



CC Regular Meeting AGENDA ITEM REPORT

Meeting: June 3, 2025
Title: Request to Amend the City's Classification Plan to Establish the Classification of Information Technology Technician
Presented by: Angel Carrillo, Deputy City Manager
Joanna Espinosa, Human Resources Manager
Recommendation: That the City Council adopt Resolution CC 2025-62 to establish and amend the City's Classification plan, and establish the new job description and salary range for Information Technology Technician within the Mid-Management, Supervisory and Professional, and Confidential and Technical Employees (Unaffiliated) Compensation Rules.

EXECUTIVE SUMMARY:

A review of the existing organizational staffing structure within the Information Technology section of the City Manager's office was recently completed to ensure operational needs and organizational goals are met. Based on this review, it has been determined that staffing adjustments are needed to better serve the internal and external customers of the City.

The job specification and salary schedule are attached with Resolution CC 2025-62 as Attachment A hereto.

BACKGROUND:

On July 16, 2024, City Council approved the Mid-Management, Supervisory and Professional, and Confidential and Technical Employees (Unaffiliated) Compensation Rules, including Section 3A: Covered Classifications. The attached Resolution to establish the new Information Technology Technician job classification and salary ranges will amend Section 3 of the Unaffiliated Compensation Rules to include this new job classification.

On May 6, 2025, City Council adopted the Fiscal Year 2025-26 Budget. Part of the recommended staffing changes included creating a new full-time position within the Information Technology division.

DISCUSSION:

The City's current technology infrastructure has grown increasingly complex, and the demand for timely technical support has significantly increased. Presently, IT support is provided through contract services and a limited number of onsite positions that are stretched thin across multiple departments and functions, which has impacted response times.

With the increased reliance on digital platforms, the City's internal and external service delivery is being affected by limited IT staffing capacity. In order to maintain high-quality service to both staff and residents, the City must address the increasing demand for IT support.

The proposed IT Technician position is intended to provide first-level technical support to City staff and serve as a critical resource in maintaining the City's information technology services.

Human Resources continues to review the operating structure and job classifications in the City's various departments to ensure competitiveness with the labor market and address changing operational needs. As a general policy goal, the City seeks to compensate its employees at the 60th percentile of the market (equal to or higher

than 60% of comparison agencies) for total compensation. To achieve this goal, a market comparison for the position of Information Technology Technician was completed so that the City of Covina will remain competitive in the marketplace.

Based on the review of the current staffing needs in the Information Technology division, it was determined that the changes being recommended herein are necessary to support the growing needs of the City's operations and the internal and external customers it serves.

FISCAL IMPACT:


Funding for the new classification is included in the City's FY 2025-26 budget.

CEQA (CALIFORNIA ENVIRONMENTAL QUALITY ACT):

Not applicable.

Respectfully submitted,



Angel Carrillo
Deputy City Manager

Joanna Espinosa
Human Resources Manager