




# City of Carson Report to Mayor and City Council

June 4, 2009  
New Business Consent

**SUBJECT: CONSIDERATION OF RESOLUTION NO. 09-018 ESTABLISHING CERTIFIED SUPER USER STATUS AND ADOPTING SYSTEMS SUPER USER SPECIAL PAY**

  
Submitted by Jacquelyn Acosta  
Administrative Services General Manager

  
Approved by Jerome G. Groomes  
City Manager

## **I. SUMMARY**

On January 29, 2009, the Personnel Subcommittee (Councilmember Santarina and Councilmember Williams) met to consider staff's request to establish and adopt the Certified Super User Status and Systems Super User special pay. As indicated by the draft minutes from the January 29, 2009, meeting (Exhibit No. 2), the Personnel Subcommittee recommends that the City Council approve Resolution No. 09-018 (Exhibit No. 1). The Certified Super User Status would authorize those employees who are responsible for supporting the Information Technology Division by maintaining and troubleshooting an application and/or providing technical support within their own division and other work groups, as designated by the Information Technology Manager, to receive the Systems Super User special pay.

## **II. RECOMMENDATION**

TAKE the following actions:

1. WAIVE further reading and ADOPT Resolution No. 09-018, "A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, ESTABLISHING THE CERTIFIED SUPER USER STATUS AND ADOPTION OF SYSTEMS SUPER USER SPECIAL PAY."
2. APPROPRIATE \$3,478.00 from the unreserved, undesignated general fund balance to cover the cost of this special pay.

## **III. ALTERNATIVES**

TAKE any other action the Council deems appropriate.

## **IV. BACKGROUND**

The impetus for the creation of the Certified Super User Status was the request from Senior Administrative Specialist Garrett Roberts for additional or special compensation for the computer systems related assistance he has been providing

to other work group/divisions located at the city Corporate Yard. Mr. Roberts performs computer system repair, troubleshooting and software reconfiguration to fit specific divisional user needs. Human Resources studied the request and discussed it with Parks and Recreation management as well as the Information Technology Manager who confirmed that the services Mr. Roberts has been providing fall outside the scope of his regular duties and that an additional special pay is warranted and appropriate.

By receiving this special pay, Mr. Roberts will serve as the on-site extension of the IS Division. The Systems Super User special pay will be equivalent to an extra 5% of regular pay. To be eligible for this special compensation, an employee must meet the eligibility requirements and possess the knowledge, skills and abilities as follows:

**Eligibility Requirements:** [ALL requirements as stated below must be met]

- Completion of an Associate's Degree in Computer Science, Information Technology, computer programming and/or related field.
- Possession of certificates in MS Word, Excel, PowerPoint, and Access; must also possess the required licenses to create applications within proprietary software programs and/or packages.
- Four years of experience in the administration and troubleshooting of City software such as, but not limited to, IFAS, Scheduler Plus, Optimum Settings, MS Word, Excel, PowerPoint, CARES, Mainstar and Safari Software. The level of experience must be at the certified super user level with supervision or oversight by the Information Technology Manager.

**Screening/Testing Process:** Passing score on the written exam and performance test administered by Human Resources.

**Required Knowledge, Skills and Abilities:**

- Demonstrate knowledge and skills in system troubleshooting procedures and advanced skills in computer software and hardware used throughout the City.
- Familiarity with Information Technology operating policies and procedures.
- Advance proficiency in reading and interpreting complex administrative schematic diagrams and instructions relating to software ad-hoc programming.
- Advance knowledge in all areas of public administration including budgeting, basic accounting principles, research and report

preparation, City workgroups' operations, policies and procedures, problem solving and analytical skills, computer systems administration of applications, software and office utilities with the knowledge, skills and ability to perform ad-hoc programming within the application, designing system flow and establishing variables of the charge matrixes, testing and troubleshooting.

- Expertise in performing desktop installation of software, assist Information Technology personnel in designing, testing, troubleshooting, data entry, training of staff within and outside the work group/division regarding system usage, and operational flow. Certified Super Users will assist in establishing system security levels for appropriate use within the application for their workgroup/division and will be responsible for identifying the needs of the system user.
- Expertise in writing training manuals and procedures, documenting test data, implementing new modules to applications, automating day-to-day processes such as, but not limited to, activity registration, facility reservation, point of sales, membership and pass management, marketing reports and financial management.

Human Resources does not anticipate this special compensation to be as common as the bilingual pay considering the stringent standards that are required to be met as enumerated above.

**V. FISCAL IMPACT**

Funds for this item/project were not included in the FY 2008/09 budget; therefore, if the special pay is awarded, the budget will need to be increased by \$3,478.00. Funds should be appropriated from the unreserved, undesignated general fund balance to account no. 01-90-950-003-5002. The current balance of the unreserved, undesignated general fund is \$3,640,258.00.

**VI. EXHIBITS**

1. Resolution No. 09-018. (pgs. 5-6)
2. Draft Minutes from January 29, 2009, Personnel Subcommittee Meeting. (pgs. 7-8)

Prepared by: Duane Munson, Human Resources Officer

June 4, 2009

Reviewed by:

City Clerk	<u>City Treasurer</u>
<u>Administrative Services</u>	<u>Development Services</u>
<u>Economic Development Services</u>	<u>Public Services</u>

**Action taken by City Council**

Date \_\_\_\_\_ Action \_\_\_\_\_

\_\_\_\_\_

RESOLUTION NO. 09-018

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF  
CARSON, CALIFORNIA, ESTABLISHING THE CERTIFIED  
SUPER USER STATUS AND ADOPTION OF SYSTEMS SUPER  
USER SPECIAL PAY.

WHEREAS, the Director of Human Resources is authorized and directed under provisions of Sections 2797.1 and 2797.3 of the Carson Municipal Code to prepare and recommend position classification and compensation plans, after consultation with the affected General Managers, which becomes effective upon approval by the City Council or on any other date specified.

WHEREAS, Rule III of the city of Carson Personnel Rules provides that modification to the classification plan, embodied in Resolution No. 77-111, shall be made only after the Director of Human Resources consults with the affected General Managers and affected recognized employee organizations.

WHEREAS, the Human Resources Officer, acting in lieu of the Director of Human Resources, has consulted with the affected parties concerning the establishment of the Certified Super User Status and adoption of Systems Super User Special Pay.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, HEREBY FINDS, DETERMINES AND RESOLVES AS FOLLOWS:

Section 1. The above recitals are true and correct.

Section 2. The establishment of the Certified Super User Status is hereby approved.

Section 3. The Certified Super User Status authorizes those employees who meet the eligibility requirements and possess the knowledge, skills and abilities as outlined by the city to be eligible for Systems Super User Special Pay equivalent to an additional 5% of their regular pay is hereby adopted.

**PASSED, APPROVED and ADOPTED THIS 4<sup>TH</sup> DAY OF JUNE, 2009.**

\_\_\_\_\_  
MAYOR JIM DEAR

ATTEST:

\_\_\_\_\_  
CITY CLERK HELEN S. KAWAGOE

[MORE]

CITY ATTORNEY

**CITY OF CARSON  
CITY COUNCIL PERSONNEL SUBCOMMITTEE MEETING**

**CARSON CITY HALL  
EXECUTIVE CONFERENCE ROOM, 2<sup>nd</sup> FLOOR  
701 E. CARSON STREET  
CARSON, CA 90745**

**THURSDAY, JANUARY 29, 2009 – 3:00 P.M.**

**DRAFT MINUTES**

**CALL TO ORDER:**

The meeting was called to order at 3:10 p.m. by Councilmember Elito Santarina in the Executive Conference Room located at 701 E. Carson Street, Carson, California 90745.

Present: Councilmember Elito Santarina and Councilmember Harold Williams.

Also Present: Patricia Elkins, President - AME; Eva Gatling, Vice-President-AME; Candace Bohanon, President - ACE; Isabella Meni, President - AFSCME; DeNize Hunt, Vice President - AFSMCE; Ken Freschauf, President - Professional Association; Shannon Murphy - Supervisor Association; Cliff Graves - Economic Development General Manager; Jackie Acosta - Administrative Services General Manager; Ray Cruz - Public Services General Manager; Victor Rollinger - Development Services General Manager; Wendell Phillips, Attorney - CEA; Duane Munson, Human Resources Officer; Alexy Rafael, Sr. Human Resources Analyst; Farrokh Abolfathi, Principal Civil Engineer; Charlotte Callegari, Employment Specialist; Debbie Torres, Sr. Administrative Specialist; Patricia Rubalcava, Sr. Employment Specialist; Caryn Howard, Employment Specialist; Maria Gonzalez, Senior Clerk; Aurelia Mascorro, Sr. Human Resources Specialist; and Therese Foisia, HR Division Secretary.

**APPROVAL OF AGENDA:**

The City Council Personnel Subcommittee voted to approve the agenda for the City Council Personnel Subcommittee meeting of January 29, 2009.

**APPROVAL OF MINUTES:**

The City Council Personnel Subcommittee voted to approve the minutes of the June 26, 2008, meeting.

**UNFINISHED BUSINESS:**

**ITEM NO. 1: ADOPTION OF THE PRINCIPAL ADMINISTRATIVE ANALYST JOB SPECIFICATION**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff and the bargaining unit representatives, the Personnel Subcommittee voted to approve staff's recommendation and will recommend to the City Council that the job specification for the Principal Administrative Analyst be adopted and included in the city's classification plan.

**ITEM NO. 2: RECLASSIFICATION OF THE TRANSPORTATION SUPERVISOR POSITION (VACANT) TO THE POSITION OF SENIOR LEAD BUS DRIVER**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff and the bargaining unit representatives, the City Council Personnel Subcommittee voted to have this item continued to the next Personnel Subcommittee meeting.

**ITEM NO. 3: REPORT REGARDING THE REQUEST TO INCLUDE THE MANAGEMENT ASSISTANT CLASSIFICATION WITHIN THE ADMINISTRATIVE SPECIALIST JOB SERIES**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff and the bargaining unit representatives, the City Council Personnel Subcommittee voted to have this item continued to the next Personnel Subcommittee meeting.

**NEW BUSINESS DISCUSSION:**

**ITEM NO. 4: ADOPTION OF CERTIFIED SUPER USER STATUS AND SYSTEMS SUPER USER SPECIAL PAY**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff, and the bargaining unit representatives, the City Council Personnel Subcommittee voted to approve staff's recommendation to adopt the Certified Super User Status and Systems Super User special pay for eligible employees.

**ITEM NO. 5: RECLASSIFICATION OF THREE CARSON CAREER CENTER POSITION**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff, and the bargaining unit representatives, the City Council Personnel Subcommittee voted to approve staff's recommendation to reclassify three positions at the Carson Career Center and adopt the new and/or updated job specifications in the city's classification plan.

**ITEM NO. 6: THE OPEN CODE ENFORCEMENT AND COLLECTIONS OFFICER POSITION IN REVENUE SECTION**

**ACTION:** After discussion between the City Council Personnel Subcommittee, city staff, and the bargaining unit representatives, the City Council Personnel Subcommittee voted to approve staff's recommendation to categorize the Code Enforcement and Collections Officer classification as a terminal position and adopt the new classification of Revenue Inspector.

**ORAL COMMUNICATION:**

Candace Bohanon acknowledged staff's efforts to "Go Green" by distributing the Personnel Subcommittee agenda packets electronically.

The City Council Personnel Subcommittee meeting adjourned at 4:56 p.m.