

**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: Ed Quatrevaux _____
Appointing Authority Department: Office of Inspector General _____
Appointing Authority Phone Number: 504 681-3200 _____
Appointing Authority E-mail: equatrevaux@nolaig.gov _____

EMPLOYEE INFORMATION

Name of Employee with Extraordinary Qualifications: Bobbie Lynn Jones
Current Class (if current employee): C0177 **Proposed Class:** C0727
Is this a promotion or a new hire? New hire (transfer)
What is the new job class? Information Technology Security Specialist

JOB POSTING & APPOINTMENT

Duration of job posting:
How position was advertised: Civil Service
Date of appointment: 09/11/2017 **Type of appointment** (provisional, etc.): Probation
Detailed position description:

Highly responsible technical and specialized work directing the overall operation and safety of the Office of the Inspector General's Information Technology systems, programs and services. Work includes providing support for the operation and security of all OIG computer and telecommunication systems; analyzing, selecting and recommending installation of security software, locks, alarm systems and other security measures; implementing, upgrading and monitoring security measure for the protection of the Office of the Inspector General's computer networks and information systems; ensuring appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure; responding to computer security breaches and viruses; coordinating the implementation of computer systems plans and upgrades with departmental personal and outside vendors; training system users and promoting security awareness to ensure system security and to improved service and network efficiency; and related work as required.

QUALIFICATIONS

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

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>1) Seven (7) years of progressively responsible experience in a data center or systems environment. Two (2) years of which must have included managing the security of multiple platforms, operating systems, software and network protocols as well as developing, implementing and monitoring of information technology security systems including working with domain structures, digital signatures and firewall configurations.</p>	<p>Eighteen (18) years of progressively responsible experience in a data center or systems environment. Fifteen (15) years of which included managing the security of multiple platforms and operating systems. In fact, Ms. Jones has direct experience in the actual systems that the OIG uses – Windows 10, Windows Server 2000-2012. She also has five times the minimum required experience in developing, implementing and monitoring of information technology security systems. Plus her experience is in working with the systems currently used by the OIG – Cisco VPN; Vmware, 3Par; Storeserver; and Cylance. Ms. Jones has more than double the minimum required experience in working with domain structures, digital signatures and firewall configurations. Plus her experience is in working with the systems currently used by the OIG – Windows Active Directory and Group Policy; Palo Alto firewall.</p>	<p>Ms. Jones gained ten (10) years of experience as a Data System Analyst and Network Team Leader for the University of New Orleans Library, from June of 1999 until June of 2009. She built and maintained library network system servers, implemented network storage and support, she managed active directory and group policy. She then gained four (4) years of experience as a Computer System Senior Analyst for the Jefferson Parish Library, from June of 2009 until June of 2013. She managed Palo Alto permissions and configurations, managed Microsoft windows deployment services, and organized and implemented domain migration from server 2000/2003 to server 2008. She then gained an additional four (4) years of experience as a Systems Administrator Specialist III for the City of New Orleans, from July 2013 until present. She managed Palo Alto firewalls, internal and external certificate authorities, installed 3Par storage hardware, managed and updated Microsoft system center applications and managed data backups. Ms. Jones, in 2011, received her MBA from the University of New Orleans for Management Information Systems.</p>
<p>2)</p>		
<p>3)</p>		

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

When you combine Ms. Jones's (18) eighteen years of IT experience with her fifteen (15) years of managing the security of multiple platforms and operating systems, you have tremendously narrowed the field of acceptable, viable candidates who actually possess more than the minimally acceptable qualifications. Ms. Jones has actually been working for the City of New Orleans and is

very knowledgeable as to rules, regulations, procedures and policies. Anyone matching this experience (this would be a narrow field to choose from) would command a much higher salary in the private sector. Individuals in the "IT world" who possess the qualifications of Ms. Jones often move frequently from job to job because the private sector is so fluid and offers increasingly progressive monetary incentives. In fact, the OIG just lost our current Information Technology Security Specialist to a higher paying job, hence the need for this new replacement hire.

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

The OIG was the target of an attempted intrusion into our website which led to an attempted intrusion into our system. The attempt failed as the OIG did not lose any data or information; however, it caused the OIG to significantly upgrade our entire IT operating systems/network. Due to the sensitive nature of the OIG's work, it is imperative that the OIG's IT remain impenetrable. The OIG's IT specialist was not capable and did not have the necessary skills to protect our infrastructure. Therefore, the OIG created captioned position to ensure the candidate selected has the skills and abilities to keep the OIG's information safe. Ms. Jones's advanced qualifications demonstrates that she possess the necessary skills and abilities to keep the OIG's operating/network systems safe from intrusion.

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

In order to attract a person with Ms. Jones's experience, the Office of Inspector General would have to offer a significantly higher salary. Without the rate specified below, the Office of Inspector General risks losing another candidate with exceptional qualifications to the open market. The OIG was finally able to hire a candidate with the necessary experience and qualifications, due to the rate granted by extraordinary qualifications. This victory was short lived, however, because this hire was so marketable, he left the OIG after only one year, to take a higher paying job. It would cost at least double the increased salary offered if the OIG were to have IT contractors perform these duties. Also, due to the sensitive nature of the OIG's operations, it is not feasible to include a contractor(s) in the daily operations of this office. The only alternative is for the OIG to offer the increased salary, in the hopes of retaining someone of Ms. Jones's knowledge, skills and abilities.

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.

There are no other departmental employees in this classification.

Rate granted (in steps; % must be in increments of 1.25): 25% _____

Appointing Authority Signature: _____
