

Extraordinary Qualifications - Civil Service Form #2155

Requester Information	
Name:	BejdeLegania
Date:	11/7/2019
Email:	bjlegania@nola.gov
Phone Number:	504-656-7633
Department:	ITI

Employee Details	
Employee Name:	Kenneth David
Department:	220 - CAO
Appointing Authority:	Courtney Bagneris Kimberly LaGrue
Is this a promotion or a new hire? <input checked="" type="radio"/> New Hire (Hired Above Minimum) <input type="radio"/> Promotion (Qualified Above Minimum)	
Proposed Classification:	INFORMATION TECHNOLOGY SPECIALIST III

Job Posting and Appointment	
Type of Appointment:	Probationary
Duration of Job Posting:	Continuous
Method(s) of Advertising:	Civil Service
Detailed Position Description:	<p>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:</p> <ul style="list-style-type: none">• 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 configurations with the assigned applications.

Qualifications	
How many applicants were on the eligible list? After reviewing the register, how many possessed the extraordinary qualification(s) described below?:	There were 15 applicants on the register. Mr. David's experience is unique and non-competitive because he is currently engaged in this work with the City as a contractor and has extensive knowledge of all financial applications and users. For the past couple years, Mr. David has been engaged heavily in high-profile, high-impact projects like converting our tax database from an outdated technology (mainframe database) to a new and more usable application (taxWorld). As well, he has been the lead service manager for the City's new cashing system (Novan), the new ERP system (BRASS), the current revenue system (RCS), and facilitating the relationship between Chase bank/authorize.net and our online payment portals. Mr. David has the most extensive experience of the applicants in user adoption and support as well as 10+ years of experience, most of which were in a highly technical and high volume business environment similar to the City of New Orleans.
Describe:	

Minimum Qualification - from Job Announcement	Employee Qualification that Exceeds the Minimum	Details
EITHER: 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, networks 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.	Total 19+ years of experience in IT support, projects/analysis and administrator's roles. Over 10 of these years in global application project management and application management.	Most recent experience as System administrator for multiple financial systems, application support and security. July 2017 to current Business Analyst, gather requirements and translate to a user story. December 2016 to May 2017 Project Manager, May 2005 to July 2016, project manager for global flight billing, global flight tracking, global data center migration. Senior Help Desk Specialist, 1993 to 1998, support end users hardware and software issues.
No certification requirement	Professional degree/certification from Southern Technical College	Completed professional training in Computer Technology in 1990

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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

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

Mr. David currently works as a contractor on our Service Manager team and manages multiple technical and user processes for the City's finance applications like RCS, BRASS, Inovah, etc. He has led multiple projects to upgrade the applications, do user and technical testing and acceptance as well as configure the applications and manage change. Since he joined the team in 2017 Mr. David's focus has been to provide excellent service to our users while also managing expectations and technical requirements related to new application deployment and identification of improvements to current systems. Mr. David has also gone out of his way to work with finance staff and his colleagues to continuously improve the usage of each application and to manage the user roles and security. He has taken the lead to cross-train additional BRASS staff members and document all of the work he is doing, which also provides updated templates for application support and enhancement.

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):

21

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

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 Kenneth David will be \$74,241.66. If we did not hire Mr. David as a civil servant, we would need to continue using his services or employ a similarly qualified person through one of our staff augmentation contracts. To keep him employed as a contractor, the City would pay approximately \$124,133 annually for the resource. This is calculated based on a 1,858 hour year at a rate of \$66.80/hour. Hiring Mr. David as a civil servant represents significant financial value over keeping him as a contractor.

Appointing Authority Approval

Name: Kimberly LaGrue

Date: 11/11/2019

Approval: ☒ Approved ☐ Denied

Comment:

Class & Pay Approval

Name: Samuel Stoute

Date: 11/22/2019

Approval: ☒ Approved ☐ Denied ☐ Cancel

Comment:

