

Extraordinary Qualifications - Civil Service Form #1376

**Requester Information**

Name: BejideLegania      Date: 1/10/2019

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Department: ITI

**Employee Details**

Employee Name: Latonya Mason

Department: 220 - CAO

Appointing Authority: Kimberly LaGrue  
Courtney Bagnieris

Is this a promotion or a new hire?    New Hire (Hired Above Minimum)    Promotion (Qualified Above Minimum)

Proposed Classification: INFORMATION TECHNOLOGY SPECIALIST III

Current Classification: INFORMATION TECHNOLOGY SPECIALIST II

**Job Posting and Appointment**

Type of Appointment: Probationary

Date of Appointment (if known): 11/18/2018

Duration of Job Posting: Continuous

Method(s) of Advertising?: Civil Service

Detailed Position Description: Highly responsible technical work of a specialized nature supporting, developing and maintaining the City of New Orleans' Enterprise software applications. This individual is responsible for the support, ITIL based administration and IT coordination associated with key applications or groups of application. Work also includes: Serve as a liaison between City departments, ITI and the Vendor, providing technical support, facilitating problem resolution, receiving complaints and administering application(s). Design, recommend, and monitor tiered back-up solutions and disaster recovery plans for assigned applications. Work with the technical groups in ITI to implement proposed back-up schedule and disaster recovery plan. Coordinate with the Business Application Owner for maintenance periods and support before updating or making significant changes to the database or application architecture. Write technical documentation for content types, presentation modules, workflows, functional regression analysis, and other modifications. Where necessary add/remove/update users assigned to Active Directory Groups to ensure that users are able to access the associated files and database. Perform data extract, transform, and load operations for assigned applications. Maintain any integrations with the assigned applications. Coordinate with Business Application Owner and Vendor, as required, to update/modify any processes needed to sustain any integrations. Use SQL or other business intelligence tools where needed to extract data and create on-demand and automated reports. Monitor project milestones/critical paths for potential problems and facilitate appropriate communication with project leads to ensure success. Facilitate status meetings, reporting to project stakeholders and provide accurate data on project and application performances. Look for process improvements to support on-going, effective use of assigned applications. Work with OAJDC to comply with ITI change

**Qualifications**

How many applicants were on the eligible list? After reviewing the register, how many possessed the extraordinary qualification(s) described below?:

Of the six (6) applicants who applied for the position, Ms. Mason is ranked highest on the list of candidates and is the most tenured Civil Servant as a member of the Office of ITI. She possesses a related degree, and for the past three (3) years, has configured and supported the enterprise application that ITI uses to manage the IT service desk, which supports the City's 4500 network users. She is also the designated support manager for enterprise HR applications.

Describe:	Minimum Qualification - from Job Announcement	Employee Qualification that Exceeds the Minimum	Details
	<p>A Bachelor's Degree in computer science, Computer Information Systems (CIS), Geographic Information Systems (GIS), Engineering, Telecommunications or a closely related field from an accredited college or university* AND four (4) years of progressively responsible technical experience (e.g., systems administration, database administration, applications, security, networks administration) in a progressive IT organization, data processing management, or in a technology program. Two (2) years of this experience must have included applications management. OR Eight (8) years of progressively responsible technical experience (e.g., systems administration, database administration, applications, security, network administration) in a progressive IT organization, data processing management, or in a technology program. Six (6) years of this experience must have included applications management.</p>	<p>Bachelor's Degree in Computer Information Systems AND over 10 years of progressively responsible technical work in an IT organization</p>	<p>• IT Service Desk technician from 2008-2018 • Three years of experience configuring and managing the ITI enterprise application • Bachelor's of Science degree in Computer Information Systems</p>

Describe how similar qualifications are not readily available in the labor market at the minimum rate:

Individuals with these qualifications are paid more than the minimum and are generally in higher paying positions than the minimum entrance rate. A candidate with Ms. Mason's education and years of relevant experience would command a significantly higher salary at any organization, regardless of the minimum entrance rate of \$63960.00. The contractors who currently work in this capacity and possess the same level of qualifications are paid nearly 40% more annually.

How are the duties of the position relevant to the advanced qualification?:

For the past three (3) years as an IT Specialist II, Ms. Mason has been responsible for configuring and managing ITI's enterprise service desk platform, providing critical support to the City's 4500 network users. In addition to her IT Specialist II duties, she has leveraged her experience to perform key tasks, including: working as the liaison between ITI and the application vendor, coordinating application maintenance periods; reporting statuses to key stakeholders; and effectively maintaining the enterprise software application. This experience is directly relevant to the duties of the Enterprise Application Manager.

Are there other departmental employees in this classification with the same or equivalent qualifications:  Yes  No

Additional Documentation

- Attachment 1:
- Attachment 2:
- Attachment 3:

Proposed Pay Rate

Rate Granted in Steps (maximum of 21):

Rate Granted as a Percentage (must be divisible by 1.25):

How will hiring this person at the rate specified be a financial advantage to the City? (Please provide an objective financial analysis):

The annual salary of LaTonya Mason will be \$72,420.26. She possesses both a relevant degree and the experience most relevant to the work. The ITI staff currently working at this level work through our staff augmentation contract work at the rate of \$81 per hour. Based on 2080 hours per year, the total cost for a contractor to do the same work equals \$168,480 annually. Hiring LaTonya Mason for this position presents an overall cost savings to the City of \$96,060.00 per year.

Appointing Authority Approval

Name: Kimberly LaGrue

Date: 1/11/2019

Approval:  Approved  Denied

Comment:

Class & Pay Approval

Name: Tamyra Taylor

Date: 1/16/2019

Approval:  Approved  Denied  Cancel

Comment:

Employee has Bachelors and 9+ years of experience. Banded Rank 1.