

# MUNICIPAL CONSULTING SERVICES LLC

July 17, 2021

Ms. Jennifer Palmbos  
Director of Human Resources/Labor Relations  
Livingston County  
304 East Grand River Avenue, Suite 205  
Howell, MI 48843

Dear Ms. Palmbos,

This letter is in regard to your request for our firm to conduct a classification analysis for the new position of Application Support Analyst – IT in the Livingston County organization. In completing the classification analysis for this position I have performed the following tasks:

- Reviewed job-related information including a job description containing a summary of job duties submitted by the Chief Information Officer
- Spoke with the Chief Information Officer regarding particular duties and responsibilities.
- Reviewed information regarding Livingston County's classification and compensation system including job evaluation totals and the grade structure.
- Point-factored the classification utilizing the accumulated understanding of the position, the pay structure and the job evaluation (point factor) plan.
- Developed a recommended pay grade level for the classification.

The results of the classification analysis for the position are included in the attached Table A. The position was evaluated based on ten compensable job factors. These are the same factors and values that were utilized to develop Livingston County's existing pay grade structure.

## **BACKGROUND FOR THE POSITION OF APPLICATION SUPPORT ANALYST - IT**

The Application Support Analyst – IT is a new position that will have responsibilities related to the intake, evaluation and resolution of computer application problems. In this capacity the incumbent will serve as an important link in the information technology hierarchy, addressing issues requiring moderate levels of IT knowledge, as well as evaluating and determining problem issues that require more senior or team input.

The position will have a level of technical knowledge that is sufficient to respond to user inquiries and problems across a broad spectrum of applications. This will include an understanding of operational business processes, software applications used to support them, and related data flows. The incumbent will develop additional experience in, and further develop

his/her knowledge of SQL to a level necessary to acquire and analyze information pertaining to the County's technology systems.

The position will also provide support to the department in planning and implementing new applications and upgrades and modifications – and converting data and systems to support optimal performance. Summarily, the Application Support Analyst – IT provides an additional level of expertise for the IT operation and a human resource for future development and (ideally) succession planning.

The results of the job evaluation for the position are summarized below.

### **POINT FACTOR ANALYSIS AND RESULTS**

As noted above, I have evaluated the position using the ten point factors which comprise the County's job evaluation plan. The results of this evaluation are summarized in the attached Table A.

In summary, the analysis has resulted in a point total of 1,985 for the Application Support Analyst – IT. The point total would place the position in grade 9 of the County's pay grade structure.

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We have appreciated the opportunity to assist Livingston County in this important classification analysis. Please feel free to contact me at 734.904.4632 if you have questions or wish to discuss the findings and conclusions.

Very truly yours,



Mark W. Nottley, Principal  
Municipal Consulting Services LLC