



# City of Sunnyvale

## Agenda Item-No Attachments (PDF)

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### **REPORT TO COUNCIL**

#### **SUBJECT**

Adopt a Resolution to Amend the Classification Plan and the City's Salary Resolution to Update the Schedule of Pay to Increase Salaries for the Classifications of Client Support Specialist I/II and to Add the Classifications of Senior Client Support Specialist and Principal Client Support Specialist

#### **BACKGROUND**

This report recommends amending the Classification Plan and the City's Salary Resolution to update the schedule of pay, increasing salaries for the Client Support Specialist I/II based on the approved classification study, and add the classifications of Senior Client Support Specialist and Principal Client Support Specialist for potential future promotional opportunities.

#### **EXISTING POLICY**

City Charter Section 1104, entitled Pay Plan, states that amendments to the pay schedule may be adopted from time to time by City Council upon the recommendation of the City Manager.

City Charter Section 1103, Classification, states that additions or changes to the classification plan may be adopted from time to time by the City Council upon the recommendation of the City Manager.

#### **ENVIRONMENTAL REVIEW**

The action being considered does not constitute a "project" with the meaning of the California Environmental Quality Act ("CEQA") pursuant to CEQA Guidelines section 15378(b)(5) in that it is a governmental organizational or administrative activity that will not result in direct or indirect changes in the environment.

#### **DISCUSSION**

##### Client Support Specialist I/II

In 2022 the Office of the City Manager approved a compensation study request from the Information Technology Department (ITD). This request included a review of the client support classifications and pay ranges. The Client Services series supports all functions of the ITSM (Information Technology Service Management) System and Service Desk functions such as incident/problem management, request fulfillment, asset management, and knowledgebase management. The series implements, administers, and maintains computer systems, client devices (desktops, laptops, tablets, SmartPhones, etc.), data and voice systems, and server/storage systems, and provides ongoing technical and operational support and customer service assistance in the use of client devices and City information systems. Study results have been discussed with the Office of the City Manager and ITD.

The Department of Human Resources recommends increasing the pay rates for the Client Support

Specialist I/II classifications. These proposed increases will provide consistent pay differentials within the classifications in the ITD service areas.

#### Senior Client Support Specialist and Principal Client Support Specialist

The request to add the Senior Client Support Specialist and Principal Client Support Specialist classifications completes the last phase of the ITD plan to have a series of four classifications within each of their main services areas, providing promotional opportunity within the service area.

The Senior Client Support Specialist and Principal Client Support Specialist classifications provide four different education and experience alternatives to meet the minimum qualifications of the classification. These new classifications will provide succession planning and growth opportunities within the City.

These classifications are represented by the Sunnyvale Employees Association (SEA), International Federation of Professional and Technical Engineers (IFPTE) Local 21. SEA/IFPTE Local 21 was provided notice and an opportunity to comment on the job descriptions and proposed pay rates for the represented classification. Meetings were held with representatives from Human Resources, ITD, and SEA/IFPTE Local 21 to discuss opportunities, impacts, and proposed changes.

#### **FISCAL IMPACT**

Currently, the ITD has three Client Support Specialist II positions budgeted and no Client Support Specialist I positions budgeted. The fiscal impact of the change to the Client Support Specialist II salary range (including the impact on benefit and retirement costs) are approximately \$34,600 per year, or \$866,000 over twenty years.

The annual cost (including salary, benefits and retirement) of the new Principal Client Services Specialist and the Senior Client Services Specialist positions is \$174,820 and \$151,977 respectively. These costs will be offset by the elimination of one current Principal Network Engineer position (\$221,457 annual cost), and one IT Coordinator position (\$168,814 annual cost). Both positions are currently vacant.

This sum of these changes results in an annual savings of approximately \$41,544 per year, or approximately \$1.04 million over twenty years.

These positions are funded by the Technology and Communication Services Fund. Funding is recovered from internal service charges from the major operating funds. The General Fund accounts for approximately 80% of the cost of the Technology and Communication Services Fund.

#### **PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, at the Sunnyvale Public Library, Senior Center, Community Center and in the Department of Public Safety Lobby. In addition, the agenda and report are available at the Sunnyvale Public Library, Office of the City Clerk, and on the City's website.

#### **RECOMMENDATION**

Adopt a Resolution to Amend the Classification Plan and the City's Salary Resolution to Update the Schedule of Pay to Increase Salaries for the Classifications of Client Support Specialist I/II and to

Add the Classifications of Senior Client Support Specialist and Principal Client Support Specialist effective the first pay period after City Council approval.

Prepared by: Delanie LoFranco, Human Resources Manager

Reviewed by: Tina Murphy, Director, Human Resources

Reviewed by: Jaqui Guzmán, Deputy City Manager

Approved by: Kent Steffens, City Manager

### **ATTACHMENTS**

1. Resolution