



24-4495

DATE: March 12, 2024 (Item No. 26)

TO: Board of Supervisors

FROM: James R. Williams, County Executive

SUBJECT: Salary Ordinance Amendment to Reclassify one Application Administrator to Senior Application Administrator in TSS

RECOMMENDED ACTION

Introduce and preliminarily adopt Salary Ordinance No. NS-5.24.59, an Ordinance amending Santa Clara County Salary Ordinance No. NS-5.24 relating to compensation of employees deleting one Application Administrator position and adding one Senior Application Administrator position in the Technology Services and Solutions Department.

FISCAL IMPLICATIONS

Approval of the recommended action would result in a net cost of approximately \$6,884 in Fiscal Year (FY) 2023-2024, which will be funded within the department's existing appropriation. The annualized cost is approximately \$30,591, which will be offset by a corresponding decrease in the services and supplies budget on an ongoing basis. These costs are subject to change if the FY 2024-2025 rates are updated.

REASONS FOR RECOMMENDATION AND BACKGROUND

During the 2023 Classification Study Window, a classification study was requested by an Application Administrator incumbent in Technology Services and Solutions (TSS) to determine whether duties performed are appropriately aligned with current classification. In accordance with the Memorandum of Understanding between the County and Service Employees International Union, Local 521 (SEIU Local 521), the labor-management committee accepted the request. Employee Services Agency-Human Resources (ESA-HR) conducted the study.

This incumbent is an Application Administrator of a Shared Technical Services unit consisting of two (2) Senior Systems Administrators, one (1) Network Engineer, four (4) Application Administrators, and one (1) Application Administrator – Extra Help; all of whom report to an IT Manager, who in turn reports to an IT Director.

In 2019, this incumbent was reclassified from an Information Systems Analyst II in the Facilities and Fleet Department to an Application Administrator in TSS as a result of the Information Technology Career Compass (ITCC) Countywide Classification Study. This

incumbent reported that the 2019 reclassification resulted in an absorption of additional tasks and responsibilities beyond the scope of the Application Administrator classification, and current duties performed are more consistent with those of the Systems Administrator.

Based on the findings from the Position Classification Questionnaire and desk audit, seventy percent (70%) of the incumbent's work time is spent on the administration and deployment of the Lenel and Milestone systems platform with duties including server installation and maintenance; monitoring hardware operability and reliability; system programming and testing prior to any go-live modifications; updating software and patching to ensure systems are up-to-date and running efficiently; analyzing data from server logs to ensure system functionality and from audit logs to review surveillance data usage and to detect security violations; and managing backup and storage processes to prevent data loss.

In the remaining thirty percent (30%) of the time, this incumbent serves as the primary support contact and subject matter expert for the Lenel and Milestone systems to end-users such as the County's security managers, department executives, department facility managers/liaisons, and project managers. This incumbent supports end-users by creating user roles and configuring access level settings aligned with business needs, troubleshooting software and hardware issues, discussing and evaluating security vulnerabilities and threats, along with providing insight and recommendations on County security projects and policies. Furthermore, this incumbent oversees two other within-unit Application Administrators by providing guidance and managing the more complex service tickets that the team cannot troubleshoot.

Upon review of the Systems Administrator job specification, it was found that while some duties overlap with the work performed by this incumbent, the Application Administrator series better describes this incumbent's overall scope of work and responsibilities. In part, the Systems Administrator's definition asserts that responsibilities are "to install, configure and maintain the Server Operating Systems, Storage, Data Protection and Replication Solutions, Identity and Access Management (IAM), infrastructure monitoring software, and other core IT infrastructure applications...". In addition, distinguishing characteristics include coordinating and working on "multiple cross-functional base work initiatives and projects and supports multiple systems or applications, including infrastructure systems, applications and platforms...". The majority of this incumbent's duties and responsibilities pertain to the complex and specialized management and maintenance of the Lenel and Milestone systems and their respective packaged and/or SaaS applications, solutions, and products as opposed to the configuration of Server Operating Systems, IT infrastructure systems, software, and applications.

The definition of both the Application Administrator and Senior Application Administrator asserts, "Under general supervision, to provide direct application support for the implementation, testing, updating, and maintenance of packaged and SaaS solutions; to analyze user, system and application needs, and evaluate alternative approaches to determine the best configuration of the solution to meet the needs of the organization."

While there are some fundamental similarities between the Application Administrator and Senior Application Administrator, the distinguishing characteristics state that to complete

assignments, the Senior Application Administrator “applies a working knowledge of concepts, practices and procedures,” whereas the Application Administrator “applies fundamental concepts, practices and procedures.” The Senior Application Administrator is further differentiated from the Application Administrator in that the former “typically serves as the primary support contact for multiple moderate to highly complex packaged and/or SaaS applications, responsible for testing, deployment and maintenance of the applications and subsequent upgrades, and keeping abreast of the application roadmap and its alignment with business needs”, and the latter “typically serves as the primary support contact for a small number of low to moderately complex packaged and/or SaaS applications, responsible for testing, deployment and maintenance of the applications and subsequent upgrades.” Lastly, while the Application Administrator is “focused on deploying and maintaining application functionality,” the Senior Application Administrator “must also evaluate end-user satisfaction, end-user impacts of changes and overall data quality.” In addition, the Senior Application Administrator has “increased responsibility for ensuring newly implemented features are tested and satisfy end user requirements before deployment.”

The overall analysis of this study finds that this incumbent is not properly classified as an Application Administrator. Instead, it is found that the duties performed by this incumbent are more appropriately aligned with those of the Senior Application Administrator classification. As defined by the distinguishing characteristics of the Senior Application Administrator, this incumbent’s duties such as integrating a working knowledge of County security policies and practices with an expertise in the Lenel and Milestone systems to complete assignments; providing guidance and recommendations on current and preventive County security policies and procedures to align with business needs; evaluating end-user satisfaction and accessibility by providing technical guidance, troubleshooting, and data analysis; and ensuring the successful and effective implementation of the County’s security surveillance through routine monitoring and testing demonstrates a warranted reclassification to a Senior Application Administrator.

Therefore, it is recommended to reclassify this incumbent from an Application Administrator to a Senior Application Administrator.

The recommended action will not create compaction. 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.

Service Employees International Union, Local 521 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.

CONSEQUENCES OF NEGATIVE ACTION

The incumbent would be improperly classified.

STEPS FOLLOWING APPROVAL

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

ATTACHMENTS:

- NS5 24 59 ESA Deleting one Application Administrator and adding one Senior Application Administrator in TSS
- Classification Report Application Administrator