

**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@nolaolg.org _____

EMPLOYEE INFORMATION

Name of Employee with Extraordinary Qualifications: Robert Heim
Current Class (if current employee): _____ **Proposed Class:** C0727
Is this a promotion or a new hire? New hire
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: 06/06/2016 **Type of appointment** (provisional, etc.): Provisional
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)?
One applicant.

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>Nine (9) years of progressively responsible experience in a data center or systems environment. Four (4) years of which included managing the security of multiple platforms and operating systems. In fact, Mr. Heim has direct experience in the actual systems that the OIG uses – Windows 10, Windows Server 2000-2012. He also has double the minimum required experience in developing, implementing and monitoring of information technology security systems. Plus his experience is in working with the systems currently used by the OIG – Cisco VPN; Meraki; Citrix Worx; Vmware ESXi. Mr. Heim has more than double the minimum required experience in working with domain structures, digital signatures and firewall configurations. Plus his experience is in working with the systems currently used by the OIG – Windows Active Directory and Group Policy; Palo Alto firewall.</p>	<p>Mr. Heim gained five (5) years of experience as a Computer Network Specialist for the Jefferson Parish Library, from May of 2007 until July of 2012. He managed Palo Alto firewalls, designed, implemented and managed Nagios and MRTG for network monitoring as well as Cisco CallManager and Unity. He then gained four (4) years of experience as a Computer Network Specialist III for the City of New Orleans, from July 2012 until present. He designed, implemented and managed a Cisco controller-based wireless LAN with Cisco ISE for 802.1x authentication. He also managed Palo Alto firewalls and Cisco routers and switches on a MetroEthernet WAN for over 100 locations.</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 Mr. Heim's (9) nine years of IT experience with his four (4) 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. Mr. Heim 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 Mr. Heim often move frequently from job to job because the private sector is so fluid and offers increasingly progressive monetary incentives.

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. Mr. Heim's advanced qualifications

demonstrates that he 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 Mr. Helm'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 has been trying for over 6 months to find a candidate with the necessary experience and qualifications at the salary offered. The OIG has interviewed seven (7) potential candidates, only two of which had the necessary skills and abilities; however, they both declined due to the "low initial salary" offered. The OIG is operating with an IT contract. 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.

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.

step 10 + 11.25%

Rate granted (in steps; % must be in increments of 1/25): 15% \$78,999 (includes longevity)

Appointing Authority Signature: _____

