

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



ITEM
3.12
(ID # 9028)

MEETING DATE:

Tuesday, April 9, 2019

FROM : HUMAN RESOURCES AND Information Technology :

SUBJECT: HUMAN RESOURCES: Classification & Compensation recommendation to establish the Information Technology Manager I classification; and amend Ordinance No. 440 pursuant to Resolution No. 440-9110 submitted herewith, All Districts. [Cost-\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the recommendation to establish the Information Technology Manager I classification; and
2. Amend Ordinance No. 440 pursuant to Resolution No. 440-9110.

ACTION: Policy


Brenda Diederichs, Assistant CEO / Human Resources Director

4/1/2019


Dave Rogers, Chief Information Officer

4/4/2019

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Spiegel and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended and that Resolution 440-9110 is adopted as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: April 9, 2019
xc: RCIT, HR

Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

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

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:			Budget Adjustment: No	
			For Fiscal Year: 18/19	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Information Technology Department (RCIT) is a full-service provider of IT services for all county departments. RCIT is comprised of various bureaus and divisions which provide a wide range of services including applications development, communications, geographic information systems, operations support, and systems services. The goal of RCIT is provide departments with straightforward technology solutions that enable department personnel to focus on meeting their business objectives.

RCIT utilizes the current At-Will Information Technology (IT) Manager I through III classification series throughout the department to oversee a variety of important IT services. Current reorganization efforts within the RCIT Department have resulted in an expansion of the work carried out by IT Managers. The oversight of services provided by these managers is critical in ensuring the proper operation of IT services for departments. As a result of the expanded responsibilities, it is recommended that the Board approve the creation of the new lower level At-Will IT Manager I classification. The addition of this classification will expand the current IT Manager series from three levels to four, allowing for proper oversight of services in RCIT's various bureaus, divisions, and units. The Human Resources Department will ensure that the existing IT Manager classifications are revised to reflect the new structure needed by the RCIT Department.

Classification Additions

Information Technology Manager I: It is recommended to add this At-Will classification to the Class and Salary Listing at salary plan/grade MRP 592/L19 (\$83,397 - \$134,500). This request is only to add the classification and there is no immediate financial impact associated with this request.

Impact on Residents and Businesses

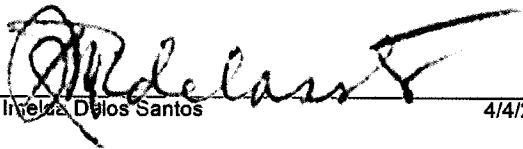
Approval of this classification will have no direct impact to residents and businesses.

Attachments:

Attachment A - Information Technology Manager I classification

Attachment B - Resolution No. 440-9110

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


Iveliz Delos Santos 4/4/2019

RESOLUTION NO. 440-9110

BE IT RESOLVED by the Board of Supervisors of the County of Riverside, State of California, in regular session assembled on April 9, 2019, that pursuant to Section 3(a)(iv) of Ordinance No. 440, the Assistant County Executive Officer/Human Resources Director is authorized to amend the Class and Salary Listing of Ordinance No. 440, operative the beginning of the pay period following approval, as follows:

<u>Job</u> <u>Code</u>	<u>+/-</u>	<u>Class Title</u>	<u>Salary</u> <u>Plan/Grade</u>
86247	+	Information Technology Manager I	MRP 592/L19

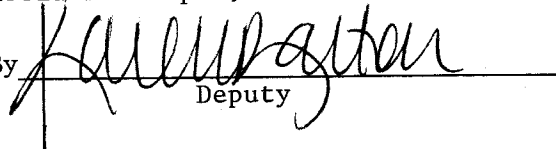
ROLL CALL:

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
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 R. Harper, Clerk of said Board

By


Deputy

/kc

03/25/2019

440 Resolutions\KC

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INFORMATION TECHNOLOGY MANAGER I

Class Code: 86247

COUNTY OF RIVERSIDE
Established Date: Apr 11, 2019
Revision Date: Apr 11, 2019

SALARY RANGE

\$40.10 - \$64.66 Hourly
\$6,949.77 - \$11,208.30 Monthly
\$83,397.22 - \$134,500.00 Annually

CLASS CONCEPT:

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

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

The ITM I job classification is intended for use in small IT organizations, small units in RCIT or for positions which oversee a small functional area in large IT organizations. Typically, the ITM I class reports to the Assistant Chief Information Officer, Deputy Director, or to an ITM III/IV. Staff size for the ITM I class is less than 15 employees with oversight for highly technical specialties including, but not limited to network administration, applications support, systems operations, communications, help desk, and PC technical support. Responsibilities include managing a small budget with key oversight in major technology areas for the department and unit. The ITM I has significant knowledge of IT organization operations, or current technology and industry trends plus the ability to apply technology issues to the business needs of the organization and apply a comprehensive strategy.

The ITM I class has been designated At-Will by the Board of Supervisors, in accordance with the provisions provided under Article 6, Section 601E (8) of the County Management Resolution and serves at the pleasure of the Chief Information Officer.

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

REPRESENTATION UNIT: Management Resolution - Management

EXAMPLES OF ESSENTIAL DUTIES:

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

- Develop and implement operational plans for oversight of IT Administration and information technology infrastructure to support the County and department's business goals.

- Organize and direct relevant activities in support of smooth operations; analyze and prepare a variety of complex reports and correspondences.
- Develop and implement work plans to accomplish work group objectives; assign work and monitor performance; take action in the full range of formal personnel activities including hiring, training, and evaluating performance of staff.
- Oversee and provide consultation in the development of technology solutions to achieve business goals in a variety of operational areas.
- Serve as a liaison; create and foster partnerships with others to deliver and improve services.
- Establish policies and procedures as well as acceptable practices.
- Manage a portfolio of projects to be accomplished in the short- and long-term.
- Ensure customer satisfaction and work group productivity as well as a constructive operational environment and positive organizational behavior.
- Prepare and present budget and other funding proposals; monitor expenditures; and operate within budget allocation.
- If operating as an administrator within the IT environment, assist divisions and program managers with the development of individual budgets, monitor deviations from approved budgets and recommend corrective measures including implementing internal controls.

RECRUITING GUIDELINES:

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

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

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

Ability to: Present technology vision and strategies to department and agency management; manage multifaceted and technically sophisticated projects and on-going operations; develop strategic plans for operation and growth; analyze user needs, existing and emerging technology, costs/benefits, internal political considerations and utilize available financial and human resources; establish objectives, activities and timelines and completing the work within those parameters; advocate for needed resources; communicate with others from varied socio-economic backgrounds, diverse cultural norms and conflicting priorities and needs; foster positive relationships and public relations.

REQUIRED COMPETENCIES:

Skill in:

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

OTHER REQUIREMENTS:

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

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.