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

ITEM
3.39
(ID # 3604)

MEETING DATE:
Tuesday, July 25, 2017

FROM : HUMAN RESOURCES AND Riverside County Information Technology :

SUBJECT: HUMAN RESOURCES and RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Classification and Compensation recommendations to establish new Riverside County Information Technology classifications and salary parity adjustment; and amend Ordinance No. 440 pursuant to Resolution 440-9059 submitted herewith, All Districts. [Total Cost - $0] [Source of Funds: N/A]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the creation of the new classifications: RCIT Supervising Engineer, RCIT Data Network Engineer series, RCIT Infrastructure Engineer series, RCIT Voice Engineer series, Business Relationship Manager I and II, Chief Technology Officer, and Chief Data Officer.
2. Approve the salary parity adjustment of the GIS Officer.
3. Amend Ordinance No.440 pursuant to Resolution No. 440-9059.

ACTION: Policy

Michael Stock, Assistant CEO/Director of Human Resources 7/18/2017

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9059 is adopted as recommended.

Ayes:	Jeffries, Tavaglione, Washington, Perez and Ashley
Nays:	None
Absent:	None
Date:	July 25, 2017
xc:	HR, RCIT

Kecia Harper-Ihem
Clerk of the Board
By: Deputy

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	$ 0	$ 0	$ 0	$ 0
NET COUNTY COST	$ 0	$ 0	$ 0	$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 2017/18	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:
Summary

The Riverside County Information Technology (RCIT) Department provides a variety of information technology services for the County of Riverside departments, elected officials, and the public. RCIT is committed to excellence, and ensuring the business of government is efficient by providing an information technology infrastructure and systems that are reliable, long-term, financially viable, and secure. RCIT continuously strives to improve the dissemination of public service information through the expanded use of communications, computing technology, and effective telecommunications oversight.

The creation of new classifications is warranted for RCIT's changing business model. The Classification and Compensation unit conducted a study of classifications utilized by RCIT during the IT Cyclical Study in 2016. The Classification and Compensation Unit is responsible for maintaining the County of Riverside's (COR) Classification plan, which is comprised of over 1,920 job classifications and 11 job families. Maintenance of the classification plan is accomplished through a process called "Cyclical Studies," in which every classification in the County is studied, according to a five-year schedule, by its job family. This process ensures that the COR's job classifications' essential functions and job requirements meet department business needs and align with organizational objectives, as well as ensures that employees are working within the scope of their current classifications.

The recommendations from the IT Cyclical Study support the development of new classifications that will allow RCIT to keep up with industry standards and ensure incumbents are appropriately classified. The department has no intention of adding new lines of business to RCIT nor does it intend to compensate employees above what currently exists within the RCIT framework. The creation of these new classifications, with the exception of the Chief Technology Officer, will only serve to more accurately align current employees who are performing the functions described.

RCIT requested creation of a Chief Technology Officer (CTO) to provide day-to-day operational oversight of the department's technology infrastructure, incorporating both the physical and human resources of the organization. This position will act on behalf of the Chief Information Officer, as appropriate, and will oversee client relations to facilitate open communication between user departments and RCIT. In addition, the CTO will oversee technology strategies implemented throughout the county and will make recommendations for improved/emerging technologies. This position will participate in the department's strategic and organizational planning processes to ensure the county is supported in the most efficient and cost-effective manner possible. This classification carries a slightly higher cost to RCIT, once filled; however,

the incremental cost increase was included in the FY 17/18 budget and will not impact rates or costs to user departments.

In September 2015, the Board of Supervisors adopted an open-data policy to aid departments engaging in data sharing and public transparency. Included in the policy were roles and responsibilities of a Chief Data Officer (CDO), to provide oversight. At this time, RCIT is requesting creation of the CDO position. This position will manage the county's open data initiatives, enabling constituent transparency. In addition, the CDO will manage the broadband and digital equity programs, maintain department data sets, ensure effective data publication and provide input into information strategy/policy development. Addition of this position is cost-neutral, as the pay range is being shifted from another budgeted classification.

There are no costs associated with this request for approval of the proposed classifications will not increase service rates. Any use of the classifications are currently funded under RCIT's budget.

Creation of New Classifications

RCIT Data Network Engineer Series

It is recommended to add the RCIT Data Network Engineer I to the Class and Salary Listing at salary plan/grade EITS 294/L16 ($41,648 - $68,156). It is recommended to add the RCIT Data Network Engineer II to the Class and Salary Listing at salary plan/grade ITS 390/L16 ($58,660 - $95,996). It is recommended to add the RCIT Data Network Engineer III to the Class and Salary Listing at salary plan/grade ITS 492/L16 ($72,739 - $119,035). The purpose of the RCIT Data Network engineer classification series is to engineer network planning and architecture for County communications systems and data operations. Incumbents in this classification series support the County's local area networks (LAN) and wide area networks (WAN). The proposed classifications implement innovative technologies that save costs for various communications systems and provide engineering support for network operations. The main objective of the series is to engineer network planning and architecture for County communications systems and data operations (Attachments B, C, & D).

RCIT Infrastructure Engineer Series

It is recommended to add the RCIT Infrastructure Engineer I to the Class and Salary Listing at salary plan/grade EITS 294/L16 ($41,648 - $68,156). It is recommended to add the RCIT Infrastructure Engineer II to the Class and Salary Listing at salary plan/grade ITS 390/L16 ($58,660 - $95,996). It is recommended to add the RCIT Infrastructure Engineer III to the Class and Salary Listing at salary plan/grade ITS 492/L16 ($72,739- $119,035). The RCIT Infrastructure classification series provides cabling infrastructure design and support to ensure code compliance (Attachments E, F, & G). Incumbents in this class act as a liaison for infrastructure design, construction plans, performance deficiencies, and wiring issues. The RCIT Infrastructure Engineer series constructs the physical layout of wiring network cables and engineering installation. Incumbents evaluate system performance and enhance efficiencies for network infrastructure.

RCIT Voice Engineer Series

It is recommended to add the RCIT Voice Engineer I to the Class and Salary Listing at salary plan/grade EITS 294/L16 ($41,648 - $68,156). It is recommended to add the RCIT Voice Engineer II to the Class and Salary Listing at salary plan/grade ITS 390/L16 ($58,660 -

$95,996). It is recommended to add the RCIT Voice Engineer III to the Class and Salary Listing at salary plan/grade ITS 492/L16 ($72,739 - $119,035). The RCIT Voice Engineer series is dedicated to designing and improving enterprise telecommunication systems such as the integrated voice over IP (VoIP) system, telephony, and radio frequency. Incumbents in this class support all voice services for the County of Riverside. The RCIT Voice Engineer series is characterized by the development and optimization of voice telecommunications networks (Attachments H, I, & J).

RCIT Supervising Engineer classification
It is recommended to add this classification to the Class and Salary Listing at salary plan/grade ITS 589/L16 ($84,376 - $138,080). The RCIT Supervising Engineer will provide supervisory level duties and engineering support to an assigned engineering unit (Attachment K). Incumbents in this classification are expected to have expertise and a working knowledge in all areas of engineering. The RCIT Supervising Engineer sets the strategic vision and direction for technology solutions for County business operations.

Business Relationship 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). The Business Relationship Manager (BRM) I provides major functional support to multiple County department's at an enterprise wide level (Attachment L). The BRM I ensure that department's business needs are met and that technology services are developed. The Business Relationship Manager I differs from the Business Relationship Manager II in that the latter has a higher management level authority. Incumbents in these classifications do not have direct management oversight to staff but support decentralized departments as a result of the shared services model implementation.

Business Relationship 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). The Business Relationship Manager (BRM) II is the more advanced level manager in the BRM series (Attachment M). Incumbents in this class have greater decision making authority and provide the full range of oversight for assigned department's business needs. Incumbents in this classification do not have direct management oversight to staff but support decentralized departments as a result of the shared services model implementation.

Chief Data Officer
It is recommended to add this classification to the Class and Salary Listing at salary plan/grade MRP 778/L19 ($101,516 - $163,798). The Chief Data Officer will set strategic goals and objectives for Open Data policies and procedures at a County enterprise-wide level (Attachment N). The Chief Data Officer will align resources, interface with department's executive management, and external third parties to ensure Open Data best practices. The main objective of this classification is to establish the Open Data system in accordance with governmental rules, regulations, and laws in order to build dashboards from datasets that depict trends to help County executive management to make informed decisions.

Chief Technology Officer
It is recommended to add this classification to the Class and Salary Listing at salary plan/grade XMB 189/L22 ($135,355 -$236,837). The CTO will provide oversight to the operational aspects of RCIT. This class is characterized by managing technology infrastructure, network & systems,

and the development of client relations for the shared service model (Attachment O). The Chief Technology Officer will assist the Chief Information Officer.

Salary Parity Adjustment

GIS Officer

It is recommended the salary parity adjustment of the GIS Officer salary range from MRP 778/L19 ($101,516 - $163,798) to MRP 596/L19 ($83,498 - $134,580). The GIS Officer is to report to the newly created classification, Chief Data Officer. Geographical information systems work is a core component to open data programs and procedures. Therefore, the Chief Data Officer will oversee GIS work within the County as a major component to data management. Approval of the recommended salary parity adjustment will ensure there are no compaction issues between the direct reporting relationship.

Impact on Residents and Businesses

Approval of the proposed RCIT related classifications will improve efficiencies, which enhances County department services.

Attachments:

Attachment A: Resolution 440-9059
Attachment B: RCIT Data Network Engineer I
Attachment C: RCIT Data Network Engineer II
Attachment D: RCIT Data Network Engineer III
Attachment E: RCIT Infrastructure Engineer I
Attachment F: RCIT Infrastructure Engineer II
Attachment G: RCIT Infrastructure Engineer III
Attachment H: RCIT Voice Engineer I
Attachment I: RCIT Voice Engineer II
Attachment J: RCIT Voice Engineer III
Attachment K: RCIT Supervising Engineer
Attachment L: Business Relationship Manager I
Attachment M: Business Relationship Manager II
Attachment N: Chief Data Officer
Attachment O: Chief Technology Officer

Lani Sioson 7/19/2017

Attachment A

RESOLUTION NO. 440-9059

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on July 25, 2017, 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:

Job Code	+/-	Class Title	Salary Plan/Grade
76327	+	Business Relationship Manager I	MRP 657/L19
76328	+	Business Relationship Manager II	MRP 775/L19
77286	+	Chief Data Officer	MRP 778/L19
74235	+	Chief Technology Officer	XMB 189/L22
76316	+	RCIT Data Network Engineer I	EITS 294/L16
76317	+	RCIT Data Network Engineer II	ITS 390/L16
76320	+	RCIT Data Network Engineer III	ITS 492/L16
76321	+	RCIT Infrastructure Engineer I	EITS 294/L16
76322	+	RCIT Infrastructure Engineer II	ITS 390/L16
76323	+	RCIT Infrastructure Engineer III	ITS 492/L16
76311	+	RCIT Supervising Engineer	ITS 589/L16
76302	+	RCIT Voice Engineer I	EITS 294/L16
76303	+	RCIT Voice Engineer II	ITS 390/L16
76304	+	RCIT Voice Engineer III	ITS 492/L16

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:

Job Code	+/-	Class Title
76327	+	Business Relationship Manager I
76328	+	Business Relationship Manager II
74235	+	Chief Technology Officer

BE IT FURTHER RESOLVED that pursuant to Section 8(c) 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:

Job Code	Class Title	From Salary Plan/Grade	To Salary Plan/Grade
77113	GIS Officer	MRP 778/L19	MRP 596/L19

ROLL CALL:

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None

The foregoing is certified to be a true copy of a resolution duly adopted by said Board of Supervisors on the date therein set forth.

KECIA HARPER-IHEM, Clerk of said Board

By _____ Deputy

/kc
06/13/2017
440 Resolutions\KC

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RCIT DATA NETWORK ENGINEER I

Class Code: 76316

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$20.02 - $32.77 Hourly
$3,470.71 - $5,679.70 Monthly
$41,648.46 - $68,156.40 Annually

CLASS CONCEPT:

Under close supervision, assists in the designing of enterprise Wide Area Network (WAN) data networks; analyzes, engineers, improves, and troubleshoots new or existing enterprise Local Area Network (LAN)/WAN telecommunication equipment (e.g., routers, switches, network security devices) and associated data circuits; engineers network planning and architecture; and performs other related duties as required.

The RCIT Data Network Engineer I is the first professional level classification in the data network engineering series and reports to the RCIT Supervising Engineer. Incumbents are expected to perform basic and routine duties where the majority of the duties can be learned in a brief period of time, are clearly defined, and have established guidelines which require minimal interpretation. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class is responsible for enhancing network operations and performance for the County of Riverside. Incumbents monitor network activity and troubleshoot connectivity issues when needed. The main objective of the RCIT Data Network Engineer class series is to collaborate with network operations teams to maintain updates, growth, and expansion of the County LAN/WAN infrastructure.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

- Assist in the designing, analyzing, and defining of enterprise WAN, ISP, and data center network infrastructure based on customer requirements, available and emerging technologies, and cost analysis.

- Provide engineering support and troubleshooting of networks and networked environments for Data Operations.

- Enhance enterprise data network operations and performance through proactive monitoring, analysis and configuration of the network for all County departments.

- Assist in the development of disaster recovery plans.

• Assist in the implementation of various networks for multi-faceted applications ranging from financials, network security, data center connectivity, network monitoring, wireless, LAN/WAN, voice, video conferencing, virtual desktop environment, and clinical applications.

• Create and maintain detailed physical and logical network designs or drawings; maintain and update documentation as required.

• Develop strategic plans for maximum optimization and growth of telecommunications network.

• Assist in the establishing of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, construction drawings, and documentation packages.

• Coordinate with field technicians and contractors until projects are complete and operational as required.

• Collaborate with vendors to remain current on industry trends and standards.

• Assist in the development of RFI/RFQ/RFP's.

• Maintain and compile with data network security requirements based on County Information Security Office (CISO) standards.

• Implement network security best practices and security compliance.

• Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Engage with appropriate organizations and resources; communicate project requirements.

• Research, evaluate, test, and recommend products, product versions, and services for business needs.

• Assist County departments and agencies in developing medium and long-range telecommunications plans.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience equaling one year of education).

Experience: At least two years of experience in one or more of the following areas: planning, designing, and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least two years of experience in one or more of the following areas: planning, designing, and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

BOTH OPTIONS

Knowledge of: The basic principles, methods, and techniques related to LAN, WAN, and network-connected devices; customer needs assessment; report writing; current technology related to LAN/WAN; switches, routers, and firewalls; traffic analysis; preparation of system diagrams, system levels, assembly drawings, physical layout drawings, circuit and interconnected diagrams.

Ability to: Plan, design, implement, and support data networks; utilize various routing protocols; analyze and resolve multi-dimensional system problems for hardware and software layers; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

OTHER REQUIREMENTS:

License/Certificate: Possession of a valid California Driver License may be required.

Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), and Network security certification(s) such as CISSP, SANS, or GIAC is preferred.

Knowledge of communication standards and limitations.

Working knowledge of TCP/IP addressing and routing, IP Multicast, VLAN's, SSL, FTP, SMTP, and other OSI protocols is preferred.

Afterhours, weekends, and holiday work 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.

RCIT DATA NETWORK ENGINEER II

Class Code: 73617

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$28.20 - $46.15 Hourly
$4,888.33 - $7,999.63 Monthly
$58,659.95 - $95,995.54 Annually

CLASS CONCEPT:

Under general direction, designs enterprise Wide Area Network (WAN) data networks of average difficulty; analyzes, engineers, improves, and troubleshoots new or existing enterprise Local Area Network (LAN)/WAN telecommunication equipment (e.g., routers, switches, network security devices) and associated data circuits; engineers network planning and architecture; and performs other related duties as required.

The RCIT Data Network Engineer II is the journey level classification in the data network engineering series and reports to the RCIT Supervising Engineer. Incumbents perform the full range of duties requiring a greater technical knowledge with little supervision or guidance. The RCIT Data Network Engineer II class is distinguished from the entry level RCIT Data Network Engineer I in that incumbents perform the full range of assigned duties that involve more responsibility with occasional instruction or guidance when needed. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class is responsible for enhancing network operations and performance for the County of Riverside. Incumbents monitor network activity and troubleshoot connectivity issues when needed. The RCIT Data Network Engineer II implements innovative technologies for various communication systems. Incumbents in this class perform configuration work and develop efficient systems based on the best available options and technology. The main objective of the RCIT Data Network Engineer class series is to collaborate with network operations teams to maintain updates, growth, and expansion of the County LAN/WAN infrastructure.

Incumbents are expected to demonstrate technical expertise in all core communication functions and related systems. The RCIT Data Network Engineer II functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

• Design, analyze, and define enterprise WAN, ISP, and data center network infrastructure based on customer requirements, available and emerging technologies, and cost analysis.

• Provide engineering support and troubleshooting of networks and networked environments for Data Operations.

• Enhance enterprise data network operations and performance through proactive monitoring, analysis, and configuration of the network for all County departments.

• Implement various networks for multi-faceted applications ranging from financials, network security, data center connectivity, network monitoring, wireless, LAN/WAN, voice, video conferencing, virtual desktop environment, and clinical applications.

• Measure network resource availability, performance, and capacity on a scheduled basis.

• Test network and maintenance; track changes to the environment.

• May act as second level escalation point for the timely resolution of network-related problems and performance deficiencies.

• Create and maintain detailed physical and logical network designs or drawings.

• Assist in the development of disaster recovery plans; maintain and update documentation as required.

• May act as a project engineer for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, construction drawings and documentation packages.

• Prepare engineering instructions for installation or modification of new or replaced equipment; determine most cost effective method of installation or modification.

• Perform duties related to the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization and growth of LAN/WAN.

• Research common vendor products, request for information, request for quote, and request for proposal development.

• Assist in the development of RFI/RFQ/RFP's.

• Maintain data network security requirements based on County Information Security Office (CISO) standards.

• Implement network security best practices; audit security compliance.

• Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Prepare specification for equipment and systems implementation for adequate design and compliance of operational requirements.

• Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products; recommend product versions and services for business needs.

• Research and prepare white papers for management on emerging technologies.

• Assist County departments and agencies in developing medium and long-range telecommunication plans.

• Assist with budget compliance.

• Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure required activates are completed within the budget and in a timely manner.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education).

Experience: At least four years of professional experience in one or more of the following areas: planning, designing, and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least four years of professional experience in one or more of the following areas: planning, designing, and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

BOTH OPTIONS
Knowledge of: Conceptual design, customer needs assessment, report writing, installation, maintenance, specifications, and current technology expertise related to LAN, WAN, and network-connected devices; Cisco switches, routers, and firewalls; LAN/WAN architecture and the configuration of the devices; preparation of system diagrams, system levels, assembly drawings, physical layout drawings, circuit and interconnected diagrams, and organization and systems integration; carrier-provided services; TCP/IP fundamentals (including all 7 layers of the OSI model); network security management; access and authentication; data integrity; business recovery; operation environment requirements; physical security; engineering tools involving design, installation, operation, and maintenance of wired and/or wireless communication systems using computer aided design and drafting, program management, and traffic analysis; network monitoring and administration tools (SolarWinds); Cisco wireless controllers, Cisco Prime, Cisco ISE (WLAN, 802.11x) management and technologies; planning, designing, implementing, and maintaining Quality of Services (QOS) in a large enterprise WAN; INFOBLOX DNS service.

Ability to: Design, implement, and maintain large TCP/IP based Wide Area Networks (minimum 400 routers and over 50,000 connected devices); utilize various routing protocols including EIGRP, OSPF, BGP and multicast; GETVPN; plan, design, implement and support data networks utilizing services such as Ethernet, MPLS, DWDM, CWDM T1/T3, OC-3/12; analyze and resolve multi-dimensional system problems spanning network hardware and software layers; utilize Visio software tools; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral

instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver License may be required.

Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), and Network security certification(s) such as CISSP, SANS, or GIAC is preferred.

Knowledge of communication standards and limitations.

Working knowledge of TCP/IP addressing and routing, IP Multicast, VLAN's, SSL, FTP, SMTP, and other OSI protocols is required.

Afterhours, weekends, and holiday work 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.

RCIT DATA NETWORK ENGINEER III

Class Code: 73620

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$34.97 - $57.23 Hourly
$6,061.55 - $9,919.59 Monthly
$72,738.64 - $119,035.07 Annually

CLASS CONCEPT:

Under direction, designs the most complex enterprise Wide Area Network (WAN) data networks; analyzes, engineers, improves, and troubleshoots new or existing enterprise Local Area Network (LAN)/WAN telecommunication equipment (e.g., routers, switches, network security devices) and associated data circuits that requires master-level skills; leads engineers network planning and architecture; and performs other related duties as required.

The RCIT Data Network Engineer III is the lead level classification in the data network engineering series and reports to the RCIT Supervising Engineer. Incumbents in this class exercise a high degree of independent judgment, provide oversight to subordinate staff, and perform the most complex assignments that require extensive knowledge and proficiency. The RCIT Data Network Engineer III may review and monitor the work of subordinate staff. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class is responsible for leading in the enhancing of network operations and performance for the County of Riverside. Incumbents monitor network activity and troubleshoot connectivity issues when needed. The RCIT Data Network Engineer III implements innovative technologies for various communication systems. Incumbents in this class perform configuration work and develop efficient systems based on the best available options and technology. The main objective of the RCIT Data Network Engineer class series is to collaborate with network operations teams to maintain updates, growth, and expansion of the County LAN/WAN infrastructure.

Incumbents are expected to demonstrate technical expertise in all core communication functions and related systems. The RCIT Data Network Engineer III functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

• Mentor, advise, and train subordinate engineering staff; may participate in the employee selection process; monitor and review the work of engineering staff.

• Oversee the design, analyze, and define enterprise WAN, ISP, and data center network infrastructure based on customer requirements, available and emerging technologies, and cost analysis.

• Provide lead engineering support and troubleshooting of networks and networked environments for Data Operations.

• Lead the enhancement of enterprise data network operations and performance through proactive monitoring, analysis, and configuration of the network for all County departments.

• Implement various networks for multi-faceted applications ranging from financials, network security, data center connectivity, network monitoring, wireless, LAN/WAN, voice, video conferencing, virtual desktop environment, and clinical applications.

• Monitor the measurement of network resource availability, performance, and capacity on a scheduled basis.

• Create schedules for network testing and maintenance; track changes to the network environment.

• Act as third level escalation point for the timely resolution of network-related problems and performance deficiencies.

• Create and maintain detailed physical and logical network designs or drawings.

• Oversee the development of disaster recovery plans; maintain and update documentation as required.

• Act as a project engineer and lead for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, construction drawings and documentation packages.

• Oversee the preparation of engineering instructions for installation or modification of new or replaced equipment; determine most cost effective method of installation or modification.

• Provider oversight to the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

• Establish technical hardware and software standards based on analysis of system performance, integration needs, and current and emerging technology, unit goals, and/or cost analysis.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization and growth of LAN/WAN.

• Conduct technology evaluations and selections, including the development of evaluation criteria and procedures.

• Research and analyze common vendor products, request for information, request for quote, and request for proposal development.

• Oversee the development of RFI/RFQ/RFP's.

• Develop and maintain data network security requirements based on County Information Security Office (CISO) standards.

• Define and implement network security best practices; audit security compliance.

• Check and validate calculated mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Oversee the preparation of specification for equipment and systems implementation for adequate design and compliance of operational requirements.

• Recommend to management infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products; recommend product versions and services for business needs.

• Research and prepare white papers for management on emerging technologies.

• Assist County departments and agencies in developing medium and long range telecommunication plans; develop cost estimates for budgetary purposes; research and recommend alternatives that will best meet operational requirements and budgetary constraints.

• Ensure and maintain budget development and compliance.

• Compile and evaluate data to provide justification of requests for equipment and materials to be included in the budget.

• Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure and monitor that required activates are completed within the budget and in a timely manner.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education).

Experience: At least six years of professional experience in which four years were in a journey level capacity in one or more of the following areas: planning, designing and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least six years of professional experience in which four years were in a journey level capacity in one or more of the following areas: planning, designing and implementing enterprise wide data networks encompassing data, voice, and video with security as a major component.

BOTH OPTIONS
Knowledge of: Conceptual design, customer needs assessment, report writing, installation, maintenance, specifications, and current technology expertise related to LAN, WAN, and network-connected devices; Cisco switches, routers, and firewalls; LAN/WAN architecture and the configuration of the devices; preparation of system diagrams, system levels, assembly drawings, physical layout

drawings, circuit and interconnected diagrams, and organization and systems integration; carrier-provided services; TCP/IP fundamentals (including all 7 layers of the OSI model); network security management; access and authentication; data integrity; business recovery; operation environment requirements; physical security; engineering tools involving design, installation, operation, and maintenance of wired and/or wireless communication systems using computer aided design and drafting, program management, and traffic analysis; network monitoring and administration tools (SolarWinds); Cisco wireless controllers, Cisco Prime, Cisco ISE (WLAN, 802.11x) management and technologies; planning, designing, implementing, and maintaining Quality of Services (QOS) in a large enterprise WAN; INFOBLOX DNS service.

Ability to: Design, implement, and maintain large TCP/IP based Wide Area Networks (minimum 400 routers and over 50,000 connected devices); utilize various routing protocols including EIGRP, OSPF, BGP and multicast; GETVPN; plan, design, implement and support data networks utilizing services such as Ethernet, MPLS, DWDM, CWDM T1/T3, OC-3/12; analyze and resolve multi-dimensional system problems spanning network hardware and software layers; utilize Visio software tools; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver License may be required.

Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP), and Network security certification(s) such as CISSP, SANS, or GIAC is preferred.

Knowledge of communication standards and limitations.

Working knowledge of TCP/IP addressing and routing, IP Multicast, VLAN's, SSL, FTP, SMTP, and other OSI protocols is required.

Afterhours, weekends, and holiday work 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.

RCIT INFRASTRUCTURE ENGINEER I

Class Code: 73621

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$20.02 - $32.77 Hourly
$3,470.71 - $5,679.70 Monthly
$41,648.46 - $68,156.40 Annually

CLASS CONCEPT:

Under close supervision, assists in the maintaining of physical environment in support of enterprise telecommunications equipment, systems, and networks; provides support to the engineer infrastructure planning and architecture, to support wireless LAN, VoIP, and data networks and microwave/radio sites, audio visual, physical security systems; and performs other related duties as required.

The RCIT Infrastructure Engineer I is the first professional level in the telecommunications engineering series and reports to the RCIT Supervising Engineer. Incumbents are expected to perform basic and routine duties that can be learned in a brief period of time, are clearly defined, and have an established guidelines which require minimal interpretation. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class is responsible for the design, installation, and renovations for the physical infrastructure of County communication networks. Incumbents in this class collaborate with County departments to develop project timelines, identify client needs, and applicable standard requirements for the construction of physical infrastructure. The RCIT Infrastructure Engineer I is expected to act as a liaison between County departments for project development and management.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

• Assist in the designing, analyzing, and defining of telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

• Provide engineering support and troubleshooting of networks and networked environments.

• Create and maintain logical and physical network drawings and documentation; maintain and update documentation as required.

• Assist in the development of disaster recovery plans.

• Assist in the establishing of customer technical requirements, preparation of specifications,

statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, and documentation packages.

• Conduct inspections to ensure standards and code compliance.

• Coordinate with field technicians and contractors until projects are complete and operational as required.

• Maintain and compile with data network security requirements based on County Information Security Office (CISO) standards.

• Collaborate with vendors to remain current on industry trends and standards.

• Research common vendor products for RCIT and departmental use; assist in the development of RFI/RFQ/RFP's.

• Implement network security best practices; maintain security compliance.

• Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products, product versions, and services for business needs.

• Engage with appropriate organizations and resources; communicate project requirements.

• Work with voice, data, radio/microwave engineering to ensure adequate power and space requirements available; ensure all building codes are followed during installation of communication infrastructure; ensure performance speculations and legal compliance.

• Assist County departments and agencies in developing medium and long-range telecommunications plans.

• Engage with appropriate organizations and resources; communicate project requirements.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education.)

Experience: At least two years of experience in one or more of the following areas: planning, designing, and implementing enterprise wide communications systems that encompass data, voice, radio/ microwave, video, and security as a major architectural component.

Knowledge of: The basic principles, methods, and techniques used in telecommunications and cabling infrastructure planning.

Ability to: Design, analyze and define telecommunications requirements and network infrastructure based on evaluation of work processes, customer requirements, available and emerging and business needs; work in a fast paced environment; demonstrate excellent oral and written communication skills;

demonstrate customer management and service skills; multi-task; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels; demonstrate proficiency in AutoCAD and Visio software tools.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

BICSI Network Transport Specialist (NTS), Outside Plant Specialist (OSP), Wireless Design (WD) certification is preferred.

Building Industry Consultant Services Internal (BICSI) Registered Communication Distribution Designer (RCDD) certification is preferred.

Afterhours, weekend, and holiday work 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.

RCIT INFRASTRUCTURE ENGINEER II

Class Code: 76322

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$28.20 - $46.15 Hourly
$4,888.33 - $7,999.63 Monthly
$58,659.95 - $95,995.54 Annually

CLASS CONCEPT:

Under general direction, designs, analyzes, engineers, and improves the physical environment in support of enterprise telecommunication equipment, systems, and networks; engineers infrastructure planning and architecture of average difficulty, to support wireless LAN, VoIP and data networks and microwave/radio sites, audio visual, physical security systems; and performs other related duties as required.

The RCIT Infrastructure Engineer II is the journey level classification in the telecommunications engineering series and reports to the RCIT Supervising Engineer. Incumbents perform the full range of duties requiring a greater technical knowledge with little supervision or guidance. The RCIT Infrastructure Engineer II class is distinguished from the entry level RCIT Infrastructure Engineer I in that incumbents perform the full range of assigned duties that involve more responsibility with occasional instruction or guidance when needed. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class is responsible for the design, installation, and renovations for the physical infrastructure of County communication networks. Incumbents in this class collaborate with County departments to develop project timelines, identify client needs, and applicable standard requirements for the construction of physical infrastructure. The RCIT Infrastructure Engineer II is expected to act as a liaison between County departments for project development and management.

Incumbents are expected to demonstrate technical expertise in all core communication functions and related systems. The RCIT Infrastructure Engineer II functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

- Design, analyze, and define telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

- Provide engineering support and troubleshooting of networks and networked environments.

- Test equipment and maintenance; track changes to the network environment.

• May act as second level escalation point for the timely resolution of network-related problems.

• Create and maintain logical and physical network drawings and documentation.

• Assist in the development of disaster recovery plans; maintains and updates documentation as required.

• May act as a project engineer for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs and documentation packages.

• Provide infrastructure requirements to architect; construct drawings for construction, bid packages' and general contractor bids.

• Assist purchasing in developing request for quotes and bidding process for cabling contractor.

• Conduct inspections to ensure standards and code compliance.

• Specify and design the requirements for HVAC and power.

• Calculate size of horizontal and backbone pathways to ensure standards and codes compliance are met; assess current conditions as required to determine design solutions by site surveys and reviewing record documentation.

• Produce design project documentation that includes specific scope, risks, and technical design for stakeholder review, approval, and implementation; locate and size telecommunications spaces by reviewing drawings and coordinating with project stakeholders.

• Calculate and design outside plant backbone transmission media and pathways.

• Prepare engineering instructions for installation or modification of new or replaced equipment.

• Perform duties related to the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization in support of the telecommunications network.

• Conduct technology evaluations and selections, including the development of evaluation criteria and procedures.

• Research common vendor products for RCIT and departmental use.

• Develop RFI/RFQ/RFP's.

• Maintain voice system security requirements based on County Information Security Office (CISO) standards.

• Implement network security best practices; audit security compliance.

• Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Prepare specification for equipment and system implementation for adequate design and compliance of operational requirements.

• Evaluate equipment performance following installation and/or modification of equipment.

• Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products, product versions, and services for business needs.

• Research and prepare white papers for management on emerging technologies.

• Assist County departments and agencies in developing medium and long-range telecommunications plans.

• Assist with budget compliance.

• Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure required activates are completed within the budget and in a timely manner.

• Develop and deliver cost estimates to the customer; develop project timelines based on construction schedules and construction changes; locate and size the various telecommunications pathways for both inside the structure and the outside plant cabling.

• Coordinate contractor's activities; work with voice, data, radio/microwave engineering to ensure adequate power and space requirements available; ensure all building codes are followed during installation of communication infrastructure; ensure performance speculations and legal compliance.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education.)

Experience: At least four years of professional experience in one or more of the following areas: planning, designing, and implementing enterprise wide communications systems that encompass data, voice, radio/microwave, video, and security as a major architectural component.

Knowledge of: Developing telecommunication equipment room design, equipment rack, ladder rack, cable tray and voice frame layouts; analyzing, planning, identifying and coordinating facility improvements for cabling infrastructure and telecommunication equipment rooms (location, size, lighting, cooling, grounding, electrical, structural load requirements for floors and walls); cabling pathways (firewall penetrations, sleeves, cabling support) and work area outlets; audio visual, security, CATV, and other low voltage systems; outside plant (OSP) right-of-way and route design; OSP space design (maintenance holes, ducts, vaults); underground, direct-buried and aerial plant design; OSP cabling hardware, grounding, bonding, and electrical protection systems; physical infrastructure interdependencies, CAT6, CAT6A, single mode and multi-mode fiber; various WAN technologies (MPLS, DS1, DS3); data equipment infrastructure requirements and interdependencies; installing, configuring, and maintaining wireless LAN networks; Life Safety Systems for commercial buildings; building infrastructure industry standards; ANSI/EIA/TIA, fire and National Electrical codes.

Ability to: Design, analyze, and define telecommunications requirements and network infrastructure based on evaluation of work processes, customer requirements, available and emerging and business needs; design voice and data horizontal station and backbone cabling infrastructure; develop the detailed scope of work for cabling infrastructure; perform bid walks with cabling contractors to verify accuracy and completeness of contractors estimate; recommend awards; develop project cost estimates including contractor labor, material, and internal staff costs; perform quality assurance inspections to ensure all installations meet the County of Riverside's installation practices, industry standards, and building codes; review and analyze cabling test results for compliance of specifications and design performance predictions; work in a fast paced environment; demonstrate excellent oral and written communication skills; demonstrate customer management and service skills; multi-task; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels; demonstrate proficiency in AutoCAD and Visio software tools.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

BICSI Network Transport Specialist (NTS), Outside Plant Specialist (OSP), Wireless Design (WD) certification is preferred.

Building Industry Consultant Services Internal (BICSI) Registered Communication Distribution Designer (RCDD) certification is preferred.

Afterhours, weekend, and holiday work 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.

RCIT INFRASTRUCTURE ENGINEER III

Class Code: 76323

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$34.97 - $57.23 Hourly
$6,061.55 - $9,919.59 Monthly
$72,738.64 - $119,035.07 Annually

CLASS CONCEPT:

Under direction, constructs the most complex designs, analyzes, engineers, and improves the physical environment in support of enterprise telecommunication equipment, systems, and networks; engineers infrastructure planning and architecture, to support wireless LAN, VoIP and data networks and microwave/radio sites, audio visual, physical security systems; and performs other related duties as required.

The RCIT Infrastructure Engineer III is the lead level classification in the telecommunications engineering series and reports to the RCIT Supervising Engineer. Incumbents in this class exercise a high degree of independent judgment, provide functional oversight to subordinate staff, and perform the most complex assignments that require extensive knowledge and proficiency. The RCIT Infrastructure Engineer III may review and monitor the work of subordinate engineering staff. Advancement to the next level is obtained by competitive selection through an open recruitment.

This class coordinates the design, installation, and renovations for the physical infrastructure of County communication networks. Incumbents in this class collaborate with County departments and oversee the development of project timelines in order to ensure that identified client needs, and applicable standard requirements are met for the completion of construction for physical infrastructure. The RCIT Infrastructure Engineer III is expected to act as a liaison between County departments and engineering staff for project development and management.

Incumbents are expected to demonstrate technical expertise in all core communication functions and related systems. The RCIT Infrastructure Engineer III functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU – Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

- Mentor, advise, and train subordinate engineer staff; may participate in the employee selection process; monitor and review the work of engineer staff.

- Oversee the design, analysis, and defining of telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

- Provide lead engineering support and troubleshooting of networks and networked environments.

• Create schedules for equipment testing and maintenance; track changes to the network environment.

• Act as third level escalation point for the timely resolution of network-related problems and performance deficiencies.

• Create and maintain logical and physical network drawings and documentation.

• Oversee the development of disaster recovery plans; maintain and update documentation as required.

• Act as a project engineer and lead for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs and documentation packages.

• Provide infrastructure requirements to architect; construct drawings for construction, bid packages' and general contractor bids.

• Assist purchasing in developing request for quotes and bidding process for cabling contractor.

• Provide oversight to inspections to ensure standards and code compliance.

• Specify and design the requirements for HVAC and power.

• Calculate size of horizontal and backbone pathways to ensure standards and code compliance are met; assess current conditions as required to determine design solutions by site surveys and reviewing record documentation.

• Produce design project documentation that includes specific scope, risks, and technical design for stakeholder review, approval, and implementation; locate and size telecommunications spaces by reviewing drawings and coordinating with project stakeholders.

• Calculate and design outside plant backbone transmission media and pathways.

• Prepare engineering instructions for installation or modification of new or replaced equipment; determine most cost effective method of installation or modification.

• Oversee the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

• Establish technical hardware and software standards based on analysis of equipment performance, integration needs, current and emerging technology, and/cost analysis.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization in support of the telecommunications network.

• Conduct technology evaluations and selections, including the development of evaluation criteria and procedures.

• Research and analyze common vendor products for RCIT and departmental use.

• Oversee the development of RFI/RFQ/RFP's.

• Develop and maintain voice system security requirements based on County Information Security Office (CISO) standards.

• Define and implement network security best practices; audit security compliance.

• Check and validate calculated mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Oversee the preparation of specification for equipment and system implementation for adequate design and compliance of operational requirements.

• Evaluate equipment performance following installation and/or modification of equipment.

• Recommend to management infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products, product versions, and services for business needs.

• Research and prepare white papers for management on emerging technologies.

• Assist County departments and agencies in developing medium and long range telecommunications plans; develop cost estimates for budgetary purposes; research and recommend alternatives that will best meet operational requirements and budgetary constraints.

• Ensure and maintain budget development and compliance.

• Compile and evaluate data to provide justification of requests for equipment and materials to be included in the budget.

• Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure and monitor that required activities are completed within the budget and in a timely manner.

• Develop and deliver cost estimates to the customer; develop project timelines based on construction schedules and construction changes; locate and size the various telecommunications pathways for both inside the structure and the outside plant cabling.

• Manage, inspect, and coordinate contractor's activities; work with voice, data, radio/microwave engineering to ensure adequate power and space requirements available; ensure all building codes are followed during installation of communication infrastructure; ensure performance speculations and legal compliance.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education.)

AND

A valid Building Industry Consultant Services Internal (BICSI) Registered Communication Distribution Designer (RCDD) certification is required.

Experience: At least six years of professional experience in which four years were in a journey level capacity in one or more of the following areas: planning, designing, and implementing enterprise wide communications systems that encompass data, voice, radio/microwave, video, and security as a major architectural component.

Knowledge of: Developing telecommunication equipment room design, equipment rack, ladder rack, cable tray and voice frame layouts; analyzing, planning, identifying and coordinating facility improvements for cabling infrastructure and telecommunication equipment rooms (location, size, lighting, cooling, grounding, electrical, structural load requirements for floors and walls); cabling pathways (firewall penetrations, sleeves, cabling support) and work area outlets; audio visual, security, CATV, and other low voltage systems; outside plant (OSP) right-of-way and route design; OSP space design (maintenance holes, ducts, vaults); underground, direct-buried and aerial plant design; OSP cabling hardware, grounding, bonding, and electrical protection systems; physical infrastructure interdependencies, CAT6, CAT6A, single mode and multi-mode fiber; various WAN technologies (MPLS, DS1, DS3); data equipment infrastructure requirements and interdependencies; installing, configuring, and maintaining wireless LAN networks; Life Safety Systems for commercial buildings; building infrastructure industry standards; ANSI/EIA/TIA, fire and National Electrical codes.

Ability to: Design, analyze, and define telecommunications requirements and network infrastructure based on evaluation of work processes, customer requirements, available and emerging and business needs; design voice and data horizontal station and backbone cabling infrastructure; develop the detailed scope of work for cabling infrastructure; perform bid walks with cabling contractors to verify accuracy and completeness of contractors estimate; recommend awards; develop project cost estimates including contractor labor, material, and internal staff costs; perform quality assurance inspections to ensure all installations meet the County of Riverside's installation practices, industry standards, and building codes; review and analyze cabling test results for compliance of specifications and design performance predictions; work in a fast paced environment; demonstrate excellent oral and written communication skills; demonstrate customer management and service skills; multi-task; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels; demonstrate proficiency in AutoCAD and Visio software tools.

OTHER REQUIREMENTS:

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

BICSI Network Transport Specialist (NTS), Outside Plant Specialist (OSP), Wireless Design (WD), Certification is preferred.

Afterhours, weekend, and holiday work 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.

RCIT VOICE ENGINEER I

Class Code: 76302

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$20.02 - $32.77 Hourly
$3,470.71 - $5,679.70 Monthly
$41,648.46 - $68,156.40 Annually

CLASS CONCEPT:

Under close supervision, assists in the design of multi-level enterprise telecommunication systems and equipment; analyzes, engineers, and improves new or existing telecommunications equipment, systems, and networks; performs network planning, network architecture design and engineering; VoIP telephony design including Call Center, IVR, Automated Attendant, Voice Mail, SIP and analog gateways, switch and routing equipment; and performs other related duties as required.

The RCIT Voice Engineer I is the first professional level classification in the telecommunications engineer series and reports to the RCIT Supervising Engineer. Incumbents are expected to perform basic and routine duties where the majority of the duties can be learned in a brief period of time, are clearly defined, and have established guidelines which require minimal interpretation. Advancement to the next level is obtained by competitive selection through an open recruitment.

Incumbents in the RCIT Voice Engineer class series support all voice services for the County of Riverside. The RCIT Voice Engineer designs voice services, consults with departments, and provides solutions to business needs. Incumbents perform capacity analysis for voice communication systems and services.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

• Assist in the designing, analyzing, and defining of telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

• Enhance enterprise voice network operations and performance through proactive monitoring, analysis and configuration of the network for all County departments.

• Provide engineering support and troubleshooting of networks and networked environments.

• Create and maintain logical and physical network drawings and documentation; maintain and update documentation as required.

• Assist in the development of disaster recovery plans.

• Coordinate with field technicians and contractors until projects are complete and operational as required.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization and growth of telecommunications network.

• Research common vendor products for RCIT and departmental use.

• Assist in the development of RFI/RFQ/RFP's.

• Maintain and ensure voice system security requirements based on County Information Security Office (CISO) standards.

• Implement network security best practices.

• Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products, product versions, and services for business needs.

• Assist County departments and agencies in developing medium and long-range telecommunications plans.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education).

Experience: At least two years of professional experience in one or more of the following areas: planning, designing, implementing, and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least two years of professional experience in one or more of the following areas: planning, designing, implementing, and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

BOTH OPTIONS:
Knowledge of: The basic principles, methods, and techniques used in telephone network system design and operations including VoIP systems and equipment.

Ability to: Demonstrate an understanding of VoIP concepts, practices, and procedures along with the judgement of planning and accomplishing goals; multi-task; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management

and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

Afterhours, weekend, and holiday work may be required when needed.

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.

RCIT VOICE ENGINEER II

Class Code: 76303

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$28.20 - $46.15 Hourly
$4,888.33 - $7,999.63 Monthly
$58,659.95 - $95,995.54 Annually

CLASS CONCEPT:

Under general direction, designs multi-level enterprise telecommunication systems and equipment; analyzes, engineers, and improves new or existing telecommunications equipment, systems, and networks; performs network planning, network architecture design and engineering of average difficulty; VoIP telephony design including Call Center, IVR, Automated Attendant, Voice Mail, SIP and analog gateways, switch and routing equipment; and performs other related duties as required.

The RCIT Voice Engineer II is the journey level classification in the telecommunications engineering series and reports to the RCIT Supervising Engineer. Incumbents perform the full range of duties requiring a greater technical knowledge with little supervision or guidance. The RCIT Voice Engineer II class is distinguished from the entry level RCIT Voice Engineer I in that incumbents are assigned duties that involve more responsibility with occasional instruction or guidance when needed. Advancement to the next level is obtained by competitive selection through an open recruitment.

Incumbents in the RCIT Voice Engineer class series support all voice services for the County of Riverside. The RCIT Voice Engineer designs voice services, consults with departments, and provides solutions to business needs. Incumbents perform capacity analysis for voice communication systems and services.

Incumbents are expected to demonstrate knowledge and technical expertise in all core communication functions and related systems. The RCIT Voice Engineer II functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

- Design, analyze, and define telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

- Enhance enterprise voice network operations and performance through proactive monitoring, analysis and configuration of the network for all County departments.

- Provide engineering support and troubleshooting of networks and networked environments.

- Measure network resource availability, performance, and capacity on scheduled basis.

- Test network and maintenance; track changes to the network environment.

- May act as second level escalation point for the timely resolution of network-related problems.

- Create and maintain logical and physical network drawings and documentation.

- Assist in the development of disaster recovery plans; maintains and updates documentation as required.

- May act as a project engineer for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, construction drawings and documentation packages.

- Prepare engineering instructions for installation or modification of new or replaced equipment; determine most cost effective method of installation or modification.

- Perform duties related to the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

- Collaborate with vendors to remain current on industry trends and standards.

- Research common vendor products for RCIT and departmental use.

- Assist in the development of RFI/RFQ/RFP's.

- Maintain voice system security requirements based on County Information Security Office (CISO) standards.

- Implement network security best practices; audit security compliance.

- Calculate mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

- Prepare specification for equipment and system implementation for adequate design and compliance of operational requirements.

- Evaluate network/system performance following installation and/or modification of equipment.

- Recommend infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

- Research, evaluate, test, and recommend products; recommend product versions and services for business needs.

- Research and prepare white papers for management on emerging technologies.

- Assist County departments and agencies in developing medium and long-range telecommunications plans.

- Assist with budget compliance.

- Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure required activates are completed within the budget and in a timely manner.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education).

Experience: At least four years of professional experience in one or more of the following areas: planning, designing, implementing, and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least four years of professional experience in one or more of the following areas: planning, designing, implementing, and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

BOTH OPTIONS
Knowledge of: Telephone network system design and operation, including transmission engineering, VoIP systems and equipment, and the transmission of voice; designing, implementing, and maintaining large enterprise telephone systems; configuration, implementations, and maintenance of Interactive Voice Response Systems (IVR), Voice Mail, Automated Attendants, Call Centers, Voice over IP (VoIP) and related infrastructure; implementation of infrastructure changes; performing complex system administration and troubleshooting activities; implementing appropriate firmware and managing version control; administering strategies for call routing; maintaining appropriate voice trunking; updating dial plans including LCR table administration; physical infrastructure interdependencies, CAT5, CAT5E, CAT6, single mode, and multi-mode fiber; networking technologies including TCP/IP, DHCP, TFTP, VLAN, SIP, and QoS; various WAN technologies (Ethernet, MPLS, frame relay, SONET, DS1, and DS3; VoIP telephony, capacity planning, and VoIP sizing).

Ability to: Demonstrate expertise in a wide range of VoIP concepts, practices and procedures along with the judgement of planning and accomplishing goals; demonstrate proficiency in AutoCAD and Visio software tools; multi-task; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

Preferred IT-Related Skillsets (one or more): In depth knowledge of IP technologies and VoIP, Cisco's Call Manager, Unified Contact Center Enterprise (UCCE), and Cisco Unity products and application terminology; voice application features in Communications Manager, UCCE, and Cisco Unified Intelligence Center.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

Afterhours, weekend, and holiday work may be required when needed.

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.

RCIT VOICE ENGINEER III

Class Code: 76304

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$34.97 - $57.23 Hourly
$6,061.55 - $9,919.59 Monthly
$72,738.64 - $119,035.07 Annually

CLASS CONCEPT:

Under direction, designs the most complex multi-level enterprise telecommunication systems and equipment; analyzes, engineers, and improves new or existing telecommunications equipment, systems, and networks that requires master-level skills; leads network planning, network architecture design and engineering activities; VoIP telephony design including Call Center, IVR, Automated Attendant, Voice Mail, SIP and analog gateways, switch and routing equipment; and performs other related duties as required.

The RCIT Voice Engineer III is the lead level classification in the telecommunications engineering series and reports to the RCIT Supervising Engineer. Incumbents in this class exercise a high degree of independent judgment, provide project oversight to subordinate staff, and perform the most complex assignments that require extensive knowledge and proficiency. The RCIT Voice Engineer III may review and monitor the work of subordinate engineering staff. Advancement to the next level is obtained by competitive selection through an open recruitment.

Incumbents in the RCIT Voice Engineer class series support all voice services for the County of Riverside. The RCIT Voice Engineer leads the design of voice services, consults with departments, and provides solutions to business needs. Incumbents perform capacity analysis for voice communication systems and services.

Incumbents are expected to demonstrate knowledge and technical expertise in all core communication functions and related systems. The RCIT Voice Engineer III functions as a subject matter expert over designated network systems.

REPRESENTATION UNIT: SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES:

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

- Mentor, advise, and cross-train subordinate engineering staff; may advise in the employee selection process; monitor and provide input on the work of engineering staff.

- Oversee the design, analysis, and defining of telecommunications requirements and network infrastructure based on evaluation of work process, customer requirements, available and emerging business needs.

• Lead the enhancement of enterprise voice network operations and performance through proactive monitoring, analysis and configuration of the network for all County departments.

• Provide lead engineering support and troubleshooting of networks and networked environments.

• Monitor the measurement of network resource availability, performance, and capacity on scheduled basis.

• Create schedules for network testing and maintenance; track changes to the network environment.

• Act as third level escalation point for the timely resolution of network-related problems and performance deficiencies.

• Create and maintain logical and physical network drawings and documentation.

• Oversee the development of disaster recovery plans; maintain and update documentation as required.

• Act as a project engineer and lead for the definition of customer technical requirements, preparation of specifications, statements of work, contracts, proposals, studies, reports, conceptual and detailed designs, construction drawings and documentation packages.

• Oversee the preparation of engineering instructions for installation or modification of new or replaced equipment; determine most cost effective method of installation or modification.

• Provide oversight to the installation or modification of projects; coordinate with field technicians and contractors until projects are complete and operational as required.

• Establish technical hardware and software standards based on analysis of system performance, integration needs, current and emerging technology, unit goals, and/cost analysis.

• Collaborate with vendors to remain current on industry trends and standards.

• Develop strategic plans for maximum optimization and growth of telecommunications network.

• Conduct technology evaluations and selections, including the development of evaluation criteria and procedures.

• Research and analyze common vendor products for RCIT and departmental use.

• Oversee the development of RFI/RFQ/RFP's.

• Develop and maintain voice system security requirements based on County Information Security Office (CISO) standards.

• Define and implement network security best practices; audit security compliance

• Check and validate calculated mathematical requirements for the design and planning of telecommunications networks, systems, and equipment.

• Oversee the preparation of specification for equipment and system implementation for adequate design and compliance of operational requirements.

• Evaluate network/system performance following installation and/or modification of equipment.

• Recommend to management infrastructure enhancements for efficiency and technological advantage; consult with users in planning for future needs; maintain awareness of best practices and emerging technology.

• Research, evaluate, test, and recommend products; recommend product versions and services for business needs.

• Research and prepare white papers for management on emerging technologies.

• Assist County departments and agencies in developing medium and long range telecommunications plans; develop cost estimates for budgetary purposes; research and recommend alternatives that will best meet operational requirements and budgetary constraints.

• Ensure and maintain budget development and compliance.

• Compile and evaluate data to provide justification of requests for equipment and materials to be included in the budget.

• Identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed.

• Engage with appropriate organizations and resources; communicate project requirements; ensure and monitor that required activities are completed within the budget and in a timely manner.

RECRUITING GUIDELINES:

OPTION I
Education: Graduation from an accredited college or university with an Associate's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a closely related field to the assignment. (Additional qualifying experience may be substituted for the required education on the basis of one year of experience for one year of education).

Experience: At least six years of professional experience in which four years were in a journey level capacity in one or more of the following areas: planning, designing, implementing and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

OPTION II
Education: Possession of two (2) valid Cisco certificates.

Experience: At least six years of professional experience in which four years were in a journey level capacity in one or more of the following areas: planning, designing, implementing and maintaining enterprise wide communications systems encompassing data, voice, and video with security as a major architectural component.

BOTH OPTIONS
Knowledge of: Telephone network system design and operation, including transmission engineering, VoIP systems and equipment, and the transmission of voice; designing, implementing, and maintaining large enterprise telephone systems (minimum 25,000 stations); configuration, implementations, and maintenance of Interactive Voice Response Systems (IVR), Voice Mail, Automated Attendants, Call Centers, Voice over IP (VoIP) and related infrastructure; implementation of infrastructure changes; performing complex system administration and troubleshooting activities; implementing appropriate firmware and managing version control; administering strategies for call routing; maintaining appropriate voice trunking; updating dial plans including LCR table administration; physical

infrastructure interdependencies, CAT5, CAT5E, CAT6, single mode, and multi-mode fiber; networking technologies including TCP/IP, DHCP, TFTP, VLAN, SIP, and QoS; various WAN technologies (Ethernet, MPLS, frame relay, SONET, DS1, and DS3; VoIP telephony, capacity planning, and VoIP sizing).

Ability to: Demonstrate expertise in a wide range of VoIP concepts, practices and procedures along with the judgement of planning and accomplishing goals; demonstrate proficiency in AutoCAD and Visio software tools; multi-task; demonstrate excellent written and verbal communication skills; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; communicate effectively with people at all organizational levels.

Preferred IT-Related Skillsets (one or more): In depth knowledge of IP technologies and VoIP, Cisco's Call Manager, Unified Contact Center Enterprise (UCCE), and Cisco Unity products and application terminology; voice application features in Communications Manager, UCCE, and Cisco Unified Intelligence Center.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

Afterhours, weekend, and holiday work may be required when needed.

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.

RCIT SUPERVISING ENGINEER

Class Code: 76311

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$40.57 - $66.38 Hourly
$7,031.32 - $11,506.65 Monthly
$84,375.82 - $138,079.76 Annually

CLASS CONCEPT:

Under direction, plans, organizes, coordinates, and supervises the work of subordinate engineering staff; provides engineering support for the voice, data, radio, and microwave networks; directs engineering and maintenance; implements strategic vision and direction; recommends and applies technology solutions for County business needs; and performs other related duties as required.

The RCIT Supervising Engineer is the supervising level classification in the telecommunications engineering series performing the full range of supervisory duties and reports to an Information Technology Manager. This class is characterized by the responsibility of oversight of the day-to-day operations in support of multiple enterprise networks and systems. Incumbents participate in the employee selection process, training, coaching, and mentoring of employees.

Incumbents in the RCIT Supervising Engineer classification develop project plans and operating budgets with the overall goal of improving County network(s) and systems. The RCIT Supervising Engineer coordinates cost-effective solutions that are aligned with the County's Enterprise Architecture strategy across multiple technology organizations. The RCIT Supervising Engineer demonstrates knowledge and technical expertise in all core communications functions and/or related systems, possessing a global view of their configuration, design, and interactions, and exercising the ability to recommend and apply technology solutions to the business needs of the County.

REPRESENTATION UNIT: SEIU - Supervisory

EXAMPLES OF ESSENTIAL DUTIES:

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

• Plan, schedule, assign, train, and supervise subordinate staff activities such as the analysis, planning, design, and maintenance of 3rd level support of an assigned communications network or system.

• Participate in the selection, training, assigning, disciplining, and evaluating work of assigned staff; may supervise a specialized unit ensuring the work and systems are operating effectively.

• Schedule and approve staff vacation time; document sick leave; write employee performance evaluations.

• Set technical direction to an assigned unit; ensure unit compliance with internal processes and procedures.

• Analyze, develop, and recommend new or revised policies, procedures, and standards.

• Interface and collaborate with internal department units, county departments and agencies, and outside vendors to assure service requirements are met.

• Act as a liaison to vendors and outside agencies to maintain technology direction and service offerings.

• Manage contracts with vendors; write and evaluate request for proposals, request for quotes, and requests for information.

• Evaluate and recommend new technologies.

• Manage staff project portfolios and service request assignments.

• Attend trainings and seminars; review technical publications to remain current on new technology; provide training on new technology for subordinate staff.

• Prepare administrative and technical reports and correspondences.

• Participate and/or chair project-planning meetings to develop installation schedules for client needs.

• Prepare and present staff, technical, executive or committee briefings.

• Collaborate and communicate with other departments to ensure business needs are met.

• Develop and manage an operational budget, strategic goals, and the planning for enterprise networks.

• Assist in the development of disaster recovery plans.

• Develop and maintain network and system security requirements based on County Information Security Office (CISO) standards.

• Recommend enterprise infrastructure enhancements for efficiency; consult with departments in planning for future business needs' maintain awareness of best practices and emerging technology.

• Research and prepare information on technology marketing strategy and rate development.

• Engage with appropriate organizations and resources; communicate project requirements; ensure required activities are completed within the budget and in a timely manner.

• Ensure employees update appropriate time and billing software programs such as Service Now, PeopleSoft, and Microsoft Project.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with a major in computer science, computer information systems, telecommunications, information management, or a related field to the assignment (Additional qualifying experience may be substituted for the required education on the basis of one year of experience equaling one year of education).

Experience: At least six years of professional level experience in the implementation and/or maintenance of a large network or system; VOIP; trunked radio; microwave network; and/or data

network. Two years of the required experience must have been in a lead or supervisory capacity of a telecommunications group consisting of four or more staff.

Knowledge of: Principles, practices, and management of multiple telecommunication technologies including voice, data, radio or microwave networks equipment and design, infrastructure engineering, public safety networks (Sheriff, Fire, Health); network planning and architecture.

Ability to: Design, analyze, and define telecommunications requirements and network infrastructure; identify all end of life (EOL) issues within the system(s) and provide management with recommendations for new purchases, budgetary estimates, and interim solutions if needed; evaluate work processes, customer requirements, available and emerging technologies to meet business needs; develop project cost estimates that include contract labor, material, and internal staff costs; demonstrate excellent written and verbal communication skills; demonstrate strong interpersonal skills including active listening, team building, coaching, and mentoring; work well under pressure and multi-task effectively; work in a fast paced environment; demonstrate strong customer management and service skills; interpret and follow written and oral instructions; establish and maintain effective working relationships with staff, customers, employees, and the public; and communicate effectively with people at all organizational levels.

Skill in: Supervision, coordination, and evaluation of the work of assigned personnel; identifying learning needs and overseeing the orientation and training of personnel.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver's License may be required.

Afterhours, weekend, and holiday work may be required when needed.

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.

BUSINESS RELATIONSHIP MANAGER I

Class Code: 76327

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

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 the operations of a major functional support team comprised of multiple departments and business units of the County's enterprise wide system.

The Business Relationship Manager (BRM) class series is assigned to Riverside County Information Technology and reports to a senior executive management level. This position functions in the capacity of an account manager and is expected to perform the full range of increasingly responsible and complex work assignments with occasional instruction or guidance when needed. The BRM is responsible for the achievement of department goals, standards, and objectives for a major operational unit to a department. Incumbents in this classification may oversee a functional group of professional/technical specialists and/or provide specialized knowledge for client departments.

This class is characterized by the responsibility to build and maintain positive relationships with department key stakeholders, as leaders and provide subject matter technical expertise to support multiple department's mission critical information systems. BRMs serve as the primary liaison between IT and Business Partners. BRMs participate in the identification of stakeholder needs and ensures appropriate technology and client services are developed to meet those needs. Decisions are typically short to medium term impact and require direction from executive management for operational business issues.

The BRM is 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 Resolution – Management

EXAMPLES OF ESSENTIAL DUTIES:
(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Perform analysis of business or technology requirements and processes.

• Meet with decision-makers, system/infrastructure owners and end users to define business, financial, and operation requirements and systems goals.

• Identify and resolve systems solutions.

• Translate conceptual requirements into functional requirements in a clear manner that is comprehensible to the development team, the project team, and executive management.

• Translate business and technology requirements into systems qualities and subsequently into repeatable design strategies and patterns that enable those qualities (e.g. adaptability, scalability, availability, non-repudiation, re-usability).

• Review and analyze the effectiveness and efficiency of existing processes and systems and develop strategies for improving or further leveraging technology solutions to meet organizational goals.

• As an advocate, the BRM supports or promotes their 'business peers' interests.

• Liaise with 'business peers' and IT staff (analysts, technicians, software developers) to assist in resolving problems with processes and the associated solutions and software systems.

• Accountable for the management of requests from business peers for enhancements and demand for system changes requested while ensuring IT is providing consult to their requirements and aligning priorities to achieve organizational objectives.

• Participate in the evaluation of vendor software targeted for possible integration into the systems or environment, including strategic applications, tools, and utilities.

• Participate in cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.

• Compile or design architectural models of current and proposed systems across business lines.

• Ensure deployment of appropriate resources and requisite knowledge and skills in specific areas of expertise to adequately sustain IT systems and processes.

• Ensure confidentiality of sensitive and proprietary information; adhere to organization/department security policies.

• Maintain technical expertise, keeping current with evolving processes, systems, and technologies; share that knowledge with colleagues and IT management.

• Collaborate with project managers and project sponsors to continually align the project with organizational objectives.

• Provide strategic consultation to assigned department customers to define or design business processes, functions, and organizational structures.

• Research, identify, and internally market enabling technologies based on customer requirements.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with an Bachelor's degree, preferably with a major in computer science, information systems, electronics engineering, telecommunications, public/business administration, or a closely related field to the assignment. (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 units or 45 quarter units of education).

Experience: Four years of supervisory, project management or administrative experience with responsibility for planning, organizing, and implementing information system programs and projects. One year of the required experience must have included 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. Thorough knowledge and understanding of project management planning; financial modeling as it pertains to IT investment through the use of return on investment (ROI) analysis, and cross-functional multiple system integration processes;

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 complete 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.

OTHER REQUIREMENTS:

License/Certificate: Possession of a valid California Driver License may be required.

Possession of a Project Management Professional (PMP) certificate from an accredited college or university is preferred.

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.

BUSINESS RELATIONSHIP MANAGER II

Class Code: 76328

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$48.30 - $77.95 Hourly
$8,372.05 - $13,511.14 Monthly
$100,464.62 - $162,133.71 Annually

CLASS CONCEPT:
Under direction, plans, organizes, and directs the operations of a major functional support team comprised of multiple departments and business units of the County's enterprise wide system.

The Business Relationship Manager (BRM) class series is assigned to Riverside County Information Technology and reports to a senior executive management level. This position functions in the capacity of an account manager and is expected to perform the full range of increasingly responsible and complex work assignments with occasional instruction or guidance when needed. The BRM is responsible for the achievement of department goals, standards, and objectives for a major operational unit to a department. Incumbents in this classification may oversee a functional group of professional/ technical specialists and/or provide specialized knowledge for a client department.

This class is characterized by the responsibility to build and maintain positive relationships with department key stakeholders as leaders and provide subject matter technical expertise to support multiple department's mission critical information systems. BRMs serve as the primary liaison between IT and Business Partners. BRMs participate in the identification of stakeholder needs and ensures appropriate technology and client services are developed to meet those needs. Decisions are typically medium to long-term impact requiring direction from executive management for strategic issues.

The BRM is 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 Resolution – Management

EXAMPLES OF ESSENTIAL DUTIES:
(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Perform analysis of business or technology requirements and processes.

- Meet with decision-makers, system/infrastructure owners and end users to define business, financial, and operation requirements and systems goals.

• Identify and resolve systems solutions.

• Translate conceptual requirements into functional requirements in a clear manner that is comprehensible to the development team, the project team, and executive management.

• Translate business and technology requirements into systems qualities and subsequently into repeatable design strategies and patterns that enable those qualities (e.g. adaptability, scalability, availability, non-repudiation, re-usability).

• Review and analyze the effectiveness and efficiency of existing processes and systems and develop strategies for improving or further leveraging technology solutions to meet organizational goals.

• As an advocate, the BRM supports or promotes their 'business peers' interests.

• Liaise with 'business peers' and IT staff (analysts, technicians, software developers) to assist in resolving problems with processes and the associated solutions and software systems.

• Accountable for the management of requests from business peers for enhancements and demand for system changes requested while ensuring IT is providing consult to their requirements and aligning priorities to achieve organizational objectives.

• Participate in the evaluation of vendor software targeted for possible integration into the systems or environment, including strategic applications, tools, and utilities.

• Participate in cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.

• Compile or design architectural models of current and proposed systems across business lines.

• Ensure deployment of appropriate resources and requisite knowledge and skills in specific areas of expertise to adequately sustain IT systems and processes.

• Ensure confidentiality of sensitive and proprietary information; adhere to organization/department security policies.

• Maintain technical expertise, keeping current with evolving processes, systems, and technologies; share that knowledge with colleagues and IT management.

• Collaborate with project managers and project sponsors to continually align the project with organizational objectives.

• Provide strategic consultation to assigned department customers to define or design business processes, functions, and organizational structures.

• Research, identify, and internally market enabling technologies based on customer requirements.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with a major in computer science, information systems, electronics engineering, telecommunications, public administration, business administration, or a closely 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 units or 45 quarter units of education).

Experience: Four years of supervisory, project management or administrative experience with responsibility for planning, organizing, and implementing information system programs and projects. One year of the required experience must have included 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. Thorough knowledge and understanding of project management planning; financial modeling as it pertains to IT investment through the use of return on investment (ROI) analysis, and cross-functional multiple system integration processes;

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 complete 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.

OTHER REQUIREMENTS:
License/Certificate: Possession of a valid California Driver License may be required.

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

Possession of a Project Management Professional (PMP) certificate from an accredited college or university is preferred.

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.

CHIEF DATA OFFICER

Class Code: 77286

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$48.81 - $78.75 Hourly
$8,459.74 - $13,649.84 Monthly
$101,516.90 - $163,798.13 Annually

CLASS CONCEPT:
Under direction, promotes open data goals and objectives; oversees and maintains County department data sets; ensures effective data publication; provides information strategy and policy development; and perform other related duties as required.

The Chief Data Officer is a single position classification that is responsible for building tools to extract and update data programs for the County of Riverside. The Chief Data Officer is the division manager level and reports to the Chief Information Officer. The Chief Data Officer is responsible for the overall coordination and establishment of operations, programs, duties, policies, practices, and procedures through subordinate staff for a major division of a department. Incumbents in this class have detailed knowledge and a high level of discretion when making decisions. The Chief Data Officer is responsible for oversight and guidance on the progress of subordinate staff towards accomplishing division objectives. The main objective of this class is to provide management to data activities at an enterprise-wide level to foster government transparency and public relations. The incumbent is expected to draw logical conclusions from data correlations between County departments and provide relevant information to meet the County's business needs.

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 Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES:
(Depending on the area of assignment, duties may include, but are not limited to, the following)

- Maintain open data dashboards and portals; draw conclusions for departmental data correlations; advise executive management on budgetary and reporting use of data.

- Act as a liaison to local, state, and federal governmental stakeholders; interface with third party advocacy groups, service providers, and software vendors.

- Provide metrics to departments from open data; develop and monitor data programs; troubleshoot problems and create solutions when needed.

• Link data to sets; publish and embed data visualization tools into open format; report outcomes and performance metrics to relevant stakeholders; create dashboards, targets, and goals.

• Create policies and procedures related to data management operations; analyze County department's data.

• Oversee budgetary resources allocation and program expenditures; make recommendations on budgets and project timelines to senior and executive management.

• Monitor legislation relative to open data and ensure compliance with laws, regulations, and policies.

• Work with County departments and agencies to establish standards for publication of data and supporting documentation.

• Provide and recommend Countywide policies and standards; ensure best practices for departmental data sharing operations.

• Secure contracts for services; develop County Open Data portals.

• Keep abreast of new legislation; monitor legal requirements; interface with other jurisdictions.

• Communicate program outcomes to department heads and senior staff.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with course work in information technology, public administration, business administration, business management, computer science, electronic engineering, or a related field to the assignment.

Experience: At least seven years of professional level experience in which five of those years where in a management capacity with responsibility of oversight for implementing systems and or information technology programs. (A Master's degree in computer science, information systems, and public or business administration may be substituted for one year of experience.)

Knowledge of: Open Data concepts, regulations, and best practices; cloud computing; cyber security; County policies and operations; protection of confidential information; County department and agency services; human capital management; strategic planning; and principles and practices of leadership goals and objectives.

Ability to: Demonstrate interpersonal and communication skills; conduct analysis of open data correlations; publically present and speak well; analyze open data program policies and procedures; existing and emerging technology; conduct cost and benefits analysis; discern internal and external political considerations; communicate open data concepts and objectives; foster positive working public relations; and manage programs and processes.

OTHER REQUIREMENTS:

License/Certificate: 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.

Possession of a Project Management Professional (PMP) certificate from an accredited college or university is preferred.

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.

CHIEF TECHNOLOGY OFFICER

Class Code: 74235

COUNTY OF RIVERSIDE
Established Date: Aug 3, 2017
Revision Date: Aug 3, 2017

SALARY RANGE

$65.07 - $113.86 Hourly
$11,279.65 - $19,736.42 Monthly
$135,355.84 - $236,837.00 Annually

CLASS CONCEPT:
Under administrative direction, manages and directs the physical and personnel technology infrastructure of the Riverside County Information Technology (RCIT) Department; participates in department strategic and organizational planning processes; and to perform other related duties as required.

The Chief Technology Officer is the assistant director level and reports to the Chief Information Officer. The Chief Technology Officer is characterized by the responsibility to manage day to day operations of major areas of an assigned program or division. Incumbents assist the director in the overall administration of the department or one or more divisions. The Chief Technology Officer is responsible for assisting the CIO in the administration of technology deployment, network and systems management, integration testing, development of technical competencies for departmental staff, and management of client relations through service level agreements to ensure that service objective expectations are developed and attained. The Chief Technology Officer may assume the responsibility of the Chief Information Officer in his or her absence. This single-position class serves as the assistant to the Chief Information Officer and is responsible for relieving the director of many administrative responsibilities.

The Chief Technology Officer 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 Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES:
(Depending on the area of assignment, duties may include, but are not limited to, the following)

• Identify new and emerging technologies for use in County government; determine appropriate times for projects and implement as necessary; set and modify standards; establish plans for future implementation.

• Plan, direct, organize, coordinate, and evaluate technology infrastructure to provide services to County departments and other agencies.

• Serve as a member of the IT management team; participate in strategic, operational, and organizational planning processes; identify operational and organizational problems; formulate and implement solutions; set goals and measure results.

• Develop and modify policies and procedures; direct the development and implementation of countywide policies and procedures concerning the application, utility, and feasibility of information technology systems.

• Analyze County needs and technology developments; direct and evaluate efficiency studies.

• Establish and develop new modes of service to meet customer and business needs.

• Review Form 11 requests for technology purchases to ensure consistency with Countywide adopted technology standards.

• Participate in the department budget process; direct review and revision of rates for services and equipment to promote the use of technology.

• Prepare a variety of written and oral reports; make presentations to the Board of Supervisors and others.

RECRUITING GUIDELINES:

Education: Graduation from an accredited college or university with a Bachelor's degree, preferably with a major in computer science, information systems, public/business administration, or a 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.)

Experience: At least five years of experience in a management position in which three of those years provided operational oversight to a division that included responsibility for setting standards and managing a variety of large and complex technology implementation projects for a major agency or department.

Knowledge of: Information technology and systems architectures; technology standards and benefits; principles underlying and methods of determining, total cost of ownership; current technology marketplace; principles and practices of general and financial management.

Ability to: Manage a large and complex technology infrastructure; manage and track a variety of concurrent complex technology projects to ensure timely and cost-effective completion; keep current on industry standards; recognize problems and identify solutions; analyze and improve departmental policies and procedures; provide strong organizational leadership; promote collaboration and innovation; speak and write efficiently; make effective, professional presentations; present a professional and positive demeanor; prepare, monitor, and review division/departmental budgets; and evaluate the work of others.

OTHER REQUIREMENTS:

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

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.