve services as well as participate in forums of common interest to IT professionals.
- Establish policies and procedures as well as establish acceptable practices.
- Manage a portfolio of projects to be accomplished in the short- and long-term.
- Ensure customer satisfaction and work group productivity as well as a constructive operational environment and positive organizational behavior.
- Determine and act toward meeting work group resource needs.
- Prepare, negotiate and present budget and other funding proposals; monitor expenditures; and operate within budget allocation.
- Negotiate, prepare, review, and enforce contracts and service level agreements.
- Measure work productivity and customer satisfaction.
- Serve as liaison between County and other agencies.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with major course work in computer science, information systems, electronics engineering, voice/data communications, public/business administration, or a related field. (Additional qualifying experience in systems analysis, applications programming, user technical support, network administration, or telecommunications may be substituted for the required education on the basis of one year of full-time experience for 30 semester or 45 quarter units of education.)

Experience: Four or more years of supervisory or administrative experience with responsibility for planning, organizing, and implementing information system programs and projects. This must have included at least one year of experience supervising staff responsible for systems analysis, applications programming, user technical support network administration, or telecommunications functions. (A Master's degree in computer science, information systems, public/business administration may be substituted for one year of non-supervisory experience.)

Knowledge of: Current technology in a changing environment; principles and practices of supervision, including matrix based project management; emerging technologies and industry supported (e.g., healthcare, law enforcement) applications, as well as understanding applicability of new technology to operations; consensus building and other group decision processes; organizational dynamics related to budget, human resource allocation, authority to act and other factors critical to establishing realistic objectives and achieving goals.

Ability to: Present technology vision and strategies to department and agency management; manage multifaceted and technically sophisticated projects and on-going operations; develop strategic plans for operation and growth; analyze user needs, existing and emerging technology, costs/benefits, internal political considerations and utilize available financial and human resources; establish objectives, activities and timelines and completing the work within those parameters; advocate for needed resources;

persuade and influence others and negotiate desired outcomes; communicate with others from varied socio-economic backgrounds, diverse cultural norms and conflicting priorities and needs; foster positive relationships and public relations.

SUPPLEMENTAL INFORMATION:

Skill in:

- Preparing reports, memos, and formal presentation materials that require attention to style and content to actively engage the reader and sell technical ideas.
- Listening to others and understanding direct and implicit messages; seeking and utilizing information from others.
- Tailoring verbal presentation of technical information based on understanding of and appealing to diverse perspectives and needs.
- Acting as clients trusted advisor and strategic partner by acting in the best interests of the client's needs, challenges, and opportunities.
- Anticipating situations and taking action to create opportunities and avoid problems.

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 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.



INFORMATION TECHNOLOGY MANAGER III

Class Code: 86217

COUNTY OF RIVERSIDE
Established Date: Sep 17, 2015
Revision Date: Sep 17, 2015

SALARY RANGE

\$51.47 - \$83.08 Hourly
\$8,921.39 - \$14,400.59 Monthly
\$107,056.77 - \$172,807.02 Annually

CLASS CONCEPT:

Plans, organizes, and directs an Information Technology (IT) function within an operating department or within the centralized Riverside County Information Technology (RCIT) department; and performs other related duties as assigned.

There are three levels (I, II and III) within the Information Technology Manager (ITM) series, which are generally characterized by their assigned role. Allocation to a level in the series is dependent upon evaluation of the sophistication, complexity, or criticality of the IT function managed.

The ITM III job classification is reserved for IT managers of the largest County IT organizations or large divisions within RCIT. Typically the ITM III class reports to the Chief Information Officer (CIO) or the Assistant CIO. The ITM III class is responsible for management of multiple divisions and sections with oversight for highly technical specialties including, but not limited to, multiple midrange server support, applications development, systems administration, database administration, network administration, applications support, systems operations, communications, help desk and PC technical support. Staff size for the ITM III class is typically 80 or more employees, including one or more subordinate IT managers. Responsibilities include managing a budget of \$10M or higher with key oversight in all technology areas for the department and division including setting of vision and strategic direction. The ITM III will Interface with internal management, state agencies, federal and regulatory agencies, or multiple County departments and agencies, and presents technology vision and strategies to executive management and Board of Supervisors.

The ITM III class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) 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(C) 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)

- Develop strategic plans and implement operational plans to provide information technology infrastructure to support the County and department's business goals.

- Develop and implement work plans to accomplish work group objectives; assign work and monitor performance; take action in the full range of formal personnel activities.
- Oversee and provide consultation in the development of technology solutions to achieve business goals in a variety of operational areas.
- Create and foster partnerships with others to deliver and improve services as well as participate in forums of common interest to IT professionals.
- Establish policies and procedures as well as establish acceptable practices.
- Manage a portfolio of projects to be accomplished in the short- and long-term.
- Ensure customer satisfaction and work group productivity as well as a constructive operational environment and positive organizational behavior.
- Determine and act toward meeting work group resource needs.
- Prepare, negotiate and present budget and other funding proposals; monitor expenditures; and operate within budget allocation.
- Negotiate, prepare, review, and enforce contracts and service level agreements.
- Measure work productivity and customer satisfaction.
- Serve as liaison between County and other agencies.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with major course work in computer science, information systems, electronics engineering, voice/data communications, public/business administration, or a related field. (Additional qualifying experience in systems analysis, applications programming, user technical support, network administration, or telecommunications may be substituted for the required education on the basis of one year of full-time experience for 630 semester or 45 quarter units of education.)

Experience: Four or more years of supervisory or administrative experience with responsibility for planning, organizing, and implementing information system programs and projects. This must have included at least one year of experience supervising staff responsible for systems analysis, applications programming, user technical support, network administration, or telecommunications functions. (A Master's degree in computer science, information systems, public/business administration may be substituted for one year of non-supervisory experience.)

Knowledge of: Current technology in a changing environment; principles and practices of supervision, including matrix based project management; emerging technologies and industry supported (e.g., healthcare, law enforcement) applications, as well as understanding applicability of new technology to operations; consensus building and other group decision processes; organizational dynamics related to budget, human resource allocation, authority to act and other factors critical to establishing realistic objectives and achieving goals.

Ability to: Present technology vision and strategies to department and agency management; manage multifaceted and technically sophisticated projects and on-going operations; develop strategic plans for operation and growth; analyze user needs, existing and emerging technology, costs/benefits, internal political considerations and utilize available financial and human resources; establish objectives, activities

and timelines and completing the work within those parameters; advocate for needed resources; persuade and influence others and negotiate desired outcomes; communicate with others from varied socio-economic backgrounds, diverse cultural norms and conflicting priorities and needs; foster positive relationships and public relations.

SUPPLEMENTAL INFORMATION:

Skill in:

- Preparing reports, memos, and formal presentation materials that require attention to style and content to actively engage the reader and sell technical ideas.
- Listening to others and understanding direct and implicit messages; seeking and utilizing information from others.
- Tailoring verbal presentation of technical information based on understanding of and appealing to diverse perspectives and needs.
- Acting as clients trusted advisor and strategic partner by acting in the best interests of the client's needs, challenges, and opportunities.
- Anticipating situations and taking action to create opportunities and avoid problems.

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 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:

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