

Extraordinary Qualifications - Civil Service Form #1181

Requester Information

Name: BejideLegania Date: 1/4/2018
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Department: ITI

Employee Details

Employee Name: Karen Mackie
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 SPECIALIST III 

Job Posting and Appointment

Type of Appointment: Probationary  Date of Appointment (if known): 11/16/2017
Duration of Job Posting: Continuous
Method(s) of Advertising?: Civil Service

Detailed Position Description: Highly responsible technical 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.
Work includes 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:

- Assisting in developing detailed requirements documents and test scenarios to ensure a smooth transition of developed/purchased systems into production.
- Analyzing and reviewing QA/QC testing and process improvements.
- Developing system level requirements and designs, resulting in value-added systems and processes.
- Assisting in ensuring costs are managed within the budget.
- Benchmarking the cost of IT services and identifying opportunities to reduce expenses.
- Assisting in the development of the IT department's strategic architecture.
- Maintaining 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.)
- Conducting 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 seven applicants who applied for the position, Ms. Mackie has significantly more experience of a specialized nature specifically in the development, implementation, and monitoring of the IT enterprise including cyber security, risk management, framework compliance, testing, training, process development, performance measurement, and project management. Of the seven candidates, she is also the only one who holds both a completed bachelor's and master's degree in a related field. Finally, she holds more related certifications than the others on the referred list

Describe:	Minimum Qualification - from Job Announcement	Employee Qualification that Exceeds the Minimum	Details
Relevant Experience		Over 15 years of highly technical work in the development, implementation, and monitoring of IT enterprise and systems	• Four years as Manager- Global Cyber Application Security at GE Capital • Twelve years as Senior Security Architect at GE Group
Education		Bachelor's and Master's Degrees in related fields	Bachelor's in Accounting/Economics in 1989 from the Southern University of New Orleans Master's in Technology from the University of Phoenix
Certs/Training		Multiple related certifications	Certified Scrum Master (CSM); Scaled Agile Framework (SAFE) Agilist (SA)

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. A candidate of Ms. Mackie's caliber, with her years of experience, certifications, and education, would command a significantly higher salary at any organization, regardless of the minimum entrance rate. The two individuals who most recently held this position, possessed the same level of qualifications and were hired above the minimum rate. Karen will be the first in this position to possess multiple relevant certifications – CSM, SAFE and SA.

How are the duties of the position relevant to the advanced qualification?: In her role as Manager – Global IT Cyber Application Security Program at GE Capital, Ms. Mackie was responsible for assisting in the identification and development of process improvements as well as documentation to support collaboration across the IT enterprise, resulting in value-added systems and processes for IT leadership and end users. This prepares her to identify and conduct alternate processes and procedures to streamline and increase effectiveness within the IT environment, which is relevant to developing the ITIL framework for ITI. Ms. Mackie's efforts include working 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, challenges and issues that arise, monitoring and follow-up. This experience is directly relevant to the duties of the ITI change management role. Her experience in driving remediation efforts following security scans and reviewing weekly KPIs to contractor against SLAs to entice application scanning process improvement are relevant to building the ITI Security framework. In her work at the Auto Club Group, Ms. Mackie was responsible for driving compliance against known IT protocols and frameworks, the development of the IT department's strategic architecture, assisting in the implementation and maintenance of key management strategy and for the implementation of a document management system and its security across the AAA enterprise.

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): 21

Rate Granted as a Percentage (must be divisible by 1.25): 25%

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 Karen Mackie will be \$74,242.08. She was the only candidate to possess both a relevant advanced degree and specialized certifications most relevant to the work. The only other employee with this level of certification in ITI is a contractor, hired through our 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 \$213,200 annually. Hiring Karen Mackie presents an overall cost savings to the City of \$139,957.00 per year.

Appointing Authority Approval

Name: Kimberly LaGrue

Date: 1/8/2018

Approval: ☒ Approved ☐ Denied

Comment:

Class & Pay Approval

Name: Samuel Stoule

Date: 1/12/2018

Approval: ☒ Approved ☐ Denied ☐ Cancel

Comment: