



Office of the City Manager

CONSENT CALENDAR
May 16, 2017

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: Sarah Reynoso, Director of Human Resources

Subject: Classification and Salary: Information Security Manager

RECOMMENDATION

Adopt a Resolution amending Resolution No. 67,709-N.S. Classification and Salary Resolution for Unit Z1 (Unrepresented Executive and Confidential Management) to establish the classification of Information Security Manager with a monthly salary range of \$10,651 to \$13,077 effective May 16, 2017.

FISCAL IMPACTS OF RECOMMENDATION

The estimated total cost (salary and benefits) of this position in FY 2018 is approximately \$267,727. The Department of Information and Technology will fund the total cost of this position from budget code 010-2701-410-11.01.

CURRENT SITUATION AND ITS EFFECTS

The Director of Information Technology requested that the City establish a new classification of Information Security Manager to orchestrate network security for the City of Berkeley. The Information Security Manager is needed to protect the City's computers, networks, and database against threats, such as security breaches, computer viruses or attacks by cyber-criminals. These intrusions can disrupt our information technology systems and/or lead to a loss of confidential information. If this were to happen, the City could lose revenue, face fines from regulatory agencies, and be responsible for potential civil liability for failing to adhere to guidelines related to the Payment Card Industry (PCI), Health Insurance Portability and Accountability Act (HIPAA), and Department of Justice/Criminal Justice Information Systems (DOJ/CJIS). The position of the Information Security Manager is strategically critical to ensuring the City's compliance with these state and federal laws. Various public agencies have already created similar positions to protect their agency's information. For these reasons, it is imperative that the City recruit someone with this critical and constantly developing skill set.

The Department of IT currently consists of the Director, who has four direct reports; three Senior Systems Analysts (SSA) and a Customer Services Manager. The SSA's each oversee one of the following divisions: Network Operations, Enterprise

Applications, and Business Applications, while the Customer Services Manager oversees 311 City Services.

There is currently no existing classification that is solely responsible for the security of the City's network infrastructure. The proposed Information Security Manager will manage all the cyber-security related activities and have oversight of the Network Operations Division, under the supervision of a SSA. The proposed Information Security Manager must be technically adept, with an intuitive understanding of the City's systems, and how to safeguard them against attacks that can compromise the City's security.

BACKGROUND

The Personnel Board discussed the proposal at its April 3, 2017 meeting and voted (Yes: Bartlow, Dixon, Howard, Hunt, Kidd, Murray, Wenk) to recommend the following to the City Council:

Establish the classification of Information Security Manager, exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and eligible for Administrative Leave, Representation Unit Z1 (Unrepresented Executive and Confidential Management), with a monthly salary range of \$10,651 - \$11,212 - \$11,802 - \$12,423 - \$13,077.

ENVIRONMENTAL SUSTAINABILITY

There are no identifiable environmental effects or opportunities associated with the subject of this report.

RATIONALE FOR RECOMMENDATION

It has been the policy of the City to create the necessary classification and salary schedule to accommodate new duties and responsibilities, reflect programmatic changes, maintain competitive salaries and, when applicable, comply with regulatory requirements.

ALTERNATIVE ACTIONS CONSIDERED

None

CONTACT PERSON

Kimberly Castillo, Senior Human Resources Analyst, 981-6820

Attachments:

1. Class Specification – Information Security Manager
2. Resolution and Exhibit A: Salary Schedule

City of Berkeley
Class Code 12330
May 2017

Information Security Manager

DEFINITION

Under administrative direction, manages the cyber-security related activities and oversees Network Operations including Helpdesk of the Information Technology Department. Integrates all information security activities to preserve the availability, integrity, and confidentiality of the City's data intelligence programs; makes recommendations for incident response and assists in policy development for data threat strategies and security tools; responsible for systems analysis and modification, vendor administration, and department interface and knowledge; directs the work of supervisory, technical, or support staff; and performs related work as assigned.

CLASS CHARACTERISTICS

This class performs a full range of professional and technical duties in the management of city-wide information security activities and programs, including but not limited to, Payment Card Industry (PCI), Health Insurance Portability and Accountability Act (HIPAA), and Department of Justice/Criminal Justice Information Systems (DOJ/CJIS). Work requires interactions with end-users to ensure the operational, financial, and reputational protection of information resources. This classification is distinguished from Director of Information Technology in that the latter has overall management responsibility for all functions of the Information Technology Department including Administration, Network Operations, Enterprise Applications, Business Applications, and 311 City Services, and has direct relations with City Council.

EXAMPLES OF DUTIES:

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Supervises professional, technical, and support staff by hiring, selecting, training, evaluating, disciplining, and making work assignments;
2. Responsible for development, documentation, and maintenance of information security policies, procedures, and standards for the City;
3. Creates and maintains all information system and software security certificate activities within established guidelines and/or regulations;
4. Performs routine (daily, weekly, periodic) monitoring of changes in local, state, and federal regulations and accreditation standards related to security; coordinates activities with corresponding agencies to ensure security compliance measures;

5. Establishes and enforces standards, procedures, and/or policies in support of up-to-date security internal controls;
6. Acts as the project manager for selecting and implementing security-based hardware and software solutions; provides security interpretation and/or training, security education and awareness to users as needed;
7. Acts as a liaison with internal user departments by providing analysis, consultation, assistance, and troubleshooting of related security activities; develops reports of findings, alternatives, and recommendations;
8. Leads the creation and maintenance of the information systems disaster recovery and business continuity plans which includes desktop and server backup systems deployment and maintenance;
9. Partners with the Office of Emergency Services to ensure that the Information Technology Department is adequately skilled and engaged in city emergency plans as appropriate;
10. Tests, monitors, and performs regular analysis of the effectiveness of the City's security tools and incident response measures; defines user access levels and protocol for potential data breach;
11. Performs routine maintenance and collaborates with Information Technology staff and/or vendors to troubleshoot or refer technical issues for optimal performance and security measures; and
12. Performs other duties as required.

KNOWLEDGE AND ABILITIES:

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Administrative principles and methods, including goal setting, program and budget development and implementation, and employee supervision;
2. Principles, practices, and programs related to information security best practices, procedure, risk assessment, methodologies, and vulnerability;
3. Information security frameworks, software, hardware, and technologies;
4. Applicable local government practices and administration;

5. Current information security compliance standards and regulations;
6. Current and emerging security tools, techniques, and programs; and
7. Principles and practices of project management, and contracts and vendor administration.

Ability to:

1. Plan, assign, supervise, review, and evaluate the work of professional, technical, and support staff;
2. Administer information security programs including assessment, development, implementation, maintenance, and evaluation;
3. Plan, organize, administer, review, and evaluate systems development, programming, and computer operations activities;
4. Prioritize and respond expeditiously to data threats or policy deviations;
5. Communicate effectively both verbally and in writing;
6. Develop effective security teaching and training programs for City employees;
7. Establish and maintain cooperative working relationships with a variety of citizens, committee members, City staff, and client vendors;
8. Coordinate multiple project components, track progress, and meet deadlines and expenditures;
9. Simplify technical and/or applicable government processes into clear, actionable items for end users; and
10. Identify and apply principles of problem solving, research and analytical judgement; exercise sound independent judgment within established guidelines.

MINIMUM QUALIFICATIONS:

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS:

Possession of a bachelor’s degree from an accredited college or university with a major in information systems, computer science, or closely related field; and five (5) years of increasingly responsible experience in cyber security application and infrastructure, technology management, or telecommunications, including two (2) years of experience in direct support of information security programs, basic budgeting principles, and supervision of staff and/or technical project teams.

OTHER REQUIREMENTS

Must be able to travel to various locations within and outside the City of Berkeley to meet the program needs and to fulfill the job responsibilities. When driving on City business, the incumbent is required to maintain a valid California driver's license as well as a satisfactory driving record.

CLASSIFICATION HISTORY:

Information Security Manager	
Classification Code	12330
Classification Established	5/2017
FLSA Status	Exempt
Administrative Leave/Overtime	Admin Leave
Representation Unit	Z1
Probationary Period	One Year
Workers’ Compensation Code	8810

RESOLUTION NO. ##,###--N.S.

CLASSIFICATION: INFORMATION SYSTEMS MANAGER

WHEREAS, the Human Resources Department maintains the Classification and Compensation plan for the City of Berkeley; and

WHEREAS, the Director of Information Technology had requested the Human Resources Department to establish the Information Security Manager classification; and

WHEREAS, Department of Technology and Human Resources Department have completed a classification review; and

WHEREAS, the Personnel Board recommended on April 3, 2017 to establish the classification of Information Security Manager, exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and eligible for Administrative Leave, Representation Unit Z1 (Unrepresented Executive and Confidential Management), with a monthly salary range of \$10,651 - \$11,212 - \$11,802 - \$12,423- \$13,077 effective May 16, 2017.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that Resolution No. 67,709-N.S., Classification and Salary Resolution for Unrepresented Employees is amended to establish the classification of Information Security Manager with a salary range as shown in Exhibit A effective May 16, 2017.

Exhibit A

Salary Schedule									
Job Code	Unit	Class	FLSA	STEP A	STEP B	STEP C	STEP D	STEP E	EFFECTIVE DATE
12330	Z1	Information Security Manager	EXEMPT	\$10,651	\$11,212	\$11,802	\$12,423	\$13,077	5/16/17