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# CITY OF LOS ANGELES

CALIFORNIA



**KAREN BASS**  
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March 1, 2024

REF: EXE-034-24

Honorable Members of the City Council  
City of Los Angeles  
Room 395, City Hall  
Los Angeles, CA 90012

Attn: Personnel, Audits and Hiring Committee

## **COUNCIL FILE NO. 23-1429 – COUNCIL MOTION FOR CITY DEPARTMENTS TO REPORT ON VACANT POSITIONS**

On January 26, 2024, the Council adopted recommendations from the City Administrative Officer (CAO) relative to the City's fiscal concerns and a prioritized hiring process. As part of this action, the CAO instructed departments to review all vacant full-time civilian positions to categorize them by service area/project, priority level, and to provide information on the anticipated services impacts that would result from their deletion. Attached is a revised copy of the vacancy exercise which includes additional information requested in the Motion.

As of February 8, 2024, the Information Technology Agency's (ITA) Workday total count of vacant positions was 94, representing a vacancy rate of 20 percent. Of this total, 63 were categorized as Tier 1 positions, or positions that have the largest service impact if ITA loses the ability to fill the positions; 27 were categorized as Tier 2 positions, or positions that would have significant but not the largest service impact if we lose the ability to fill the positions; and four were categorized as Tier 3 positions, or positions that would have the lowest service impact if they were left vacant

Tier 1 positions include:

- 29 positions that would have a direct impact on Public Safety Communications (police, fire, and medical communications between each other, supervisors, and 9-1-1 Dispatch).
- 10 positions that would have a direct impact on the Human Resources and Payroll (HRP) project.
- Nine positions that would have a direct impact to Citywide Data Communications Services and Data Network Engineering (employee access to applications, websites, and the Internet, as well as, key public safety processes, such as upload of body worn footage, police station telephones, fire station alerting, etc).

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- Six positions that would have a direct impact on 311 Call Center Services.
- Four positions that would have a direct impact on the MyLA311 project.
- Four positions that would have a direct impact on Citywide cybersecurity operations.
- One position that would have a direct impact on payroll services within the department.

Tier 2 positions include:

- 16 positions that would have a direct impact to desktop technical and server support to elected officials and smaller City departments.
- Five positions that would have a direct impact on Citywide Data Communications Services and Network Operations.
- Four positions that would have a direct impact to Channel 35 operations.
- Two positions that would have a direct impact on Enterprise Systems and Operations Services.

Tier 3 positions include:

- Two positions that would impact Enterprise Document Management and Financial Management System Support.
- One positions that would have a direct impact on the processing of Communication Services Requests
- One position that would have a direct impact on the operations and maintenance of the City's data and wireless communications systems.

ITA has been aggressively trying to backfill critical vacant positions throughout the years. While we continue to try to backfill these positions, overtime is being authorized to cover staff shortages where vacancies and attrition happens in order to mitigate project delays. Challenges in the hiring process, the lack of qualified candidates, the absence of eligible lists, and the inability to compete with the private sector and proprietary department's pay scale have made it challenging for us to fill positions and retain staff.

ITA's salary savings rate is 3.5%, equivalent to about 17 positions in the department. In addition, ITA spends approximately \$700K annually for various unfunded bonuses, covering Professional License Bonus, Language Bonus, Graveyard shifts, On-Call Pays, Stand-By Pays, Tool Allowances and Lead or Acting Pays where needed, which equates to about seven positions. If these vacant positions are deleted in the budget, there will be a big impact on projects and on how we provide services critical to City services which include Public Safety Communications, the HRP project, Citywide Data Communications and Network Engineering, 311 Call Center services, the MyLA311 project, Citywide cybersecurity, and Channel 35 operations. It would not be beneficial to reassign staff to mitigate workload issues for these projects as some assignments require months of training and would result in reduced or elimination of services in the program which the employee was reassigned from.

ITA understands the current economic climate the City is facing. However, deleting these positions would only exacerbate ITA's inability to properly service the public, elected offices, emergency response, and City department requests for cybersecurity, network,

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telephone, and software application assistance. Rather than deleting positions, ITA requests that vacant positions be unfunded in the upcoming fiscal year. This would allow us to work within our budgeted funds to only fill positions needed to continue to provide critical services. ITA has demonstrated exceptional fiscal responsibility and trustworthiness in the past. City Council has repeatedly emphasized the importance of a thriving, diverse IT workforce for the benefit of the public and City operations in our increasingly digital age. We sincerely appreciate your serious consideration of this recommendation and this report.

Respectfully Submitted,



Ted Ross  
General Manager

Attachment

ec: Matt Szabo, City Administrative Officer  
Austin Patrick, City Administrative Officer  
Matias Farfan, Office of the Chief Legislative Analyst  
Maria Ramos, ITA  
ITA Executive Team

Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes	
1	Civilian -Regular Base	1431-4 - Programmer/Analyst IV	100	General Fund	\$ 117,875.00	1	3.50%	\$ 113,749.38	\$ 113,749.38	<p><b>Customer Engagement Bureau; Customer Service &amp; Support; Desktop Technical Services/Elected Support; City Attorney &amp; Controller Support Unit</b> - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.</p> <p>Impacts ITA's ability to offer desktop support to Elected Offices that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2016	N/A	PCH approved to fill. This position has been filled as of 2/12/2024
2	Civilian -Regular Base	7614-0 - Senior Communications Engineer	100	General Fund	\$ 162,648.00	1	3.50%	\$ 156,955.32	\$ 156,955.32	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; STRS/Microwave Radio Transmission/FCC Regulatory</b> - Support public safety Radio, 911-Dispatch, Microwave Systems, and Avionic systems, and install and maintain communications equipment in public safety vehicles and helicopters.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	1/28/2024	
3	Civilian -Regular Base	1596-0 - Systems Analyst	100	General Fund	\$ 85,681.00	1	3.50%	\$ 82,682.17	\$ 82,682.17	<p><b>Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center</b> - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.</p> <p>This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2023	N/A	PCH approved to fill. This position has been filled as of 2/12/2024
4	Civilian Resolution - Continued	1431-4 - Programmer/Analyst IV	100	General Fund	\$ 117,875.00	1	3.50%	\$ 113,749.38	\$ 113,749.38	<p><b>Applications Bureau; Payroll/PaysSR Section</b> - This position belongs to the HRP/Workday project and support the hiring process and payroll for all City employees. The duties involve configuring Workday to support the requirement from Personnel, Controller, and the CAO including updates related to hiring, time tracking, payroll, and MOU changes. The position will be involved in administering the system, security, reporting, integration, and change management. Without these positions the ITA team will not be able to support the upcoming Workday rollout. The new system is scheduled to launch in June 2024 and we need the full team to support the roll-out and support the large list of backlogged requests that will need to be implemented once we launch. While other departments such as Personal and Controller received new positions as part of the HRP/Workday project, the ITA did not receive any additional staff and we cannot afford to lose any existing positions. One of our key team members recently retired and another just transferred out. It is imperative that we fill these vacancies.</p> <p>Impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaysSR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	1/26/2024	

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5	Civilian -Regular Base	1455-2 - Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	<p><b>Applications Bureau; Department Application Services Division; Customer Relations Management/Snow</b> - This position belongs to the HRP/Workday project and support the hiring process and payroll for all City employees. The duties involve configuring Workday to support the requirement from Personnel, Controller, and the CAO including updates related to hiring, time tracking, payroll, and MOU changes. The position will be involved in administering the system, security, reporting, integration, and change management. Without these positions the ITA team will not be able to support the upcoming Workday rollout. The new system is scheduled to launch in June 2024 and we need the full team to support the roll-out and support the large list of backlogged requests that will need to be implemented once we launch. While other departments such as Personal and Controller received new positions as part of the HRP/Workday project, the ITA did not receive any additional staff and we cannot afford to lose any existing positions. One of our key team members recently retired and another just transferred out. It is imperative that we fill these vacancies.</p> <p>Shortage of staffing results in delays in projects timelines especially the new MyLA 311 modernization that is needed to replace the aging 311 system, and the maintenance and support of enterprise applications and Cloud infrastructure.</p>	Tier 1	7/1/2016	1/24/2024	
6	Civilian -Regular Base	1455-1 - Systems Programmer I	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	<p><b>Customer Engagement Bureau; Customer Service &amp; Support; Desktop Technical Services/Elected Support; Mayor Support Unit</b> - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.</p> <p>Impacts ITA's ability to offer desktop support to Elected Offices that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2023	7/1/2023	
7	Civilian -Regular Base	1455-3 - Systems Programmer III	100	General Fund	\$ 169,447.00	1	3.50%	\$ 163,516.36	\$ 163,516.36	<p><b>Information Security Office; Security Operations Section (Integrated Security Operations Center)</b> - Integrated Security Operations (ISO) Center plays a key role in protecting the City's valuable information and systems from potential cyber threats, covering both the human and machine sides of security. ISO has been dedicated to providing advanced information security services and expert security guidance to ensure confidentiality, integrity and availability of the City's information assets and resources.</p> <p>Vacancy impacts the City's defense-in-depth approach to network security entails employing a multitude of countermeasures in order to thwart potential attackers. This layered structure provides many redundancies in the event that systems or data are compromised. Defense-in-depth theory states that even if one security layer is breached, multiple additional security levels can withstand a thorough attack.</p> <p>This ID (P139083) was approved by the CAO for a paygrade. The true vacancy is in P008437-Systems Administrator II</p>	Tier 1	7/1/2022	N/A	PCH approved to fill. This position has been filled as of 2/22/2024
8	Civilian -Regular Base	1597-2 - Senior Systems Analyst II	100	General Fund	\$ 153,066.00	1	3.50%	\$ 147,708.69	\$ 147,708.69	<p><b>Applications Bureau; Payroll/PaySR Section</b> - This position belongs to the HRP/Workday project and support the hiring process and payroll for all City employees. The duties involve configuring Workday to support the requirement from Personnel, Controller, and the CAO including updates related to hiring, time tracking, payroll, and MOU changes. The position will be involved in administering the system, security, reporting, integration, and change management. Without these positions the ITA team will not be able to support the upcoming Workday rollout. The new system is scheduled to launch in June 2024 and we need the full team to support the roll-out and support the large list of backlogged requests that will need to be implemented once we launch. While other departments such as Personal and Controller received new positions as part of the HRP/Workday project, the ITA did not receive any additional staff and we cannot afford to lose any existing positions. One of our key team members recently retired and another just transferred out. It is imperative that we fill these vacancies.</p> <p>Impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	1/27/2024	

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9	Civilian -Regular Base	7610-0 - Communications Engineer	100	General Fund	\$ 142,472.00	1	3.50%	\$ 137,485.48	\$ 137,485.48	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communications Services; Data Network Engineering; Citywide Systems</b> - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.</p> <p>Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	5/7/2022	
10	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Public Safety Mount Lee</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2016	9/23/2023	
11	Civilian -Regular Base	7610-0 - Communications Engineer	100	General Fund	\$ 142,472.00	1	3.50%	\$ 137,485.48	\$ 137,485.48	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communications Services; Data Network Engineering; Citywide Systems</b> - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.</p> <p>Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	12/18/2022	

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12	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; LAFD &amp; LAPD Dispatch/Fire Station Alerting</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	7/31/2022	
13	Civilian -Regular Base	7607-3 - Communications Engineering Associate III	100	General Fund	\$ 136,639.00	1	3.50%	\$ 131,856.64	\$ 131,856.64	<p><b>Infrastructure Bureau; BroadBand Network Services; Public Safety Radio Engineering Services; Microwave Radio Transmission</b> -Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	2/12/2023	
14	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Engineering; Citywide Fiber Network Engineering</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP).</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2016	3/26/2023	
15	Civilian -Regular Base	3689-0 - Communications Electrician Supervisor	100	General Fund	\$ 127,234.00	1	3.50%	\$ 122,780.81	\$ 122,780.81	<p><b>Infrastructure Bureau; Communication Services Division; Field Services; LAPD/LAFD/STRS Voice Radio Systems</b> - Supervise the provision of engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>ITA has annual maintenance contracts with outside vendors to ensure that all systems are working properly and as expected to support the mission-critical Public Safety Communications Systems. The lack of Sr. Staff has caused delays in deployment and additional expense in overtime and employee burnout for the current supervisors.</p>	Tier 1	7/1/2016	1/30/2022	

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16	Civilian -Regular Base	3638-0 - Senior Communications Electrician	100	General Fund	\$ 121,153.00	1	3.50%	\$ 116,912.65	\$ 116,912.65	<p><b>Infrastructure Bureau; Communication Services Division; Field Services; Public Safety Microwave Transmission</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	12/16/2021	
17	Civilian -Regular Base	3565-0 - Avionics Specialist	100	General Fund	\$ 116,782.00	1	3.50%	\$ 112,694.63	\$ 112,694.63	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Avionics/Valley Shop</b> - LAFD and LAPD Helicopter Fleet Support.</p> <p>Impact - Lack of proper staffing may cause increased down time for the LAFD helicopter fleet.</p>	Tier 1	7/1/2016	11/7/2022	
18	Civilian -Regular Base	7614-0 - Senior Communications Engineer	100	General Fund	\$ 162,648.00	1	3.50%	\$ 156,955.32	\$ 156,955.32	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communications Services; Data Network Engineering</b> - This section supports public safety Radio, 911-Dispatch, Microwave Systems, and Avionic systems, and install and maintain communications equipment in public safety vehicles and helicopters.</p> <p>Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	10/8/2023	



Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes	
19	Civilian -Regular Base	7610-0 - Communications Engineer	100	General Fund	\$ 142,472.00	1	3.50%	\$ 137,485.48	\$ 137,485.48	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communications Services; Data Network Engineering; Citywide Voice Network Engineering and Voice/Call Center Network Engineering</b> - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.</p> <p>Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	12/18/2022	
20	Civilian -Regular Base	3691-0 - Senior Communications Electrician Supervisor	100	General Fund	\$ 136,818.00	1	3.50%	\$ 132,029.37	\$ 132,029.37	<p><b>Infrastructure Bureau; Communication Services Division</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	1/2/2021	Position requires CE training No list available. Exam is open and pending.
21	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Engineering; Citywide Systems; Citywide Audio &amp; Video Engineering Unit</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP).</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2019	11/19/2023	
22	Civilian -Regular Base	3689-0 - Communications Electrician Supervisor	100	General Fund	\$ 127,234.00	1	3.50%	\$ 122,780.81	\$ 122,780.81	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division</b> - Supervise the provision of engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>ITA has annual maintenance contracts with outside vendors to ensure that all systems are working properly and as expected to support the mission-critical Public Safety Communications Systems. The lack of Sr. Staff has caused delays in deployment and additional expense in overtime and employee burnout for the current supervisors.</p>	Tier 1	7/1/2016	1/2/2021	

Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes	
23	Civilian -Regular Base	3689-0 - Communications Electrician Supervisor	100	General Fund	\$ 127,234.00	1	3.50%	\$ 122,780.81	\$ 122,780.81	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Public Safety Microwave Transmission Backbone Network; LAFD Remote Fire Station Alerting System - Supervise the provision of engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  ITA has annual maintenance contracts with outside vendors to ensure that all systems are working properly and as expected to support the mission-critical Public Safety Communications Systems. The lack of Sr. Staff has caused delays in deployment and additional expense in overtime and employee burnout for the current supervisors.	Tier 1	7/1/2016	1/2/2021	
24	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Public Safety Mount Lee - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.	Tier 1	7/1/2021	7/1/2021	Exam scheduled in March 2024.
25	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Public Safety Mount Lee - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.	Tier 1	7/1/2021	7/1/2021	Exam scheduled in March 2024.
26	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Public Safety Microwave Transmission Backbone Network; LAFD Remote Fire Station Alerting System - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.	Tier 1	7/1/2021	7/1/2021	Exam scheduled in March 2024.
27	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Public Safety Microwave Transmission Backbone Network; LAFD Remote Fire Station Alerting System - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
28	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Public Safety Microwave Transmission Backbone Network; LAFD Remote Fire Station Alerting System - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.  This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.

Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes	
29	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Public Safety Microwave Transmission Backbone Network; LAFD Remote Fire Station Alerting System</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
30	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Base Maintenance; LAPD/LAFD/STRS Voice Radio Systems</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
31	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Base Maintenance; LAPD/LAFD/STRS Voice Radio Systems</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
32	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Base Maintenance; LAPD/LAFD/STRS Voice Radio Systems</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
33	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Base Maintenance; LAPD/LAFD/STRS Voice Radio Systems</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
34	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Field Services; Base Maintenance; LAPD/LAFD/STRS Voice Radio Systems</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>This position is critical in the support of all Public Safety Systems and Services Citywide. Lack of proper staffing can impact 911 dispatch, Fire Station Alerting System, will cause delays in implementing RF and Microwave Radio Technologies, will delay LAPD and LAFD vehicle installation.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.

Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes
35	Civilian -Regular - Base	100	General Fund	\$ 41,353.94	0.583	3.50%	\$ 39,906.55	\$ 39,906.55	<b>Customer Engagement Bureau, 311 Call Center Services</b> - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	6/28/2018	12/17/2023	
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 23,691.62	0.334	3.50%	\$ 22,862.41	\$ -					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 5,178.11	0.073	3.50%	\$ 4,996.88	\$ 4,996.88					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 709.33	0.01	3.50%	\$ 684.50	\$ -					
	1461-2 - Communications Information Representative II												
36	Civilian -Regular - Base	100	General Fund	\$ 41,353.94	0.583	3.50%	\$ 39,906.55	\$ 39,906.55	<b>Customer Engagement Bureau, 311 Call Center Services</b> - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	7/1/2016	12/27/2023	
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 23,691.62	0.334	3.50%	\$ 22,862.41	\$ -					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 5,178.11	0.073	3.50%	\$ 4,996.88	\$ 4,996.88					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 709.33	0.01	3.50%	\$ 684.50	\$ -					
	1461-2 - Communications Information Representative II												
37	Civilian -Regular - Base	100	General Fund	\$ 50,894.73	0.583	3.50%	\$ 49,113.41	\$ 49,113.41	<b>Customer Engagement Bureau, 311 Call Center Services</b> - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	7/1/2015	8/13/2023	
	1461-3 - Communications Information Representative III												
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 29,157.53	0.334	3.50%	\$ 28,137.02	\$ -					
	1461-3 - Communications Information Representative III												
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 6,372.75	0.073	3.50%	\$ 6,149.70	\$ 6,149.70					
	1461-3 - Communications Information Representative III												
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 872.98	0.01	3.50%	\$ 842.43	\$ -					
	1461-3 - Communications Information Representative III												
38	Civilian -Regular - Base	100	General Fund	\$ 41,353.94	0.583	3.50%	\$ 39,906.55	\$ 39,906.55	<b>Customer Engagement Bureau, 311 Call Center Services</b> - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	7/1/2016	6/12/2023	Being held vacant for two (2) Part-Time staff
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 23,691.62	0.334	3.50%	\$ 22,862.41	\$ -					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 5,178.11	0.073	3.50%	\$ 4,996.88	\$ 4,996.88					
	1461-2 - Communications Information Representative II												
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 709.33	0.01	3.50%	\$ 684.50	\$ -					
	1461-2 - Communications Information Representative II												
39	Civilian -Regular - Base	65J	PEG Development Fund (Sch. 20)	\$ 103,272.00	1	3.50%	\$ 99,657.48	\$ -	<b>Customer Engagement Bureau; Website Design &amp; Development Services / LA Cityview Channel 35; Live &amp; Taped Production</b> - Responsible for creating, producing, and distributing government content through multiple channels. Oversees government cable channel operations, including City Council meetings, department related programming, and manages the city's Social & Digital Media.  If not filled, this will impact Channel 35's support of the Council and Committee meetings. Channel 35 may not be able to support all mandated in person broadcasted meetings in City Hall.	Tier 2	7/1/2016	N/A	PCH approved to fill. This position has been filled as of 2/26/2024

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40	Civilian -Regular - Base	100	General Fund	\$ 41,353.94	0.583	3.50%	\$ 39,906.55	\$ 39,906.55	Customer Engagement Bureau, 311 Call Center Services - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	7/1/2018	7/1/2018	Being held vacant for two (2) Part-Time staff
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 23,691.62	0.334	3.50%	\$ 22,862.41	\$ -					
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 5,178.11	0.073	3.50%	\$ 4,996.88	\$ 4,996.88					
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 709.33	0.01	3.50%	\$ 684.50	\$ -					
41	Civilian -Regular - Base	100	General Fund	\$ 41,353.94	0.583	3.50%	\$ 39,906.55	\$ 39,906.55	Customer Engagement Bureau, 311 Call Center Services - Connects City residents to various non-emergency services and information through phone, email, mobile app, website, and social media. Staffing shortages directly impact caller wait time.	Tier 1	7/1/2021	12/30/2023	
	Civilian -Regular - Base	48R	Building and Safety Building Permit Fund (Sch. 40)	\$ 23,691.62	0.334	3.50%	\$ 22,862.41	\$ -					
	Civilian -Regular - Base	508	Solid Waste Resources Revenue Fund (Sch. 2)	\$ 5,178.11	0.073	3.50%	\$ 4,996.88	\$ 4,996.88					
	Civilian -Regular - Base	760	Sewer Operations & Maintenance Fund (Sch. 14)	\$ 709.33	0.01	3.50%	\$ 684.50	\$ -					
42	Civilian -Regular - Base	100	General Fund	\$ 122,189.00	1	3.50%	\$ 117,912.39	\$ 117,912.39	Customer Engagement Bureau; Website Design & Development Services / LA Cityview Channel 35; Operations & Social Media - Responsible for creating, producing, and distributing government content through multiple channels. Oversees government cable channel operations, including City Council meetings, department related programming, and manages the city's Social & Digital Media.  This vacancy impacts the Digital & Social Media Group's ability to prioritize content and information by following the Mayor's and Council's lead on outstanding services for residents and businesses; strategies to end homelessness and expand housing access; working with the LAPD on content that prevents crime and interrupts cycles of violence; and finally collaborating with City Departments on advancing environmental justice, sustainability and climate change mitigations.	Tier 2	7/1/2022	7/1/2022	
43	Civilian -Regular - Base	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.  This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2021	9/9/2023	
44	Civilian -Regular - Base	100	General Fund	\$ 100,349.00	1	3.50%	\$ 96,836.79	\$ 96,836.79	Applications Bureau; Department Application Services Division; DBA Support Section / Data Analytics Team; DB2/SQL - This position supports the HRP/Workday project by supporting the historical PaySR data and developing reports and dashboards for the new Workday system. The new Workday HR and payroll system requires hundreds of reports and new requests and modifications are regularly requested across the City payroll teams. Additionally staff are needed to assist with historical PaySR data related to prior pay period corrections and MOU changes dated to before the launch of Workday.  Impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.	Tier 1	7/1/2018	9/30/2020	Difficulty filling position as pay scale is not competitive with private industry.

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45	Civilian -Regular Base	1455-1 - Systems Programmer I	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	<p><b>Customer Engagement Bureau; Customer Service &amp; Support; Desktop Technical Services/Elected Support; Council Support Unit</b> - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.</p> <p>Impacts ITA's ability to offer desktop support to Elected Offices that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2019	11/19/2023	
46	Civilian -Regular Base	1455-2 - Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	<p><b>Information Security Office; Security Operations Section (Integrated Security Operations Center); SIEM Administration</b> - Integrated Security Operations (ISO) Center plays a key role in protecting the City's valuable information and systems from potential cyber threats, covering both the human and machine sides of security. ISO has been dedicated to providing advanced information security services and expert security guidance to ensure confidentiality, integrity and availability of the City's information assets and resources.</p> <p>Lack of staffing resources to carry out day-to-day operations in CyberSecurity Threat and Intelligence Services. Currently this position is being held for possible reversion. Incumbent was promoted in an Emergency appointment to address supervisory issues in the section.</p>	Tier 1	7/1/2016	10/22/2023	
47	Civilian -Regular Base	1455-2 - Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	<p><b>Information Security Office; Security Operations Section (Integrated Security Operations Center); Risk and Vulnerability</b> - Integrated Security Operations (ISO) Center plays a key role in protecting the City's valuable information and systems from potential cyber threats, covering both the human and machine sides of security. ISO has been dedicated to providing advanced information security services and expert security guidance to ensure confidentiality, integrity and availability of the City's information assets and resources.</p> <p>Lack of staffing resources to carry out day-to-day operations in CyberSecurity Threat and Intelligence Services. Currently this position is being held for possible reversion. Incumbent was promoted in an Emergency appointment to address supervisory issues in the section.</p>	Tier 1	7/1/2016	9/24/2023	
48	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Broadband Network Services; Communication Services Division; Public Safety Mount Lee</b> - This section provides Public Safety Support in Mobile Installations, Radio and Mobile Services, Microwave Transmission, Voice Radio Systems, and Mt Lee Operations support through engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p>	Tier 1	7/1/2016	12/18/2021	Exam scheduled in March 2024.
49	Civilian -Regular Base	1596-0 - Systems Analyst	100	General Fund	\$ 85,681.00	1	3.50%	\$ 82,682.17	\$ 82,682.17	<p><b>Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center</b> - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.</p> <p>This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2023	9/23/2023	
50	Civilian -Regular Base	1596-0 - Systems Analyst	100	General Fund	\$ 85,681.00	1	3.50%	\$ 82,682.17	\$ 82,682.17	<p><b>Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center</b> - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.</p> <p>This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2023	5/13/2022	Formerly a RESO authority. Was regularized in the 2023-24 Budget

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51	Civilian -Regular Base	1597-1 - Senior Systems Analyst I	100	General Fund	\$ 139,625.00	1	3.50%	\$ 134,738.13	\$ 134,738.13	<p><b>Applications Bureau; Business Analysis</b> - This position belongs to the HRP/Workday project and support the hiring process and payroll for all City employees. The duties involve configuring Workday to support the requirement from Personnel, Controller, and the CAO including updates related to hiring, time tracking, payroll, and MOU changes. The position will be involved in administering the system, security, reporting, integration, and change management. Without these positions the ITA team will not be able to support the upcoming Workday rollout. The new system is scheduled to launch in June 2024 and we need the full team to support the roll-out and support the large list of backlogged requests that will need to be implemented once we launch. While other departments such as Personnel and Controller received new positions as part of the HRP/Workday project, the ITA did not receive any additional staff and we cannot afford to lose any existing positions. One of our key team members recently retired and another just transferred out. It is imperative that we fill these vacancies.</p> <p>Impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	1/15/2023	
52	Civilian -Regular Base	1596-0 - Systems Analyst	100	General Fund	\$ 85,681.00	1	3.50%	\$ 82,682.17	\$ 82,682.17	<p><b>Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center</b> - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.</p> <p>This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.</p>	Tier 2	7/1/2023	10/7/2023	
53	Civilian -Regular Base	1455-1 - Systems Programmer I	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	<p><b>Infrastructure Bureau; Enterprise Systems &amp; Operations Services; Development, Security and Operation</b> - Operates and maintains the City's data and wireless communications systems and designs and manages network infrastructure projects.</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 3	7/1/2016	7/2/2022	
54	Civilian -Regular Base	1779-1 - Data Analyst I	100	General Fund	\$ 100,349.00	1	3.50%	\$ 96,836.79	\$ 96,836.79	<p><b>Applications Bureau; Department Application Services Division; DBA Support Section / Data Analytics Team; DB2/SQL</b> - This position supports the HRP/Workday project by supporting the historical PaySR data and developing reports and dashboards for the new Workday system. The new Workday HR and payroll system requires hundreds of reports and new requests and modifications are regularly requested across the City payroll teams. Additionally staff are needed to assist with historical PaySR data related to prior pay period corrections and MOU changes dated to before the launch of Workday.</p> <p>Impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2018	10/20/2022	
55	Civilian -Regular Base	1597-1 - Senior Systems Analyst I	100	General Fund	\$ 139,625.00	1	3.50%	\$ 134,738.13	\$ 134,738.13	<p><b>Information Security Office; Governance Section</b> - This position is crucial in managing our Human Risk Management program, essential for training over 28,000 City's employees to recognize and thwart social engineering and phishing attempts. This role is pivotal in safeguarding City's digital assets against increasing threat of ransomware attacks. Eliminating this position would significantly increase our vulnerability to cyber threats, potentially leading to catastrophic data breaches and financial losses.</p>	Tier 1	7/1/2022	N/A	PCH approved to fill. This position has been filled as of 2/11/2024

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56	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Operations; Intrusion Alarms/Command Post</b> - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.</p> <p>Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
57	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Operations; Intrusion Alarms/Command Post</b> - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.</p> <p>Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2022	7/1/2022	Exam scheduled in March 2024.
58	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Customer Engagement Bureau; Customer Service &amp; Support; Council Audio</b> - Provides Council Audio support for all Commission meetings, Council Meetings and Mayor's press releases in City Hall.</p> <p>If not filled, this will impact Channel 35's support of the Council and Committee meetings. Channel 35 may not be able to support all mandated in person broadcasted meetings in City Hall</p>	Tier 2	7/1/2022	7/12/2023	Exam scheduled in March 2024.
59	Civilian -Regular Base	1431-4 - Programmer/Analyst IV	100	General Fund	\$ 117,875.00	1	3.50%	\$ 113,749.38	\$ 113,749.38	<p><b>Infrastructure Bureau; Enterprise Systems &amp; Operation Services; Provisioning, Support &amp; Maintenance; Server Provisioning, Support &amp; Maintenance</b> - Assist in the design, development and implementation of major Citywide applications. Maintain and support interfaces to FMS, Reporting and Documentum. Implement Citywide Human Resource Management and Payroll (HRP) System and support the City's current payroll system (PaySR).</p> <p>Vacancy impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	10/6/2021	



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60	Civilian -Regular Base	1431-5 - Programmer/Analyst V	100	General Fund	\$ 143,318.00	1	3.50%	\$ 138,301.87	\$ 138,301.87	Applications Bureau; Department Application Services Division; High Security Department Application; Dynamics CRM - This position belongs to the MyLA311 project and support the modernization efforts to improve the customer experience for Angelenos using MyLA311. An RFP was recently completed to modernize MyLA311 on a new cloud-based platform called Salesforce. In partnership with the Mayor's Office along with Executive Directive 5 the goal will be to build a new MyLA311 that improves the overall customer experience and the City's ability to track and deliver services. Programmers are needed to build out the new functionality and maintain the growing system. Once the system is on the new platform staff will be needed to add and modify additional services, update the system to respond to emergencies, new initiatives, and include other City departments. The system must be secured and updated regularly and technical staff are needed for these efforts.	Tier 1	7/1/2016	5/21/2023	
61	Civilian -Regular Base	1431-5 - Programmer/Analyst V	100	General Fund	\$ 143,318.00	1	3.50%	\$ 138,301.87	\$ 138,301.87	Applications Bureau; Department Application Services Division; High Security Department Application; Salesforce CRM, CHP - This position belongs to the MyLA311 project and support the modernization efforts to improve the customer experience for Angelenos using MyLA311. An RFP was recently completed to modernize MyLA311 on a new cloud-based platform called Salesforce. In partnership with the Mayor's Office along with Executive Directive 5 the goal will be to build a new MyLA311 that improves the overall customer experience and the City's ability to track and deliver services. Programmers are needed to build out the new functionality and maintain the growing system. Once the system is on the new platform staff will be needed to add and modify additional services, update the system to respond to emergencies, new initiatives, and include other City departments. The system must be secured and updated regularly and technical staff are needed for these efforts.	Tier 1	7/1/2016	10/8/2023	
62	Civilian -Regular Base	1470-0 - Data Base Architect	100	General Fund	\$ 164,576.00	1	3.50%	\$ 158,815.84	\$ 158,815.84	Applications Bureau; Department Application Services Division; DBA Support Section / Data Analytics Team; Oracle/SQL/MYSQL - This position supports the HRP/Workday project by supporting the historical PaySR data and developing reports and dashboards for the new Workday system. The new Workday HR and payroll system requires hundreds of reports and new requests and modifications are regularly requested across the City payroll teams. Additionally staff are needed to assist with historical PaySR data related to prior pay period corrections and MOU changes dated to before the launch of Workday.  Impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.	Tier 1	7/1/2016	3/6/2022	
63	Civilian Resolution - Continued	1597-1 - Senior Systems Analyst I	100	General Fund	\$ 139,625.00	1	3.50%	\$ 134,738.13	\$ 134,738.13	Applications Bureau; Department Application Services Division; High Security Department Application; Enterprise Applications Support - This position belongs to the MyLA311 project and support the modernization efforts to improve the customer experience for Angelenos using MyLA311. An RFP was recently completed to modernize MyLA311 on a new cloud-based platform called Salesforce. In partnership with the Mayor's Office along with Executive Directive 5 the goal will be to build a new MyLA311 that improves the overall customer experience and the City's ability to track and deliver services. Programmers are needed to build out the new functionality and maintain the growing system. Once the system is on the new platform staff will be needed to add and modify additional services, update the system to respond to emergencies, new initiatives, and include other City departments. The system must be secured and updated regularly and technical staff are needed for these efforts.	Tier 1	7/1/2022	7/1/2022	
64	Civilian -Regular Base	1455-1 - Systems Programmer I	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	Customer Engagement Bureau; Customer Service & Support; IT Policies and Support; ITA & Small Department Support - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.  Impacts ITA's ability to offer desktop support to small departments that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2019	4/23/2023	
65	Civilian -Regular Base	1455-1 - Systems Programmer I	100	General Fund	\$ 135,212.00	1	3.50%	\$ 130,479.58	\$ 130,479.58	Customer Engagement Bureau; Customer Service & Support; Desktop Technical Services / Elected Support; City Attorney & Controller Support Unit - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.  Impacts ITA's ability to offer desktop support to Elected Offices that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's' future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2016	4/9/2023	

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66	Civilian -Regular Base	1455-2	Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	Infrastructure Bureau; Voice, Video & Communication Services; Data Network Engineering; Network Architecture & Connectivity Infrastructure - Oversees the operation and management of the City's intricate Enterprise Systems, including the ITA Data Center, distributed systems, mainframe systems, and public cloud infrastructures. Operating on a 24/7 basis, the team is available for on-call services to guarantee continuous and reliable support.  Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.  The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.  The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.	Tier 1	7/1/2016	7/30/2023	
67	Civilian -Regular Base	1411-2	Information Systems Operations Manager II	100	General Fund	\$ 141,511.00	1	3.50%	\$ 136,558.12	\$ 136,558.12	Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.  Vacancy results in lack of staffing resources to carry out day-to-day operations.	Tier 2	7/1/2016	8/14/2022	
68	Civilian -Regular Base	1409-1	Information Systems Manager I	100	General Fund	\$ 174,129.00	1	3.50%	\$ 168,034.49	\$ 168,034.49	Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services - Supports the Mainframe environment and its aging applications, including the LAPD Public Safety applications (i.e. NECS).  Vacancy results in lack of staffing resources to carry out day-to-day operations.	Tier 1	7/1/2016	8/13/2023	
69	Civilian -Regular Base	3686-0	Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Customer Engagement Bureau; Customer Service & Support; Council Audio - Provides Council Audio support for all Commission meetings, Council Meetings and Mayor's press releases in City Hall.  If not filled, this will impact Channel 35's support of the Council and Committee meetings. Channel 35 may not be able to support all mandated in person broadcasted meetings in City Hall	Tier 2	7/1/2016	10/8/2023	Exam scheduled in March 2024.
70	Civilian -Regular Base	3686-0	Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	Infrastructure Bureau; Voice, Video & Data Communication Services; Data Network Operations; Intrusion Alarms/Command Post - Operates and maintains the City's voice and video communications systems supporting 30,000-plus lines for more than 500 facilities. Designs and manages voice, video, and cabling infrastructure projects.  Lack of resources and hiring/retention process impacts the overall operations including project implementation. Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.  The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.  The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.	Tier 1	7/1/2016	10/8/2023	Exam scheduled in March 2024.

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71	Civilian -Regular Base	7610-0 - Communications Engineer	100	General Fund	\$ 142,472.00	1	3.50%	\$ 137,485.48	\$ 137,485.48	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services, LAFD MDN/LAPD VRS</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	12/19/2021	
72	Civilian -Regular Base	7610-0 - Communications Engineer	100	General Fund	\$ 142,472.00	1	3.50%	\$ 137,485.48	\$ 137,485.48	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services, LAFD VRS/Facilities</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	4/9/2023	
73	Civilian -Regular Base	1455-3 - Systems Programmer III	100	General Fund	\$ 169,447.00	1	3.50%	\$ 163,516.36	\$ 163,516.36	<p><b>Applications Bureau; Department Application Services Division; Customer Relations Management/Snow</b> - This position belongs to the MyLA311 project and support the modernization efforts to improve the customer experience for Angelenos using MyLA311. An RFP was recently completed to modernize MyLA311 on a new cloud-based platform called Salesforce. In partnership with the Mayor's Office along with Executive Directive 5 the goal will be to build a new MyLA311 that improves the overall customer experience and the City's ability to track and deliver services. Programmers are needed to build out the new functionality and maintain the growing system. Once the system is on the new platform staff will be needed to add and modify additional services, update the system to respond to emergencies, new initiatives, and include other City departments. The system must be secured and updated regularly and technical staff are needed for these efforts.</p>	Tier 1	7/1/2016	2/12/2022	

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74	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; Microwave Radio Transmission</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	9/25/2022	
75	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Operations; Citywide Voice/Phones</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP). This position supports Alarm &amp; Security maintenance and support for elected offices Citywide.</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2015	8/27/2023	Exam scheduled in March 2024.
76	Civilian -Regular Base	7607-3 - Communications Engineering Associate III	100	General Fund	\$ 136,639.00	1	3.50%	\$ 131,856.64	\$ 131,856.64	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; STRS</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	9/8/2023	

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77	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; LAFD MDN/LAPD VRS</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	1/1/2023	
78	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Operations; Citywide Data Network Construction/Maintenance</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP).</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2016	3/13/2022	Exam scheduled in March 2024.
79	Civilian -Regular Base	1455-2 - Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	<p><b>Infrastructure Bureau; Enterprise Systems &amp; Operations Services; Provisioning, Support &amp; Maintenance; Server Provisioning, Support &amp; Maintenance</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP).</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2016	3/15/2022	
80	Civilian -Regular Base	1455-2 - Systems Programmer II	100	General Fund	\$ 155,124.00	1	3.50%	\$ 149,694.66	\$ 149,694.66	<p><b>Infrastructure Bureau; Enterprise Systems &amp; Operations Services; Provisioning, Support &amp; Maintenance; Server Provisioning, Support &amp; Maintenance</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP).</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2016	10/9/2022	

Position Category Name	Position Classification Label	Source Fund No.	Source Fund Name	Non Calculated Gross Salary	Calculated FTE	Salary Savings Rate	Net Salary	GF Savings	Service Area/Project	Priority Level	FY Position was Authorized	FY Position Became Vacant	Additional Notes	
81	Civilian -Regular Base	7607-2 - Communications Engineering Associate II	100	General Fund	\$ 122,774.00	1	3.50%	\$ 118,476.91	\$ 118,476.91	<p><b>Infrastructure Bureau; Broadband Network Services; Public Safety Radio Engineering Services; FCC Regulatory</b> - Provide engineering, technical support, and implementation of communications equipment in all City buildings and remote radio sites.</p> <p>Currently, the Infrastructure Bureau has multiple vacancies in different classes across all three of its divisions; Radio Engineering and Communications Services, Network Engineering and Operations, and Enterprise Systems and Operations. If the current vacancies are not filled to support the daily operations, it will negatively impact Citywide operations including Public Safety systems, Citywide Network Operations and Cloud/Data Center services.</p> <p>The impacts on the Public Safety systems include the direct impact on the 911 services provided by LAPD and LAFD to the Citizens. It would impact the Fire Station Alerting systems for 100+ Fire Stations, Four 911 Dispatch systems, Four Civic Centers, Public Counter Services, and Mountain-top Radio systems for 30+ sites supporting LAPD, LAFD, LASAN, LADOT, etc.</p> <p>The impact on the Citywide Data and Voice networks involves City's daily operations for all Council-controlled departments including the Mayor's Office and the Council office. It involves public safety networks for the LAPD and LAFD 911 Dispatch Centers, LAPD Data Center operations, Cloud networks, Internet Services and Data/Voice networks for 600+ city facilities. The impact also involves the crucial 311 services the City/ITA provides to the LA Citizens. The impact on the Enterprise and the Cloud services involves City's financial operations, FMS and many other applications. In the end, the vacancies not only impact the public safety systems and services described above, it will also pose network security concerns as the IB/ITA will not be able to sustain routine security software upgrades to keep our City networks safe.</p>	Tier 1	7/1/2016	10/8/2023	
82	Civilian -Regular Base	3686-0 - Communications Electrician	100	General Fund	\$ 107,290.00	1	3.50%	\$ 103,534.85	\$ 103,534.85	<p><b>Infrastructure Bureau; Voice, Video &amp; Data Communication Services; Data Network Operations; Citywide Data Network Construction/Maintenance</b> - Modernizes, designs, and manages Citywide data network infrastructure. Operates and maintains the City's data and wireless communications systems. Designing, implementing, maintaining, and troubleshooting firewall hardware and software systems, Dynamic Host Configuration Protocol (DHCP) and City Domain Naming System (DNS) and Simple Mail Transport Protocol (SMTP). This position supports Alarm &amp; Security maintenance and support for elected offices Citywide.</p> <p>Shortage of staffing results in delays in projects timelines, and impacts ITA's ability to manage and maintain the City network that provides City staff access to the Internet, email/calendar, and applications. Identifies and protects the City's critical infrastructure and sensitive data.</p>	Tier 2	7/1/2016	2/12/2023	Exam scheduled in March 2024.
83	Civilian -Regular Base	1431-5 - Programmer/Analyst V	100	General Fund	\$ 143,318.00	1	3.50%	\$ 138,301.87	\$ 138,301.87	<p><b>Applications Bureau; Department Application Services Division; Enterprise Financials &amp; Productivity Division; Financial Management &amp; Disbursement Systems</b> - Assist in the design, development and implementation of major Citywide applications. Maintain and support interfaces to FMS, Reporting and Documentum. Implement Citywide Human Resource Management and Payroll (HRP) System and support the City's current payroll system (PaySR).</p> <p>Impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	1/5/2024	
84	Civilian -Regular Base	1431-5 - Programmer/Analyst V	100	General Fund	\$ 143,318.00	1	3.50%	\$ 138,301.87	\$ 138,301.87	<p><b>Applications Bureau; Department Application Services Division; Enterprise Financials &amp; Productivity Division; Document Management</b> - Assist in the design, development and implementation of major Citywide applications. Maintain and support interfaces to FMS, Reporting and Documentum. Implement Citywide Human Resource Management and Payroll (HRP) System and support the City's current payroll system (PaySR).</p> <p>Impacts ITA's ability to meet availability goals for FMS Financials, FMS Procurement and Performance Budgeting to City staff during operating hours. Also impacts ITA's ability to meet availability goals for PaySR system through Go-Live of the Workday system.</p>	Tier 1	7/1/2016	6/4/2023	
85	Civilian -Regular Base	1368-0 - Senior Administrative Clerk	100	General Fund	\$ 66,925.00	1	3.50%	\$ 64,582.63	\$ 64,582.63	<p><b>Customer Engagement; Website Design &amp; Development Services / LA Cityview Channel 35; Operations &amp; Social Media</b> - The LA CityView Media Group is responsible for creating, producing, and distributing government content through multiple channels. Oversees government cable channel operations, including City Council meetings, department-related programming, and manages the City's Social &amp; Digital Media.</p> <p>This vacancy impacts clerical support for the Channel 35 team.</p>	Tier 2	7/1/2016	4/23/2023	

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86	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Customer Engagement Bureau; Citywide Helpdesk (ENOC); Technology Service Center</b> - This Section provides desktop and server support for several departments and elected offices as well as email, cloud storage, chat, online meeting, and document editor support to all City staff.  This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2016	12/31/2023	
87	Civilian -Regular Base	9381-0 - Assistant General Manager Information Technology Agency	100	General Fund	\$ 221,224.00	1	3.50%	\$ 213,481.16	\$ 213,481.16	<b>Executive Support; Applications Bureau</b> - Provides overall direction, control, and planning to carry out the department's technology solutions bureau. Oversees HRP project.  Impacts permanent leadership and continuity for the bureau.	Tier 1	7/1/2016	4/8/2023	
88	Civilian -Regular Base	1170-0 - Payroll Supervisor	100	General Fund	\$ 94,085.00	1	3.50%	\$ 90,792.03	\$ 90,792.03	<b>Finance, Admin, &amp; Internal Operations Bureau; Accounting &amp; Payroll Services</b> - This position is responsible for preparation, reconciliation, verification, and maintenance of payroll activities as well as supervises staff engaged in payroll duties.  Vacancy impacts payroll services within the department	Tier 1	7/1/2016	11/19/2023	
89	Civilian -Regular Base	1368-0 - Senior Administrative Clerk	100	General Fund	\$ 66,925.00	1	3.50%	\$ 64,582.63	\$ 64,582.63	<b>Finance, Admin, &amp; Internal Operations Bureau; Budget/CSRs/ Facilities</b> - Assists with day-to-day internal operations which include PO processing and facilities management.  Vacancy impacts PO processing time, facilities management, and new employee badging.	Tier 3	7/1/2016	12/17/2023	
90	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Customer Engagement Bureau; Customer Service &amp; Support; IT Policies and Support; ITA &amp; Small Department Support</b> - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.  Impacts ITA's ability to offer desktop support to small departments that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2016	12/31/2023	
91	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Applications Bureau; Department Application Services Division; Enterprise Financials and Productivity Division; Document Management</b> - Impact is on the Enterprise Document Management support and Financial Management System Support. Enterprise Systems downtime will be impacted if these positions are not filled.	Tier 3	7/1/2016	2/12/2023	
92	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Customer Engagement Bureau; Customer Service &amp; Support; IT Policies and Support; ITA &amp; Small Department Support</b> - This section provides computer, phone, and audio/video support to elected officials, small departments, and ITA staff. As well as responsibilities for onboarding, training, and setting up offices for new elected officials.  Impacts ITA's ability to offer desktop support to small departments that will impact operations and provision of services of our customer departments. This vacancy impacts ITA's ability to (1) act as the IT advisor for the client's future technology requirements as they move forward, (2) work with the clients to coordinate the purchase of hardware and software that will meet their staff needs in order to support their function in serving the City of Los Angeles, and (3) work with the client to provide daily technical support to staff to allow for a timely response to requests for service/assistance.	Tier 2	7/1/2016	12/31/2023	
93	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Customer Engagement Bureau; Website Design &amp; Development Services / LA Cityview Channel 35; LA City Web Services Unit</b> - The LA CityView Media Group is responsible for creating, producing, and distributing government content through multiple channels. Oversees government cable channel operations, including City Council meetings, department-related programming, and manages the City's Social & Digital Media.	Tier 2	7/1/2016	1/14/2024	
94	Civilian -Regular Base	1429-0 - Applications Programmer	100	General Fund	\$ 70,446.00	1	3.50%	\$ 67,980.39	\$ 67,980.39	<b>Applications Bureau; Department Application Services Division; Enterprise Financials and Productivity Division; Financial Management &amp; Disbursement Systems</b> - Impact is on the Enterprise Document Management support and Financial Management System Support. Enterprise Systems downtime will be impacted if these positions are not filled.	Tier 3	7/1/2016	1/17/2021	