

**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:** Kimberly LaGrue  
**Appointing Authority Department:** Information Technology and Innovation  
**Appointing Authority Phone Number:** 504-658-7636  
**Appointing Authority E-mail:** kwlagrue@nola.gov

**EMPLOYEE INFORMATION**

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**Name of Employee with Extraordinary Qualifications:** LaShonda Greenup  
**Current Class** (if current employee): **INFORMATION TECHNOLOGY SPECIALIST III (DATABASE)**  
**Proposed Class:** **INFORMATION TECHNOLOGY SUPERVISOR (SYSTEMS ADMINISTRATOR)**  
**(CLASS CODE 0180)**

**Is this a promotion or a new hire?** Promotion

**What is the new job class?** INFORMATION TECHNOLOGY SUPERVISOR (SYSTEMS ADMINISTRATOR) (CLASS CODE 0180)

**JOB POSTING & APPOINTMENT**

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**Duration of job posting:**

**How position was advertised:**

**Date of appointment:**

**Type of appointment** (provisional, etc.):

**Detailed position description:**

Kind of Work

Highly responsible technical and supervisory 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:

- Guiding, directing, training and providing managerial and technical guidance for the Systems team.
- Presenting reports on performance at the manager, and executive levels.
- Interfacing with other business units to deliver highly effective solutions.
- 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, backups, life cycle management, solutions evaluation and development, and disaster recovery.
- Set-up and maintenance of multiple types of computing environments including recent versions of Windows Server, Exchange, infrastructure virtualization and unified computing.
- Overall computing environment management through SCCM or similar.
- Analyzing system faults and troubleshooting and running diagnostic tests on operating systems and hardware to detect problems.
- Responsible for all storage related hardware both disk/SAN (distributed and centralized) and tape based.
- Initiating preventive maintenance on the computer systems as well as repair system/environment problems.
- Maintaining and fully leveraging any remote sites for disaster recovery/business continuity.
- Related work as required.

**QUALIFICATIONS**

**1. How many applicants were on the eligible list? How many of them possessed this extraordinary qualification (described below)?**

There were nine candidates on the register. Ms Greenup was the only candidate with both a Bachelor of Science and a Master of Science degree. The breakdown of candidates is:

- Bachelors & Masters degree – 1 candidate (Ms Greenup)
- Bachelors degree only – 2 candidates
- Bachelors & Associates – 1 candidate
- Associates degree or less – 5 candidates

Candidate	Education
LaShonda Greenup	A.S. Computer Networking B.S. Technology Mgmt M.S. Information Tech Professional Certification
Steven Bochinski	B.S. Computer Science
Thomas Buschbach	B.S. Computer Science
Darlene Green	A.S. IT/Business Mgmt
Bryant Johnson	Professional Certificate
Simon Pengelly	Professional Certification
Martin Rogers	Professional Certification
William Wood	A.A. Criminal Justice
Thaddeus Edwards	A.S. Computer Science B.S. Technology Mgmt

**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.)
<p><b><u>EITHER:</u></b> 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</p> <p><b><u>OR:</u></b> Nine (9) years of progressively responsible experience in a data center or systems environment. Work must have included</p>	<p>Multiple degrees and additional education related to systems administration.</p>	<p><b>Degrees</b></p> <p>Associate of Science; Herzing University; April 2012</p> <p>Bachelor of Science; Herzing University; December 2013</p> <p>Master of Science; Colorado Technical University; September 2016</p> <p><b>Certificates</b></p> <p>MTA- Microsoft Database Fundamentals - May 2018- Active</p> <p><b>Additional Training</b></p>

provisioning, installing, configuring, operating, and maintaining systems hardware, software, and related infrastructure.		MCSE Training Querying Microsoft SQL Server 2012/2014  Administering Microsoft SQL 2012/2014 Databases  Implementing a Data Warehouse with Microsoft SQL server 2012/2014
2) * <b>and</b> five (5) years of progressively responsible experience in a data center or systems environment. Work must have included provisioning, installing, configuring, operating, and maintaining systems hardware, software, and related infrastructure.	Ms. Greenup has over seven years of progressively responsible experience in a systems environment including provisioning, installing, configuring various hardware and software and the related infrastructure.	11/19 – present CNO Database Supervisor 10/14 – 11/19 CNO Database Administrator 06/12 – 10/14 CNO Help Desk

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

In North America, the average salary for a Senior Systems Administrator is \$103,000. Even at the maximum hiring rate, the salary of an IT Supervisor is \$21k less than the average for a systems administrator professional. With Ms. Greenup being ranked at the top of the hiring band (Band 1), we would be hard-pressed to find someone as qualified and willing to work at the entrance salary.

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

Every duty listed in the job description is related to Ms. Greenup's advanced qualifications. Her experience and proficiency with the City's IT environment is very advanced and will uniquely qualify her for this supervisory position.

**5. How will hiring this person at the rate specified below be a financial advantage to the City? Please provide an objective financial analysis.** Systems administrator professionals and those at the supervisory level are extremely well paid in the market. We know we need her skill level to ensure the uninterrupted operation of our data center. Hiring a contractor with Ms. Greenup's qualifications through one of the City's staff augmentation contracts at an hourly rate of \$86.50/hr would cost the City \$179,920 annually. Hiring Ms Greenup produces a substantial savings including City benefits.

**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.**

Richard Couget, Gary Jones, Anthony Tucker, and Tung Ly are IT Supervisors. Richard Couget and Anthony Tucker both possess the exceeded qualification relative to their job.

**Rate granted (in steps; % must be in increments of 1.25):** \$81,999 (Step 21; 25%)

**Appointing Authority Signature:** \_\_\_\_\_