CITY OF LA MESA
JEWEL of the HILLS

REPORT to the MAYOR and MEMBERS of the CITY COUNCIL
From the CITY MANAGER

DATE: May 9, 2023

SUBJECT: RESOLUTION APPROVING THE ADDITION OF ONE INFORMATION TECHNOLOGY SPECIALIST (SPECIALIST I OR SPECIALIST II) POSITION IN THE ADMINISTRATIVE SERVICES DEPARTMENT TO PROVIDE TECHNICAL SUPPORT AND SERVICE CITY-WIDE

ISSUING DEPARTMENT: City Manager

SUMMARY:

Issues:

Should the City Council adopt a resolution approving the addition of one Information Technology Specialist (Specialist I or II based on qualifications) Position in the Administrative Services Department to Provide Technical Support and Service City-wide?

Recommendation:

That the City Council adopt a resolution approving the addition of one Information Technology Specialist (Specialist I or II based on qualifications) position in the Administrative Services Department to Provide Technical Support and Service City-wide

Fiscal Impact:

Not to exceed $131,969 annually; representing total compensation maximum (salary, PERS retirement, Social Security, benefits, Medicare and workers' compensation)

BACKGROUND:

Staff proposes to add one Information Technology Specialist (Specialist I or II based on qualifications) position to the budget, in order to provide technical service and support to sustain adequate operations across all City departments with their unique computer technology needs. The volume of information processing, data storage, use of different software programs, applications and systems for each department requires additional staff to maintain and update existing platforms and manage new technology products at the City.

DISCUSSION:

The City currently has an Information Technology (IT) Division within the Administrative Services Department consisting of one IT Manager, one IT Analyst, and two IT Specialists.

IT personnel have varied levels of experience and responsibility with hardware and software systems maintenance, troubleshooting, and oversight of database security and data integrity. Not only do IT personnel provide internal customer service for end-user support, they cooperate with vendors, manufacturers and implementation coordinators, and perform testing and servicing for all computers, as well as telephone and voicemail systems – including the Police Department Communications Division (911 operations).

Adequate staffing for the IT Division is critical for successful business continuity, public safety and customer service. The existing systems require constant oversight to ensure on-going function and performance. There are major enterprise applications and new system implementations occurring now and in the near future for improved and updated operations in in the following departments: Police, Finance, Community Development and Public Works & Engineering.

The Community Development Department recently implemented new software for building permits and inspections. The Finance Department is in the process of implementing new software for budgeting and human resources functions. The Police, Fire and Public Works Department also operate and maintain software and technology essential to their operations. All of these applications are mission critical to the function of the organization and require an enhanced level of support. The City's dependence and use of technology will only continue to increase in the future.

Staff is recommending that the current IT staffing level be increased to better support all existing and new systems and applications. The proposed increase to the salary budget is *up to* $131,969 annually for one IT Specialist (Specialist I or II) position.

Long-term, a full-time employee who is knowledgeable about the City's systems and who works on a schedule with existing IT staff, is an effective way to ensure the successful management of the various systems across the City.

CONCLUSION:

Staff proposes the adoption of the attached resolution to approve the addition of one Information Technology Specialist (Specialist I or II) position in the Administrative Services Department to provide technical support and service City-wide.

Reviewed by: Respectfully submitted by:

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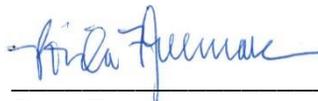
Greg Humora   Rida Freeman
City Manager   Director of Administrative Services

Attachments: Resolution