ORDINANCE 2014-26

AN ORDINANCE TO AMEND THE 2014-2015 BUDGET BY AMENDING THE TABLE OF ORGANIZATION FOR THE INFORMATION TECHNOLOGY DEPARTMENT

WHEREAS, the Board of Mayor and Aldermen of the City of Franklin, Tennessee passed its FY2014-2015 budget, which went into effect on July 1, 2014; and

WHEREAS, the Board of Mayor and Aldermen of the City of Franklin, Tennessee, desires to modify the budget relative to the Information Technology Department organizational chart to add the position of Assistant Information Technology Director; and

WHEREAS, the modification to the Information Technology Department organizational chart is not anticipated to require a budget amendment at this time, but will be monitored through the remainder of the fiscal year with any amendment considered through the City's quarterly budget review and amendment process.

NOW, THEREFORE, BE IT ORDAINED, by the Board of Mayor and Aldermen for the City of Franklin that the Information Technology organization chart on page 140 of the city of Franklin FY 2014-2015 budget shall be deleted in its entirety and replaced with Exhibit A to this Ordinance.

IT IS SO ORDAINED AND DONE on this ___ day of _____ 2014.

ATTEST:

By:_____

Eric S. Stuckey
City Administrator

CITY OF FRANKLIN, TENNESSEE

By:_____

Dr. Ken Moore
Mayor

Approved as to Form

By: _____

Shauna R. Billingsley
City Attorney

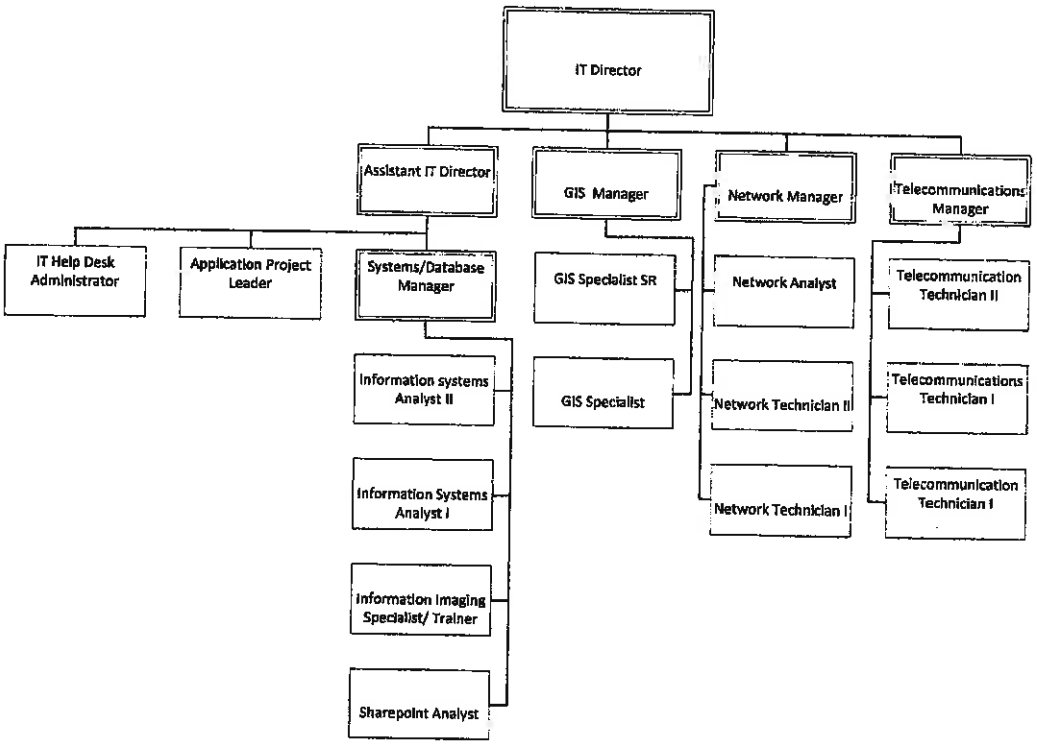
PASSED FIRST READING: _____

PUBLIC HEARING HELD: _____

PASSED SECOND READING: _____

PASSED THIRD READING: _____

EXHIBIT A


IT Director
Assistant IT Director
GIS Manager
Network Manager
Telecommunications Manager
IT Help Desk Administrator
Application Project Leader
Systems/Database Manager
GIS Specialist SR
Network Analyst
Telecommunication Technician II
Information systems Analyst II
GIS Specialist
Network Technician II
Telecommunications Technician I
Information Systems Analyst I
Network Technician I
Telecommunication Technician I
Information Imaging Specialist/ Trainer
Sharepoint Analyst

HISTORIC
FRANKLIN
TENNESSEE

ITEM #3
FINANCE
08/14/14

MEMORANDUM

August 5, 2014

TO: Board of Mayor and Aldermen

FROM: Eric Stuckey, City Administrator
Russ Truell, ACA Finance
Fred Banner, IT Director

SUBJECT: Assistant Information Technology Director

Purpose

The purpose of this memorandum is to provide the Board of Mayor and Aldermen (BOMA) with information to consider the addition of the position of Assistant IT Director and to modify the Information Technology (IT) Department Organization Chart

Background

The City of Franklin's Information Technology Department manages a wide variety of systems and software applications that touch virtually every aspect of City operations. It has an annual budget of nearly $4 million and a staff of 19 full-time positions. As a part of this year's budget, serious consideration was given to adding an Assistant IT Director position. At that time, it was determined that position would be considered as a part of the Fiscal Year 2015-16 Budget.

As we consider both the magnitude of the City's IT function and the highly competitive nature of the IT market today, it is our judgment that moving forward with the process of adding this position and identifying potential high level IT talent to fill the Assistant IT Director position is in the best interest of the City.

Organizationally, the City could benefit greatly from adding this position. Currently, the IT Director is responsible for daily supervision of ten IT staff members. By adding this position and modifying the structure of the department, this number of direct reports can be cut in half. This will provide a better opportunity to provide the needed leadership and guidance to the many IT projects currently underway. Under the proposed structure, the IT Director would supervise Telecommunications, Network, GIS and Assistant IT Director which would give the position four direct reports and eight indirect reports. The Assistant IT Director would be responsible for Help Desk, Application Support and Business Systems which would be three direct and four indirect reports. Once the Assistant IT Director gains some exposure to the overall operation of the department, Geographic Information Systems (GIS is actually an application) would move to this individual which would then give them four direct and six indirect. Attached are both the current IT Department Organization Chart as approved in the FY15 Budget and the proposed modified IT Department. It should also be noted that the IT Department is one of the few across the City organization that does not have an assistant director position.

From a broader perspective, it will benefit the City to "get into the market" sooner than later in recruiting this position. The information technology market is extremely competitive nationally, but

particularly in our region. It is estimated that approximately 1,000 IT jobs are currently vacant in middle Tennessee. The City presently has six vacant positions of the nineteen positions in IT. While the market is highly competitive, it is the belief of both IT and Human Resources professionals that this is an attractive position and the City has an opportunity at this point in time to secure the right person for this position. By bringing in an additional high-level IT person, the City will also be able to better develop its IT capacity both individually among its team members and collectively as a department.

The City's classification and compensation consultant, Steve Thompson, also recommended this position as he was creating our new job descriptions. At the City's request, a job description has been created for the Assistant IT Director position (attached). A pay range (pay grade K) and a suggested salary for the position was provided for the consultant. This has been reviewed and agreed to by Human Resources and Finance.

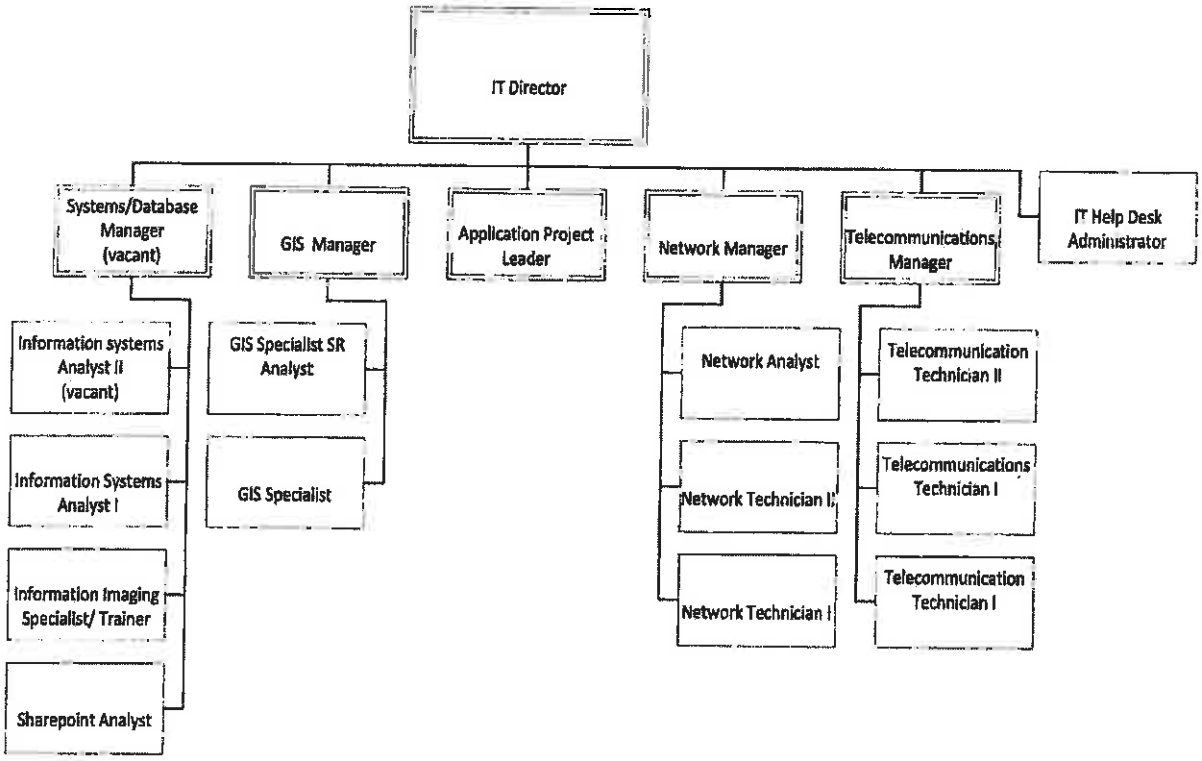
Financial Impact

The recommended starting salary is $97,000 plus benefits, resulting in a total annual cost of approximately $120,000. The IT Department currently has six vacant positions that were fully budgeted for FY2015. With these vacancies, a budget amendment may not be necessary. If needed, an amendment would be provided through quarterly budget amendment process.

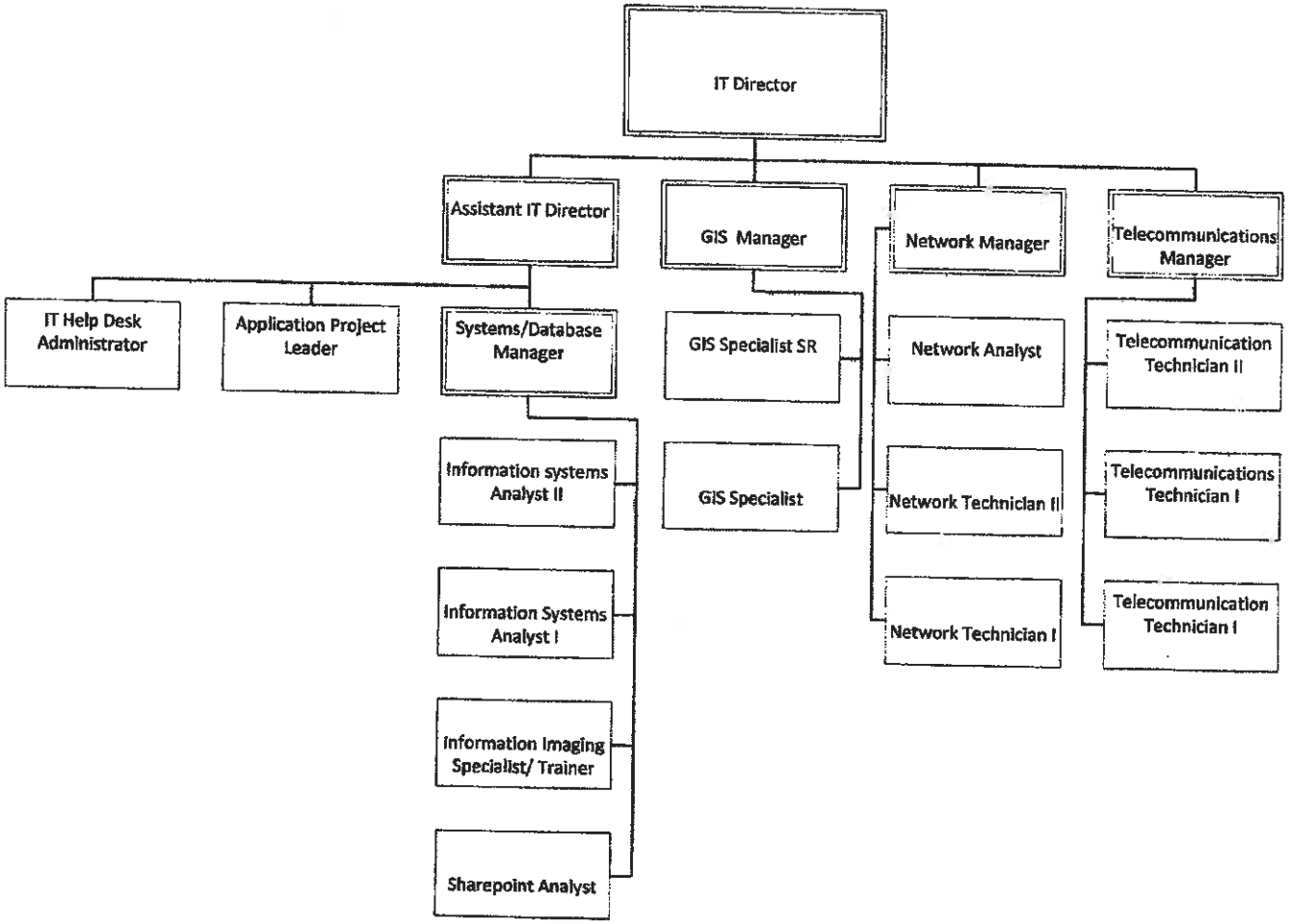
Recommendation

Approval of the new Assistant IT Director position and the change to the IT Department Organization Chart is recommended.

Organizational Chart



PROPOSED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Network Technician I
Telecommunication Technician I
Information Imaging Specialist/ Trainer
Sharepoint Analyst

City of Franklin
Job Description

Job Title: Assistant IT Director
Reports To: IT Director
Supervises: Applications Project Leader; Help Desk Administrator; Systems/Database Manager
FLSA Status: Exempt
Approved Date:

I. Purpose of Job

Supervises management of or serves as project manager for all IT department systems development and IT operations related projects. As directed, assists in overseeing all activities of IT department, including GIS, systems analysis, applications support, network administration, telecommunications, and user support. Contributes to City wide information technology planning.

II. Essential Job Duties

A. Oversees Project Planning

- Reviews or directs review of existing application effectiveness and efficiency; develops or supervises development of strategies for improving the current system platforms.
- Ensures accurate definition of user requirements.
- Leads or delegates facilitation of design sessions in prototyping new systems for the purpose of enhancing business processes, operations and process flow.
- Designs or supervises development of project plans.
- Determines or supervises determination of required project resources.
- Ensures systems adhere to standards and meet user requirements.

B. Supervises Staff

- Supervises, directs, and evaluates employee, handling employee concerns and problems, directing work, counseling, and completing employee performance evaluations.
- Makes decisions regarding personnel actions such as hiring, promotions, and discipline involving subordinate.

C. Monitors/Reviews IT Systems Activity

- Reviews daily systems reports.
- Analyzes system response time.
- Reviews user usage.
- Directs troubleshooting of problems identified.

D. As Directed, Assists in Overseeing IT Operations (to include all or some of the following):

- Oversees network administration, including network design, development, installation, maintenance, security, and optimization.
- Oversees telecommunications systems implementation and maintenance, including telephone and radio systems, Wi-Fi, VOIP, City Fiber and public safety user support.

- Oversees database and systems administration, including system maintenance, user support, and systems training.
- Oversees internal web site management and administration.
- Oversees development and maintenance of GIS systems and related databases, GIS reporting, and GIS mapping.
- Oversees selection and implementation of systems upgrades.
- Directs troubleshooting of problems if necessary.

E. Contributes to Long Range City IT Systems Planning

- Fields requests for system upgrades from other City departments.
- Recommends possible IT solutions to City Management
- Assists in prioritizing City systems needs.
- Delegates and/or participates in work process improvement initiatives.

F. Conducts Research

- Reviews information from vendors, professional journals, user groups, and other sources related to IT related trends and new IT solutions.
- Participates in user group focus groups.

III. Other Job Duties

Performs other job duties as assigned.

IV. Primary Job Challenges

Primary challenges of this position include overseeing multiple systems projects in the face of fast changing technology and a high growth organization environment.

V. Equipment Operated

Computer, telephone, cell phone and printers/scanners.

VI. Key Competencies Required

- **Job Content Knowledge:** Technical knowledge/skills should include familiarity with CISCO Hardware and Software, CISCO Switching Systems, CISCO VOIP Phone Systems, Microsoft Analysis Tools, Microsoft Office Suite, TROPOS hardware and software, LINUX, UNIX, Windows Operating System, WAN Technology, Crystal Reports, Microsoft Sequel Report Writer, Visual Basic, JavaScript, SQL, C#, data warehousing, database mapping, Microsoft Project, Scribe, SharePoint, Business Portal, web based languages, and CRM. Knowledge of common municipal government systems applications is required. Familiarity with SQL Server, routers, cable plant, repeaters, and bridges is required. Should understand GIS and CAD applications. Demonstrated knowledge of the City's core business processes and operations is required. Proven experience with business and technical requirements analysis, elicitation, modeling, verification and methodology development.

- **Language Skills:** Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and

presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

- **Mathematical Skills:** Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.

- **Reasoning Ability:** Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) at the highest level. Ability to deal with a variety of abstract and concrete variables.

- **Teamwork:** Develops constructive and cooperative working relationships with others. Encourages others to express their ideas and opinions. Provides input into identifying and solving problems. Anticipates need of others for information about job tasks and work environment and provides it to them in a timely manner. Willingly assists others with job tasks when appropriate.

VII. Physical Demands and Work Environment

Physical Demands: Performance of the essential duties of this job requires the incumbent to:

- Occasionally stand and walk.
- Frequently sit.
- Regularly use hands to finger, handle, or feel.
- Frequently reach with hands and arms.
- Regularly talk or hear.
- Occasionally lift up to 25 pounds.

Work Environment: Performance of the essential duties of this job requires:

- Occasional exposure to risk of electrical shock and vibration.

The work environment is moderately noisy (examples: business office with computers and printers, light traffic).

VIII. Qualifications

Education and Experience: The required knowledge, skill, and abilities to satisfactorily perform job duties are normally acquired through obtaining a Bachelor's degree (B. A.) in information systems or related field from a four-year College or university, plus eight years of broad IT experience, including four years of supervisory/management experience, or an equivalent combination of education and experience.

Required Certifications/Licenses: