

# County of Santa Clara

## Employee Services Agency

### Human Resources

County Government Center, East Wing  
70 West Hedding Street, 8<sup>th</sup> Floor  
San Jose, California 95110



## Classification Report

Date: December 9, 2023

To: Nina D'Amato, Chief Information Officer  
Technology Services and Solutions

From: Alejandra Rodriguez, Management Analyst  
Employee Services Agency-Human Resources

Reviewed by: Anita Asher, Human Resources Director  
Employee Services Agency-Human Resources

Subject: Classification Report – Infrastructure Engineer to Senior Infrastructure Engineer

### **Background**

During the 2023 County Employees Management Association (CEMA) Classification Study Window, an Infrastructure Engineer incumbent requested to be studied to determine if they are appropriately classified. The request was reviewed and accepted by the labor-management committee and Employee Services Agency-Human Resources (ESA-HR) conducted the study.

The incumbent works in Technology Services and Solutions (TSS), Social Services Agency and reports to a Senior IT Manager, who in turn reports to the Chief Technology Officer. The incumbent does not supervise any staff.

### **Findings / Analysis**

The information gathered from the desk audit and Position Classification Questionnaire (PCQ) was reviewed to determine if the incumbent is appropriately classified as an Infrastructure Engineer.

The definition of an Infrastructure Engineer classification is “Under supervision, to build, test, implement and support the IT infrastructure in the cloud and on-premises, while executing strategy set by Architects. To evaluate the current systems for effectiveness, making recommendations regarding the scalability of such systems, and troubleshooting any problems that arise during the use of the system.” While the Senior Infrastructure Engineer has the same definition, there is added emphasis regarding self-sufficiency and advance-thorough knowledge in particular fields in the distinguishing details.

**Board of Supervisors:** Sylvia Arenas, Cindy Chavez, Otto Lee, Susan Ellenberg, S. Joseph Simitian  
**County Executive:** James R. Williams

The Infrastructure Engineer classification is distinguished from the Senior Infrastructure Engineer classification “in that the Senior Infrastructure Engineer applies a comprehensive knowledge of a particular field of specialization to building and developing mission-critical systems that have system-wide impact, integrate across the organization, and involve multiple heterogeneous technologies, technical environments and disciplines; the redundancy is across multiple geographic locations or integrated cloud and on premises failovers; and the outcome objectives are not clearly defined. The Senior Infrastructure Engineer must coordinate and work on multiple cross-functional initiatives and projects as a team leader or internal advisor; and is expected to function with autonomy; requiring only occasional guidance as new situations arise.”

Approximately seventy percent (70%) of the incumbent’s time is spent designing and implementing IT Cloud Infrastructure to ensure mission critical applications and services are highly available, reliable, and scalable. In addition, the incumbent configured custom domains in Application Gateway so County employees can access their paychecks from internal and external networks, collaborated with architects and team members to deploy the County’s enterprise resource planning software known as Financial Enterprise Systems (FES), Systems Applications and Products (SAP), Platform as a Service (PaaS), and Digital Evidence Management (DEM) from on premise servers to the cloud. Another environment / discipline the incumbent was involved in was the Geographical Information System (GIS) which is used to analyze, store and visualize data related to a geographical location. This allowed the County’s critical data to be shared with all agencies from a centralized location. Similar implementation was also done for PDO (Public Defender Office), SSA (Social Services Agency) and PSJ (Public Safety & Justice) departments.

The incumbent’s remaining thirty percent (30%) of time involves providing a secure IT Cloud Infrastructure. These responsibilities entail ensuring adherence to government regulations, industry standards and compliance with policies and procedures countywide as well as validating the interoperability and portability of cloud architecture system wide. One of the major projects the incumbent supported was the implementation of the Virtual Private Network (VPN) that allowed County employees a secure connection to systems and applications when working remotely.

The incumbent performs their duties using their comprehensive understanding of the tasks at hand; collaborating with and guiding other members, when needed, and typically seeking assistance only when approval is required to move forward with a project. Based on the level of impact, cross-collaborations, multiple disciplines needed, and level of autonomy required for the incumbent’s responsibilities, it is determined that the incumbent’s duties are more accurately described by the Senior Infrastructure Engineer classification. Therefore, it is recommended to reclassify them to the Senior Infrastructure Engineer classification.

Upon reclassification, the incumbent will serve a new probationary period based on Merit System Rule Sec. A25-103, “Effect on incumbents of reclassification.” Salary placement will be in accordance with Personnel Practices A25-661. This recommendation will not cause compaction.

### **Recommendations**

- Add one (1) Senior Infrastructure Engineer in BU 145.
- Reclassify one (1) Infrastructure Engineer to Senior Infrastructure Engineer in BU 145.
- Delete one (1) Infrastructure Engineer in BU 145.

**Fiscal Implications**

The recommendation will have a fiscal impact of approximately \$17,328 for the remainder of the fiscal year (assuming twelve pay periods). The annual cost for the recommended action is approximately \$37,544.