

Step - 21

**CITY OF NEW ORLEANS  
CIVIL SERVICE FORM  
EXTRAORDINARY OR SUPERIOR QUALIFICATIONS, EXPERIENCE, CREDENTIALS**

Please complete this form and attach the posted job announcement and verifiable documentation of extraordinary qualifications, experience, and/or credentials. If it is a provisional employee, please submit a prior announcement. Make sure you have vetted the candidate pool to determine how many candidates possessed extraordinary qualifications. Please keep a copy for your records and send a copy of the form to the Civil Service department for the employee's official personnel file. Do not enter this increase in ADP until you have filled out this form.

**Appointing Authority Name:** Lamar M. Gardere  
**Appointing Authority Department:** Information Technology and Innovation  
**Appointing Authority Phone Number:** 504-658-7639  
**Appointing Authority E-mail:** lmgardere@nola.gov

**EMPLOYEE INFORMATION**

**Name of Employee with Extraordinary Qualifications:** Charles Sterling  
**Current Class (if current employee):** **Proposed Class: C0177**  
**Is this a promotion or a new hire?** New Hire **What is the new job class?**  
**IT Specialist III- Systems Administrator**

**JOB POSTING & APPOINTMENT**

**Duration of job posting:** continuous **How position was advertised:** Civil service  
**Date of appointment:** 4/11/16 **Type of appointment (provisional, etc.):** Permanent  
**Detailed position description:**

Highly responsible technical work of a specialized nature installing, supporting, and maintaining servers and other computer systems, and planning for and responding to service outages and other problems. Work also includes:

- Presenting reports on performance at the manager, and executive levels.
- Standardizing all incident identification, tracking, and reporting procedures.
- Brainstorming, formalizing and managing policies to ensure performance goals are met. Policy areas include but are not limited to records retention, data center environment, testing procedures, and backups.
- Set-up and maintenance of multiple types of computer systems including Windows Server 2008, Exchange 2010 and VMWare 5.1 and later.
- Analyzing system faults and troubleshooting and running diagnostic tests on operating systems and hardware to detect problems.
- Responsible for all storage related hardware both HDD and tape based.
- Initiate preventive maintenance on the computer systems as well as repair system/environment problems.
- Related work as required.

**QUALIFICATIONS**

1. **How many applicants were on the eligible list? How many of them possessed this extraordinary qualification (described below)?**  
Mr. Sterling was scored highest of the applicants and possesses a Bachelor's degree in Information Technology. Of the 12 eligible applicants, the only other who possessed extraordinary

qualifications was hired as an ITI Specialist III in January, 2016, replacing a contracted System Administrator. The remaining candidates did not have an equal amount of technical experience, education or did not score as highly in the interview process. In the past twelve (12) months, the previously qualified applicants have either accepted higher paying positions or declined our offers for other reasons.

**2. Minimum qualification(s) exceeded and description of credential(s) (experience, education, certifications, etc.) that exceed(s) the minimum qualification(s):**

Minimum Qualification (from job announcement)	Employee's Qualification that exceeds the minimum	Details (university, location, relevance, etc.)
1) Relevant Experience	18 years of experience in IT industry, 16 years as a System administrator including 7 years managing a team of system administrators and network technicians.	2008-2015 - directly managed technical environment of systems administrators and network technicians in a multi-site environment
2) Education	Bachelor's degree in Information Technology	Received BS in Information Technology - 2006

**3. Description of how similar qualifications are not readily available in the labor market at minimum entrance rate:**

Individuals with these qualifications are paid more than the minimum and are generally in higher paying positions than the minimum entrance rate.

**4. How are the duties of the position relevant to the advanced qualification?**

Mr. Sterling's most recent work experience managing a virtual server and networking environments are directly relevant to the city's systems infrastructure. We are currently using contract resources to support the high-level data center technologies and equipment in the environment. Mr. Sterling has either supported or managed a data center for the past 15 years and is well exposed to the high-level work the contract staff currently performs. Most recently working as an IT department manager, he is able to formalize and document processes and has experience in reporting system performance to management.

**5. How will hiring this person at the rate specified below be a financial advantage to the City? Please provide an objective financial analysis.**

The current contracted Systems Administrator is paid at the rate of \$92.95 per hour or \$180,000 annually. With all fringe benefits added, hiring this candidate at the proposed salary will likely cost approximately \$105,000 annually, significantly less than a Systems Administrator hired as a contractor.

**6. List other departmental employees in this classification. Do they also possess the exceeded qualification and is it job related? Please attach copies of this form for people with the same or equivalent extraordinary qualifications.**

Bobbie Jones

**Rate granted (in steps; % must be in increments of 1.25): \$74,242.00.**

**Appointing Authority Signature:**

