



24-5571

DATE: May 7, 2024 (Item No. 42)

TO: Board of Supervisors

FROM: James R. Williams, County Executive

SUBJECT: Salary Ordinance amendment related to the reclassification of one Infrastructure Engineer to Senior Infrastructure Engineer

RECOMMENDED ACTION

Consider recommendations relating to the reclassification of an Infrastructure Engineer.

Possible action:

- a. Approve Request for Appropriation No. 208 - \$7,985 transferring funds within the Technology Services and Solutions Department budget relating to reclassification of Infrastructure Engineer to Senior Infrastructure Engineer.
- b. Introduce and preliminarily adopt Salary Ordinance No. NS-5.24.72, an Ordinance amending Santa Clara County Salary Ordinance No. NS-5.24 relating to compensation of employees deleting one Infrastructure Engineer or Associate Infrastructure Engineer position and adding one Senior Infrastructure Engineer position in Technology Services and Solutions Department.

FISCAL IMPLICATIONS

Approval of the recommended action would result in a net cost of approximately \$7,985 in Fiscal Year (FY) 2023-2024, which will be funded within the department's existing appropriation. The annualized cost is approximately \$50,073, which will be offset by a corresponding decrease in the services and supplies budget on an ongoing basis.

REASONS FOR RECOMMENDATION AND 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, Social Services Agency (SSA) and reports to a Senior IT Manager, who in turn reports to the Chief Technology Officer. The

incumbent does not supervise any staff.

The information gathered from the desk audit and Position Classification Questionnaire 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.

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, and the incumbent 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 the Public Defender Office, SSA, and Public Safety and 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 systemwide. 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.

CEMA concurs with this recommendation.

CHILD IMPACT

The recommended action will have no/neutral impact on children and youth.

SENIOR IMPACT

The recommended action will have no/neutral impact on seniors.

SUSTAINABILITY IMPLICATIONS

The recommended action will have no/neutral sustainability implications.

STEPS FOLLOWING APPROVAL

The Clerk of the Board of Supervisors is requested to send OneMeeting notifications of completed processing to Alejandra Rodriguez, Staci Bjerk, Jennifer Paredes-Fricano, and Zullay Rodriguez, Employee Services Agency, Human Resources Department.

ATTACHMENTS:

- NS 5 24 72 ESA Deleting one Infrastructure Engineer and adding one Senior Infrastructure Engineer
- Class Report Infrastructure to Senior Infrastructure
- F85-208 Reclass Infrastructure Engineer to Sr. Infrastructure Engineer