Extraordinary Qualifications - Civil Service Form #1158

Requester Information

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Department: ITI

Employee Details

Employee Name: Corliss Thornton

Department: 220 - CAO   [▼]   Appointing Authority: Kimberly LaGrue
Courtney Bagneris

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

Proposed Classification: INFORMATION TECHNOLOGY MANAGER   [▼]   Current Classification: INFORMATION TECHNOLOGY SPECIALIST III   [▼]

Job Posting and Appointment

Type of Appointment: Probationary   [▼]   Date of Appointment (if known):

Duration of Job Posting: Continous

Method(s) of Advertising?: Civil Service

Detailed Position Description: Highly responsible technical and supervisory work of a specialized nature in the development, implementation and monitoring of the enterprise quality assurance and quality control strategy for the City of New Orleans. This classification is responsible for researching and establishing test and control policies and procedures that protect the network/systems environment from failures. The QA/QC team will develop, track and manage the budget for the Information Technology and Innovation department. Work also includes:
• Developing detailed requirements documents and test scenarios to ensure a smooth transition of developed/purchased systems into production.
• Managing and directing QA/QC testing and process improvements.
• Working with the development team to develop system level requirements and designs, resulting in value-added systems and processes.
• Ensuring costs are managed within the budget.
• Benchmarking the cost of IT services and identify opportunities to reduce expenses.
• Assisting in the development of the IT department's strategic architecture.
• Leading the ITI procurement process including the development of RFPs, RFQs and RFIs for all product and service types (e.g., hardware, software and professional services, etc.)
• Proposing alternate processes and procedures to streamline and increase effectiveness and efficiency.

Qualifications

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

Of the three applications who were on the eligible list, Ms. Thornton was the only one placed in Band One. The other two applicants were placed in Band Three. In addition to twenty years of experience in IT service management, project management, and IT support services, she five years of experience specifically overseeing the City's change management process and maintaining quality control of an IT environment. The change management process is critical in maintaining a stable IT environment. The remaining candidates did not have equal amounts of technical experience overseeing management of an IT environment. One of the two additional candidates did not multiple degrees.

Describe:	Minimum Qualification - from Job Anouncement	Employee Qualification that Exceeds the Minimum	Details
	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.	Bachelor's and Master's Degrees	Bachelor's in Management with emphasis in Information Systems in 1997 from University of New Orleans Master d Technology Management with emphasis in Project Management in 2015 from Capella University
	2 Five (5) years of progressively responsible experience maintaining quality control of an information technology environment. Two (2) years of this experience must have been supervisory.	20 year of experience in IT service management, management of software and hardware agreements, and five specifically as QA/QC Specialist for the City's Information Technology department	User Services Analyst (Licensed Software Administrator, Computing Lab Coordinator) from 1999-2005, Associat supervising technology staff, project management of IT projects, hardware and software agreements, policies an cumentation for IT systems and processes, service level agreements and communications of IT performance. Mc t for City IT department responsible for change management process, documentation, business process improve of IT performance including ResultsNOLA
	Certs/Training *not required	ITIL v3 Foundation Certification plus professional development courses	Project management professionals certification, Microsoft SharePoint Designer and Server, HTML, and Agile

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?: Ms. Thorton's experience provides her the knowledge and ability to execute those duties included in this position that are relevant to the advanced qualification. For example, her work with IT teams to develop detailed requirements documentation and test scenarios to ensure transition of IT systems into production including assessment and evaluation of process and procedures prepare her for developing detailed requirements documents and test scenarios to ensure a smooth transition of developed/purchased systems into production. Ms. Thornton's experience identifying and implementing business process improvements to streamline and increase effectiveness and efficient prepare her for managing and directing QA/QC testing and process improvements. Finally, her work with user communities and IT staff to use IT systems like SharePoint, working closely with the Program Management Office (PMO) to oversee project management, documentation and communications of IT performance, and documentation of all IT processes, and procedures prepares her ensuring that the user community is adequately trained in the usage of new systems and creates training programs as needed, proposing alternate processes and procedures to streamline and increase effectiveness and efficiency, and performing integration and system level tests and develops any necessary supporting documentation. Her experience, certifications, and education prepare her well for the duties of the new position that are relevant to the advanced qualification.

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): 20 Rate Granted as a Percentage (must be divisible by 1.25): 23% above minimum

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 Corliss Thornton will be $87,253.24. To find someone with such an extensive background and broad range of IT platform experience we would have to hire contractor support through a staff augmentation contract at the rate of $127 per hour. Based on 2080 hours per year, the total cost for a contractor to do the same work would equal $264,160. Promoting this civil servant at $87,253.24 is a significant savings.

Appointing Authority Approval

Name   Kimberly LaGrue

Date   12/11/2017

Approval: ● Approved   ○ Denied

Comment

Class & Pay Approval

Name   Samuel Stouts

Date   12/29/2017

Approval: ● Approved   ○ Denied   ○ Cancel

Comment