City of Loma Linda Official Report

Robert Christman, Mayor
Stan Brauer, Mayor pro tempore
Floyd Petersen, Councilmember
Robert Ziprick, Councilmember
Rhodes Rigsby, Councilmember

COUNCIL AGENDA: August 22, 2006

TO: City Council

VIA: Dennis R. Halloway, City Manager

FROM: W. James Hettrick, Director of Information Systems

SUBJECT: Budget Adjustment for Information Systems and Loma Linda Connected Community Program staffing

RECOMMENDATION

In order to meet immediate needs of the Information Systems Division, it is requested that the City Council:

- Approve the new position descriptions as attached and salary ranges as listed below;
- Grant authorization to fill the Analyst I and II positions as indicated above with existing personnel;
- Grant authorization to fill the Analyst III, and Communications Infrastructure Inspector positions immediately as provisional appointments pending the establishment of eligibility lists;
- Approve title change for the Information Systems Director to Chief Information Officer;
- Transfer $60,000 from 40-5900-1830 (contractual services) to 40-5900-0500 (salaries).

BACKGROUND

Changes to the current staffing levels and positions in the Information Systems Division are being requested in order to meet on-going and future needs of the City of Loma Linda and the Loma Linda Connected Communities Program.

ANALYSIS

Current staffing for the Information Systems Division is as follows:

2 Information Systems Technicians – Kathy Sorrells and Brian Sawyer
1 Information Systems Supervisor – currently vacant
1 Information Systems Director – W. James Hettrick

Requested staffing is as follows:

1 Systems Analyst I – Brian Sawyer
1 Systems Analyst II – Kathy Sorrells
1 Systems Analyst III – position current vacant
1 Systems Analyst IV – Robert Cunningham
1 Communications Infrastructure Inspector – new position
1 Chief Information Officer – W. James Hettrick

Job Title	Salary Range	Min/Hour	Max/Hour	Min/Month	Max/Month	Min/Annual	Max/Annual
Systems Analyst I	148	$24.11	$30.79	$4,179.07	$5,336.93	$50,148.80	$64,043.20
Systems Analyst II	177	$27.86	$35.58	$4,829.07	$6,167.20	$57,948.80	$74,006.40
Communications Infrastructure Inspector	177	$27.86	$35.58	$4,829.07	$6,167.20	$57,948.80	$74,006.40
Systems Analyst III	216	$33.85	$43.50	$5,867.33	$7,540.00	$70,408.00	$90,480.00
Systems Analyst IV	236	$37.40	$47.76	$6,482.67	$8,278.40	$77,792.00	$99,340.80

Salary, benefit and account allocation information on the above requested changes is detailed on the attached spreadsheet and summarized in the table below. Salaries and job descriptions for the new positions were not included with the current on-going salary survey as they have yet to be approved, but are based on similar positions with the County of San Bernardino.

FINANCIAL IMPACT

The table below outlines the financial impacts and the affected accounts. At a previous City Council meeting, $60,000 had been allocated and added to the 40-5900-1830 (LLCCP Contractual Services) account for a contract inspector position. That position is now proposed to be brought in-house and the transfer of the $60,000 is reflected in the calculations below.

Account	Salary	Benefits
01-1500 (information systems)	$19,640	$ 6,625
05-3500 (sewer)	14,730	4,968
40-5900 (LLCCP)	96,822 – 60,000 already allocated = 36,822	35,104
65-7000 (water)	14,730	4,968
77-1800 (RDA)	9,820	3,312
79-1800 (RDA)	9,820	3,312
87-1800 (RDA)	4,910	1,656
89-1800 (RDA)	4,910	1,656
Totals	$115,382	$61,601
Grant Total	$176,983	

Budget Calculation Spreadsheets
PROPOSED

SALARIES					Account Allocations							
Employee		New Position	Total Sal	Total bennies	1500	05-3500	40-5900	65-7000	77-1800	79-1800	87-1800	89-1800
Sawyer	Brian	Systems Analyst I	50,148.24	21,728.27			50,148.24					
VACANT		Systems Analyst III	80,231.05	28,834.77			80,231.05					
Sorrells	Kathy	Systems Analyst II	65,081.00	24,235.11	13,016.20	9,762.15	13,016.20	9,762.15	6,508.10	6,508.10	3,254.05	3,254.05
Cunningham	Bob	System Analyst IV	88,646.94	30,902.76	17,729.39	13,297.04	17,729.39	13,297.04	8,864.69	8,864.69	4,432.35	4,432.35
VACANT		Communications Infrastructure Inspector	63,898.56	25,185.38			63,898.56					
TOTAL			348,005.80	130,886.29	30,745.59	23,059.19	225,023.44	23,059.19	15,372.79	15,372.79	7,686.40	7,686.40
SALARY DIFFERENCE FROM CURRENT			175,384.20	61,601.63	19,640.58	14,730.43	96,821.89	14,730.43	9,820.29	9,820.29	4,910.14	4,910.14

BENEFITS					Account Allocations							
Sawyer	Brian	Systems Analyst I	50,148.24	21,728.27			21,728.27					
VACANT		Systems Analyst III	80,231.05	28,834.77			28,834.77					
Sorrells	Kathy	Systems Analyst II	65,081.00	24,235.11	4,847.02	3,635.27	4,847.02	3,635.27	2,423.51	2,423.51	1,211.76	1,211.76
Cunningham	Bob	System Analyst IV	88,646.94	30,902.76	6,180.55	4,635.41	6,180.55	4,635.41	3,090.28	3,090.28	1,545.14	1,545.14
VACANT		Communications Infrastructure Inspector	63,898.56	25,185.38			25,185.38					
TOTAL			348,005.80	130,886.29	11,027.57	8,270.68	86,775.99	8,270.68	5,513.79	5,513.79	2,756.89	2,756.89
BENEFIT DIFFERENCE FROM CURRENT			175,384.20	61,601.63	6,624.43	4,968.32	35,103.92	4,968.32	3,312.21	3,312.21	1,656.11	1,656.11
MINUS FUNDS ALREADY ALLOCATED IN CONTRACTUAL SERVICES			60,000.00				60,000.00					
TOTAL SALARY & BENEFITS			176,985.83		26,265.00	19,698.75	71,925.81	19,698.75	13,132.50	13,132.50	6,566.25	6,566.25

Date:

CITY OF LOMA LINDA
INFORMATION SYSTEMS ANALYST SERIES SPECIFICATIONS

DEFINITION

Under general direction, provides technical assistance in the coordination and implementation of activities and operations involved in ensuring the accessibility, integrity and security of the City's information systems; performs a variety of complex technical duties involved in the installation, repair, replacement, and maintenance of City's information systems; administers the City's website, creates and maintains new and existing web pages; performs such other related duties as may be assigned.

DISTINGUISHING CHARECTERISTICS

Systems Analyst I This is the trainee level of the series. Incumbents are expected to have some experience in applications programming, and through training and experience to develop skill in systems programming.
Systems Analyst II This is the fully qualified working level of systems programmer. Incumbents are expected to identify and resolve independently all but the most complex problems causing abnormal system terminations or response time degradation, and to assist in resolving problems causing a major system failure.
Systems Analyst III This is the advanced working level in the Systems Analyst Series, and incumbents in this class are expected to be experts in systems programming. Positions identify and resolve the most complex abnormal system terminations or response time degradation.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Coordinate and perform a variety of work activities and duties relative to City's information systems operations; assist with hardware and software installation and general support.
2. Assist in evaluation, maintenance and troubleshooting of City personal computers; research and evaluate whether problems are hardware or software related and implement corrective solutions.
3. Administer and coordinate user access and control; install, maintain, and delete user users; assign user rights.
4. Orient new users and provide technical support to existing users on the correct operation of personal computers, network communications devices and telephones.
5. Install new or relocate existing PC hardware and software, including connecting hardware to the networks, installing software, transferring data and testing
6. Interface with City departments, other governmental agencies, outside vendors and others as necessary to assist in the management of the various aspects of city information systems technology.
7. Perform preventative maintenance on City's personal computers, network communications devices and telephone system.
8. Coordinate the City website; assist in the design of the site's flow and function, design and implement ongoing updates, maintenance, functionality and improvements.
9. Convert and design format for documents to HTML or PDF formats.
10. Evaluate and recommend web technologies to enhance current and future information technologies.

11. Coordinate taping and broadcasting of City Council meetings and rebroadcast of City Council meetings and County Board of Supervisor meetings.
12. Attend and participate in professional and department meetings as necessary; stay current on issues, trends, developments, innovations, equipment and improvements in the field of information systems and web technology; implement improvements as is appropriate.
13. Provide vacation and temporary relief as required.
14. Performs Local Area Network and Wide Area Network design and support functions including reviewing.
15. Performs system performance management and assists in capacity planning.
16. Monitors and controls the storage of data on disk to ensure efficient performance and space utilization.
17. Assists in the design of application systems providing technical advice on alternatives with focus on available computer resources and performance.
18. Provides technical assistance for specially assigned projects and other work as required.
19. Performs technical project management for various systems software products. Plans and coordinates software migration testing. May serve as a lead supervisor on projects.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and experience, that has provided the knowledge, skills, and abilities necessary for a Web Administrator/Network Analyst. A typical way of obtaining the required qualifications is to possess the equivalent of two years of directly related experience in Information Technology.

Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of personal computers, network communication devices and telephone systems; research techniques, methods and procedures; website maintenance.

Ability to learn and apply skills necessary to operate, install, maintain, configure and troubleshoot personal computers, network communication devices, telephone systems, and websites; assess, evaluate, and prioritize maintenance and repair requests; prepare and maintain accurate records; communicate effectively; understand and follow verbal and written directions; establish and maintain cooperative working relationships.

Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination at time of appointment.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Occasional lifting up to seventy-five pounds such as files, stack of papers, reference books, and computer components. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard.

Date:

CITY OF LOMA LINDA
INFORMATION SYSTEMS ANAYLST IV

DEFINITION

Under general direction, supervises a major section of IS Department; performs work involved in the analysis, design, modification, implementation and maintenance of the City's Communication Network; performs related duties as required.

CLASS CHARACTERISTICS

This class is assigned to the Department of Information Services. It is characterized by the responsibility for supervising a staff engaged in technical support functions, and the analysis, planning and implementation of all components of the City's telecommunication system.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Analyze current and historical service levels, traffic patterns and feature usage, and recommend and implement software changes/upgrades to maximize efficiency.
2. Project and analyze user needs and developments in the telecommunications industry and develop means of accommodating future system demands.
3. Conduct comparative and cost analyses of system expansions and enhancements; formulate short and long-term plans; design network topology and develops specifications and work with contractors to implement same.
4. Evaluate the cable plant and recommend strategies for optimizing existing lines without major plant expansion.
5. Study overall switch and microwave alarm patterns and determine methods for averting patterned outages.
6. Evaluate system reports and develop cost effective recommendations to improve service delivery and system reliability.
7. Maintain and examine network history logs and alters network operations modes for the purpose of conducting performance studies.
8. Plan strategic and tactical disaster recovery survival scenarios based on different threat levels.
9. Assist with the preparation of the Information Systems and Connected Community Program budget; compile equipment and materials lists and projects costs.
10. Ensure that adequate replacement parts are kept in network equipment inventory for repairs and anticipated changes.
11. Develop and control security mechanisms to ensure against unauthorized access to the network and control equipment.
12. Maintain records and prepare and submit reports and correspondence as required by immediate supervisor.
13. Provide vacation and temporary relief as required.
14. Plan, organize and coordinate section operations and provide Technical advice and guidance.

15. Develop and document standards for the use, control, updating and maintenance of data; define and implement or supervise the implementation of data base backup, recovery and reorganization procedures.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include the equivalent to graduation from a four-year college or university with major coursework in computer science, information systems management or related field; and three years of progressively responsible related experience in information systems design, implementation and operations including supervision and management. Experience in project development and implementation is highly desirable. Additional qualifying work experience may be substituted for the required education.

Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of data processing equipment and peripherals; data management program development; programming languages and available hardware/ software packages; telephone, voice mail and networking programs; budget preparation/administration; research techniques, methods and procedures

Ability to accurately evaluate and prioritize hardware and software requests; recommend purchase of equipment, services and supplies; analyze, interpret and report research findings; test and debug computer systems and determine optimal system performance; coordinate data processing activities with other City departments and with outside agencies; assist other City staff in identifying data processing needs; prepare and present concise oral and written reports; organize work, set priorities, and exercise sound judgment; establish and maintain effective working relationships.

Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination at time of appointment.

Incumbent must successfully complete a one-year probationary period.

WORKING CONDITIONS

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities; occasional lifting up to seventy-five pounds such as files, stack of papers, reference books, and computer components; exposure to confining work space and electrical hazards.

CITY OF LOMA LINDA
COMMUNICATIONS INFRASTRUCTURE INSPECTOR

The Communications Infrastructure Inspector will report to the LLCCP leader and work in concert with the LLCCP Team at all times.

1. He will perform all Builder interfacing on behalf of the LLCCP leader and the LLCCP Team:
   a. Coordinate the fiber and structure wiring design for each project.
   b. Conduct backbone and joint trench inspections and sign-offs.
   c. Conduct foundation, pre-wire, post-wire inspections and sign-offs
   d. Ensure MDF building schedules are met prior to any escrow closings
   e. Over see all QA & QC final inspections including power at MDF, DCB and NID

2. He will participate in all requested or required meetings for the LLCCP Project:
   a. Attend weekly meetings to provide status to the LLCCP Team
   b. Design meetings for LLCCP and provide drawings and splice details
   c. Provide, discuss and document any specification changes to the LLCCP specifications.
   d. Attend the ARC meeting on a weekly basis.

3. Assist City Engineer or Maintenance personnel on any joint water, sewer, streetlight or capital projects to include the LLCCP and / or SCADA specification requirements:
   a. Research City records for any LLCCP and / or SCADA conflicts.
   b. Assist in GIS mapping and cable records for LLCCP and / or SCADA projects
   c. Interface with Verizon, SCE, Adelphia or any utility company on City projects.

4. Will represent LLCCP leadership to any potential customers regarding the use of Backbone, Ring, MDU's or Overlay deployment:
   a. Make feasibility studies and recommendations on how best to deploy
   b. Work with MDU managements for design, distribution and MOU's.
   c. Dictate all fiber assignments and maintain database on used fibers within the Ring and Star topologies.
   d. Assist with all deployments of LLCCP, Mesh and SCADA distributions methods.
5. Document and record all aspects of the LLCCP Inspection Process
6. Report daily and perform work on site in Loma Linda. Monday Thru Friday 8:00 am to 5:00 pm
7. Perform other Inspection and Engineering duties as assigned by LLCCP leadership.

Qualifications:

Education and Experience:

Possession of a high school diploma or general equivalency diploma (G.E.D.) and two years of inspection experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed above, for example, 10 years Experience in customer relations management and have significant project management and multiple year project management experience.

Licenses:

For specified positions in the Building and Safety Services Department, possession of or ability to obtain an ICBO Certificate as a Building, Plumbing, Mechanical or Electrical Inspector, or BICSI Registered Communications Distribution Designer (RCDD), Outside Plant (OSP), Local Area Network (LAN) Certificates, or Society of Cable Telecommunications Engineers (SCTE)

For either assignment, must possess and maintain a valid California class C driver's license and a satisfactory driving record.

Physical Requirements and Working Conditions:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer, and to walk, climb, stoop and work in cramped conditions or the inspection of various construction and building sites and City infrastructure; strength to lift and carry materials and equipment weighing to 20 pounds; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and/or radio.

Knowledge of: (at entry)

Construction methods, materials, tools and equipment used for residential, commercial and industrial projects or for City capital improvement projects; Inspection techniques for telecommunication, communication, wireless, radio, mechanical, plumbing, electrical, structural and engineering construction; Applicable laws, codes, ordinances and regulations; Standards, methods and practices applicable to City inspections; Computer applications related to the work; Techniques for effectively representing the City and the department; and Techniques for dealing with and solving problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in: (at entry)

Inspecting buildings, structures and projects related to the area of assignment; Interpreting, explaining and enforcing codes and regulations; Preparing inspection reports; Reading blueprints, plans and specifications; Reviewing plans and permit applications for final approval; Maintaining accurate records and files; Organizing and prioritizing work and meeting critical deadlines; Using tact, initiative and independent judgment within established procedural guidelines; and Communication and interpersonal skills to interact with co-workers, supervisors and the general public sufficient to exchange or convey information and to receive or deliver work direction.

Date:

CITY OF LOMA LINDA

~~DIRECTOR OF INFORMATION SYSTEMS~~
CHIEF INFORMATION OFFICER

DEFINITION

Under general direction, plans, organizes and directs the development and maintenance of city information technology, including database administration, technical direction, vendor contract management, business applications, authority for programming, back-up, integrity and security of all city computers, networks and telephone systems; performs such other related duties as may be assigned.

CLASS CHARACTERISTICS

This is a single position class with all terms and conditions of employment determined by written employment agreement. The position shall serve to coordinate and balance each department's needs with the organization's needs to implement a short- and long-term plan to maintain the agency's information systems. This position reports directly to the City Manager.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Manage and direct the various aspects of city information technology, including city computers, LAN/WAN networks, internet/intranet requirements, telephone systems, and geographical information systems (GIS) activities; coordinate information technology activities among City departments, governmental agencies, outside vendors, and others.
2. Monitor day-to-day computer operations and resolve operational problems; ensure that all systems are on line and functional; observe systems for malfunctions, inspect and remedy deviations from anticipated system performance levels; analyze processing errors to determine source and optimize performance.
3. Recommend proper equipment to meet the City's needs and designs, install and maintain information systems.
4. Train and provide technical support to users regarding computer/telephone hardware and software.
5. Stay current with latest technology.
6. Plan and guide future growth of the City's information systems.
7. Staff City committees and attend staff and City Council meetings as necessary or requested.
8. Represent City at community and interagency meetings as directed.
9. Perform other related duties and responsibilities as assigned.

FLEXIBILITY OF SCHEDULE

1. Enables increased productivity based on peak and off peak technology uses.

2. Allows for other project involvement that will further the ability to stay current with latest technology.
3. Allows for planning and guided growth of City's information systems with real production experience.
4. Allows for formal and informal education to occur.
5. Benefits the City with cost savings on professional development, networking, partnerships, and experience.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include the equivalent to graduation from a four-year college or university with major coursework in computer science, information systems management or related field; and five years of progressively responsible related experience in information systems design, implementation and operations, including supervision and management.

Knowledge, Skills, and Abilities

Knowledge of current principles, practices and techniques related to the operation of data processing equipment and peripherals; data management program development; programming languages and available hardware/ software packages; telephone, voice mail and networking programs; budget preparation/administration; research techniques, methods and procedures

Ability to accurately evaluate and prioritize hardware and software requests; recommend purchase of equipment, services and supplies; analyze, interpret and report research findings; test and debug computer systems and determine optimal system performance; coordinate data processing activities with other City departments and with outside agencies; assist other City staff in identifying data processing needs; prepare and present concise oral and written reports; organize work, set priorities, and exercise sound judgment; establish and maintain effective working relationships.

Special Requirements

Possession of or ability to obtain a valid Class C California driver's license and a satisfactory driving record.

Incumbents must pass a medical examination at time of appointment.