

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team
at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**.

All fields must be completed.

Incomplete request forms will be returned to sender which may cause a delay in processing.

Date of Request: **February 2, 2018**

Please mark one: **Bill Request** or **Resolution Request**

1. Has your agency submitted this request in the last 12 months?

Yes No

If yes, please explain:

2. **Title: Approve Classification Notice #1556 – Application Support Administrator Series**

3. **Requesting Agency:** Office of Human Resources

4. **Contact Person:** (with actual knowledge of proposed ordinance)

- **Name:** Greg Thress
- **Phone:** 720-913-5602
- **Email:** Gregory.thress@denvergov.org

5. **Contact Person:** (with actual knowledge of proposed ordinance who will present the item at Mayor-Council and who will be available for first and second reading, if necessary)

- **Name:** Nicole de Gioia-Keane
- **Phone:** 720-913-5643
- **Email:** Nicole.deGioia-Keane@denvergov.org

6. **General description of proposed ordinance including contract scope of work if applicable:**

The proposed change amends the Classification and Pay Plan by creating two new classifications called Application Support Administrator Associate at pay grade A-809, and Application Support Administrator Senior at pay grade A-811.

7. **Is there any controversy surrounding this ordinance?** (groups or individuals who may have concerns about it?)
Please explain.

None known.

8. **Budget Impact**

There is an annual budget impact of \$12,768.

POSTING IS REQUIRED

Classification Notice No. 1556

To: Agency Heads and Employees
From: Karen Niparko, Executive Director of the Office of Human Resources
Date: January 18, 2018
Subject: Proposed Change to the Classification and Pay Plan

The proposed change amends the Classification and Pay Plan by creating two new classifications called Application Support Administrator Associate at pay grade A-809, and Application Support Administrator Senior at pay grade A-811.

Recently, the Classification and Compensation Division of the Office of Human Resources received an Individual Position Audit from the City Attorney's Office to audit an employee from Management Analyst II to Management Analyst III. This individual is a superuser for the agency's Justware software application, which is the Prosecution and Code Enforcement's case management system that is used to store evidence, notes and other information related to cases and people. Based on the findings of this audit, the Management Analyst III or any other job classification within the city did not provide an appropriate match to her position's duties. After consulting with Technology Services, it was determined that this proposed classification series would provide a citywide benefit where other employees in the city whose primary responsibilities involve supporting off-the-shelf software. These responsibilities include, but are not limited to installing, configuring, testing, monitoring and troubleshooting, as well as application security process, user setup, overseeing installation and/or upgrade of software application. This proposal will provide for an intermediate level and a senior level, Application Support Administrator Associate and Application Support Administrator Senior.

NEW CLASS

Proposed Title

Application Support Administrator Associate
Application Support Administrator Senior

Proposed Pay Grade

A-809 (\$57,182-\$74,337-\$91,491)
A-811 (\$65,346-\$84,950-\$104,554)

Per Career Service Rule 7-37 A – "If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor's veto."

The Executive Director of the Office of Human Resources shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

Public Notice of Changes:

The scheduled time for the public hearing is **Thursday, February 1, 2018 at 4:30 PM** in the OHR Board Room, Room 4.G.2, Webb Municipal Building, 201 West Colfax Avenue.

Please submit any questions or comments on this proposal in writing to compensation@denvergov.org by 8:00 AM on **Wednesday, January 31, 2018**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call George Branchaud george.branchaud@denvergov.org at (720) 913-5650 no later than noon on **Tuesday, January 30, 2018**.

NEW CLASSIFICATIONS

Job Code:	CA3064
Pay Grade:	A-809
Pay Range:	\$57,182 – \$74,337 - \$91,491
FLSA:	Exempt

Classification Title:	Application Support Administrator Associate
Management Level:	10 - None/Incidental
Medical Group:	Sedentary Light
EEO Code:	2 - Professional

Job Code:	CA3065
Pay Grade:	A-811
Pay Range:	\$65,346 - \$84,950 - \$104,554
FLSA:	Exempt

Classification Title:	Application Support Administrator Senior
Management Level:	10 - None/Incidental
Medical Group:	Sedentary Light
EEO Code:	2 - Professional

Synopsis:

Recently, the Classification and Compensation Division of the Office of Human Resources received an Individual Position Audit from the City Attorney's Office to audit an employee from Management Analyst II to Management Analyst III. This individual is a superuser for the agency's Justware software application, which is the Prosecution and Code Enforcement's case management system that is used to store evidence, notes and other information related to cases and people. Based on the findings of this audit, the Management Analyst III or any other job classification within the city did not provide an appropriate match to her position's duties. After consulting with Technology Services, it was determined that this proposed classification series would provide a citywide benefit where other employees in the city whose primary responsibilities involve supporting off-the-shelf software. These responsibilities include, but are not limited to installing, configuring, testing, monitoring and troubleshooting, as well as application security process, user setup, overseeing installation and/or upgrade of software application. This proposal will provide for an intermediate level and a senior level, Application Support Administrator Associate and Application Support Administrator Senior.

Pay Rationale:

Pay grade recommendation for the Application Support Administrator Senior is based on market data from the *Information Technology Compensation Survey* as published by Employers' Council. Application Support Administrator Senior position was matched to *Application Support Administrator III* market data and used as the anchor in following the standard practice of a two-grade separation in a classification series. The Application Support Administrator Associate has been assigned to Pay Grade A-809.

Employee and Budget Impact:

Currently, three employees will be audited into the senior classification. Two employees are in Public Works with one employee being brought to the new range minimum with budget impact of approximately \$1,500. There is no budget impact on the second Public Works employee. The third employee is with the City Attorney's Office and will be brought to the new range minimum that will have a budget impact of approximately \$11,900. Classification and Compensation is not recommending the movement of other employees, leaving open the possibility of reallocation of other individuals in appropriate departments/agencies.

Organizational Data:

The Application Support Administrator positions are designed to support off the shelf software applications. This job classification does not report to any one department/agency, but may report to a variety of different job classifications based on individual department/agency needs and structure.

Effective Date Rule: Rule 7-37(A)

If it is determined, because of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting changes to the classification and pay plan shall be the beginning of the first work week following approval by the Mayor or by the City Council over the Mayor's veto. Provisional classifications resulting from changes to the classification and pay plan may

be used upon approval by the Board, but use for longer than six months is contingent upon City Council approval.