

City of South Bend, Indiana
2023 Budget - Non-Bargaining Personnel Change Request Form
Reclassifications, New Positions, Title Changes

Department Name: Innovation & Technology
Requested By: Denise Linn Riedl, Chief Innovation Officer

Proposed
2022 Salary 2023 Salary Proposed Percent

Current Position Title Requested Position Title Current Employee Name Ordinance Ordinance Change Change

NA Technology Equity Manager NA NA 66,322.00 66,322.00 100

Justification:

This is a new position. For about 4 years the City has had a dedicated Civic Innovation Fellows (2-3) that have provided consistent support on an increasing area of priority for the City: digital inclusion and equity. In particular, since the pandemic, these positions have been key to creating and project managing initiatives like the South Bend Open WiFi Expansion, Pandemic Digital Equity Toolkit, City-School CBRS pilot, and Citywide Classroom South Bend. In addition, more than 2M dollars has been brought into the region by these City contractors under the leadership of our past and current Civic Innovation Directors. The combination of this success, the steady demand for this work, and the ever increasing philanthropic opportunities in this space all justify the City creating a full time role dedicated to digital equity project management, partnership building, program design, and fundraising.

Supervisor - 311 Customer Service

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Cathleen Sutherland \$ 52,517 \$ 57,244 \$ 4,727 9.00%

Justification:

The 311 Supervisor position supervises 6 full time liaisons and 1 part time liaison for the 311 team. Given the size of the team, the training responsibilities, the massive amount of city knowledge they stay on top of, and the continued expansion of the scope of this team and position (ex: case management, application intake), I would advocate for a larger bump in this position's salary. For context, the 6 full time liaisons made 47,829 in 2022, meaning that the supervisor makes less than \$5,000 above those positions.

311 Customer Liaison II 311 Customer Liaison II Kyle Shuppert \$ 49,702 \$ 52,684 \$ 2,982 6.00%

Justification:

The raise proposed for this position is both (1) merit-based given Kyle Shuppert's excellent service, but also chiefly (2) structural. I would like the pay rate for this position to be a large enough difference from the 311 liaison position to be proportional to the extra knowledge/responsibility called for. This position is the back-up supervisor and co-trainer on new processes and city systems. They also handle particularly difficult or complicated 311 cases, too. At present the difference between this position and the 311 liaison position is only just about \$1000.

Business Analyst Business Analyst Ryan Ligon, Vacancy \$ 56,732 \$ 60,703 \$ 3,971 7.00%

Justification:

For the first half of 2022 we've had a half staffed Business Analytics team (2/4) and have had a lot of trouble filling the vacancies this year. I've noticed a few things: We're not getting a good number of qualified, let alone good, applications. There are also other local factor that complicated how this position is placed in our market: first, the enFocus fellow pool we'd typically recruit from are getting scooped by other entry level analyst positions (sometimes in the public sector) for higher pay, leaping over the BA position as the typical next stop in that pipeline. CSecond, there are other positions in the City that make more than the BA position, but we might arguably expect less skill and versatility from. BAs are expected to be analysts, technology researchers, report writers, web support, and project managers. We would like to bump this position slightly to be closer to other city project managers and compliance officers. Note that even with this raise, the proposed new salary would remain below the CFS reported 20th percentile point for "Data Analyst/Report Writer" in the South Bend Market this year (which is about \$75,000).

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Senior Business Analyst Senior Business Analyst Vacancy \$ 60,656 \$ 68,541 \$ 7,885 13.00%

Justification:

Similar to the request above, for the first half of 2022 we've had a half staffed Business Analytics team (2/4) and have had a lot of trouble filling the vacancies this year. The Senior Business Analyst position has remained unfilled for half a year. I&T is not getting any qualified applicants for the entry level Business Analyst position, let alone the Senior Business Analyst position. The Senior Business Analyst position is a key analyst who has more coding skills - specifically R/SPSS/Stata and Python skills to lend to the team. They are able to work easily with bigger datasets, automate more data analytics and reporting, and play a key role between the Applications Developers and the Business Analytics Team. This raise would make this position more competitive and also take it just below the entry level Applications Development salary, which is appropriate given the skills level required. Note that even with this raise, the proposed new salary would remain below the CFS reported 20th percentile point for "Data Analyst/Report Writer" in the South Bend Market this year (which is about \$75,000).

Design Specialist Design Specialist Becky Phung \$ 59,662 \$ 67,418 \$ 7,756 13.00%

Justification:

In conjunction with the Senior Business Analyst and Business Analyst proposed raises, we recommend raising the Design Specialist role to mirror those team raises. Note that even with this raise, the proposed new salary would remain below the CFS reported 20th percentile point for "Data Analyst/Report Writer" in the South Bend Market this year (which is about \$75,000).