

# CITY OF RENO – CIVIL SERVICE COMMISSION

## MEETING AGENDA

**August 26, 2021 — 3:30 PM**  
**Reno City Hall, 7<sup>th</sup> Floor Caucus Room,**  
**1 East First Street, Reno, Nevada**

### MEMBERS

Tray Abney, Chairperson  
YeVonne Allen, Vice Chairperson  
Ken Dalton  
Ricardo Duarte  
Charla Honey  
Jay Kenny  
Nichole Paul

Posting: This agenda is posted at the following Reno locations: Reno City Hall (1 East First Street) and further in compliance with NRS 241.020, this agenda has been posted on the official website for the City of Reno ([www.reno.gov](http://www.reno.gov)) and per NRS 232.2174 and 241.020, a link to this agenda has been posted to <https://notice.nv.gov>. To obtain further documentation regarding posting, please contact Melissa Ulrich, Civil Service Commission, City Hall, 1 East First Street, 5<sup>th</sup> Floor, Reno, Nevada 89501; [civilservice@reno.gov](mailto:civilservice@reno.gov).

Supporting Material: Staff reports and supporting material for the meeting are kept with the Chief Examiner at the Office of the Civil Service Commission located at City Hall, 1 East First Street, 5<sup>th</sup> Floor, Reno, Nevada 89501.

Order of Agenda: Section titles on this agenda are for convenience and reference purposes and are not intended to define, govern, limit, modify or in any manner affect the titles of the items listed for consideration by the Civil Service Commission. A time listed next to a specific agenda item indicated that the specific item will not be heard before that time – it does not indicate the time schedule of any other item. Items on the agenda may be removed, postponed, taken out of order and the public body may combine two or more agenda items for consideration.

Public Comment: Public comment, whether on action items or general public comment, is limited to no more than three (3) minutes. The public may comment by submitting a “Request to Speak” form to the Chair of the Civil Service Commission. Public comment shall be presented to the Civil Service Commission as a body, and not to any member thereof.

Accommodations: Civil Service Commission and staff will make reasonable efforts to assist and accommodate persons with physical disabilities desiring to attend the meeting.

ITEM:

1. CALL TO ORDER/ROLL CALL
2. PUBLIC COMMENT – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.
3. APPROVAL OF AGENDA (For Possible Action)
4. LIAISON REPORT (Items for announcement and informational items only. No deliberation or action will be taken on this item.)
5. MINUTES – Approval of the July 22, 2021 regular meeting minutes.  
(For Possible Action)
6. CONSENT AGENDA
  - A. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)
  - B. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)
  - C. Request to approve the minimum qualifications for the classification specification of Infrastructure Supervisor. (For Possible Action)
  - D. Request to approve the minimum qualifications for the classification specification of Mental Health Counselor Supervisor. (For Possible Action)
7. REGULAR AGENDA
  - A. Discussion and adoption of amendment to Civil Service Rule VII. Section 11. Removal from Eligible List, (a) (1) to allow the hiring authority flexibility for an eligible to remain on the list as provided for therein. (For Possible Action)
8. CHIEF EXAMINER ANNOUNCEMENTS (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)
9. IDENTIFICATION OF FUTURE AGENDA ITEMS
10. CONFIRM NEXT MEETING DATE OF September 23, 2021 AT 3:30 PM. (For Possible Action)

11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.
  
12. ADJOURNMENT (For Possible Action)

# CITY OF RENO – CIVIL SERVICE COMMISSION

## DRAFT MINUTES

Thursday – July 22, 2021 – 3:30 PM  
Reno, Nevada

### MEMBERS

Tray Abney, Chairperson  
YeVonne Allen, Vice Chairperson  
Ken Dalton  
Ricardo Duarte  
Charla Honey  
Jay Kenny  
Nichole Paul

### 1. CALL TO ORDER/ROLL CALL

*Chairperson Abney called the meeting to order at 3:30 PM. A quorum was established.*

**MEMBERS PRESENT:** Tray Abney  
YeVonne Allen  
Ken Dalton  
Ricardo Duarte  
Charla Honey  
Nichole Paul

**MEMBERS EXCUSED:** Jay Kenny

### ALSO PRESENT FROM CIVIL SERVICE:

Barbara Ackermann, Chief Examiner  
Candie Lorenzo, Management Analyst  
Melissa Ulrich, Civil Service Technician  
Susan Rothe, Deputy City Attorney  
Karl Hall, City Attorney

2. **PUBLIC COMMENT** – This item is for either public comment on any action item or for general public comment and is limited to no more than **three (3) minutes** for each commentator.

None.

### 3. APPROVAL OF AGENDA (For Possible Action)

*It was moved by Vice Chairperson Allen, seconded by Commissioner Duarte, to approve the July 22, 2021 agenda. The motion passed unanimously.*

4. **LIAISON REPORT** (Item for announcements and informational items only. No deliberation or action will be taken on this item.)

Nic Ciccone, Councilwoman Brekhus' Community Liaison introduced himself to the Civil Service Commission.

**5. MINUTES** – Approval of the June 24, 2021 regular meeting minutes. (For Possible Action)

*It was moved by Commissioner Honey, seconded by Vice Chairperson Allen, to approve the minutes for the June 24, 2021 Civil Service meeting. The motion passed with Commissioner Duarte abstaining.*

**6. CONSENT AGENDA**

- A. Request to acknowledge employee confirmations in accordance with the dates listed in the Confirmation Report. (For Possible Action)
- B. Request to accept eligible lists in accordance with the dates listed in the Eligible List Report. (For Possible Action)

*It was moved by Vice Chairperson Allen, seconded by Commissioner Duarte, to approve the Consent Agenda. The motion passed unanimously.*

**7. REGULAR AGENDA**

- A. Presentation, discussion and possible direction on proposed Civil Service rule amendment. (For Possible Action)

Commissioner Dalton was present at the meeting at 3:33 PM.

Chief Examiner Barbara Ackermann presented the Commission with a proposed amendment to the Civil Service Commission Rules.

The Commission held a discussion about the proposed amendment including a few clarifying questions.

*It was moved by Vice Chairperson Allen, seconded by Commissioner Paul, to direct Staff to post the proposed amendment to Civil Service Rule VII Section 11 (a)(1) as presented for adoption by the Commission at the next Civil Service Commission meeting. The motion passed unanimously.*

**8. CHIEF EXAMINER ANNOUNCEMENTS** (Items for general announcements and informational items only. No deliberation or action will be taken on this item.)

The Chief Examiner informed the Commission that Civil Service remains super busy and continues to prioritize filling vacancies throughout the City. She continued to update the Commission that Civil Service currently has fifteen open recruitments, four recruitments

ready to be opened tomorrow, seven more in process with two in the queue.

The Chief Examiner shared with the Commission that Civil Service’s goal is to have all of the newly funded positions and recruitments in process and recruiting by the end of July. She also stated that Melissa and Candie have been instrumental in keeping up with these demands and helping us to achieve these goals.

The Chief Examiner informed the Commission that the Police Officer Lateral continuous recruitment is currently open which is the first time in a long time that the Police Department is recruiting Lateral Police Officers. She continued to update the Commission that she is working with the Police Department to develop a Police Recruit informational booklet to help with their recruitment efforts. Lastly, she shared with the Commission that Civil Service is now in the process of Fire Captain promotional testing which is scheduled for the fall.

**9. IDENTIFICATION OF FUTURE AGENDA ITEMS**

Chairperson Abney identified that the Commission will review and discuss the adoption of the proposed amendment to Civil Service Rule VII Section 11 (a)(1) as presented today at the next Civil Service Commission meeting.

Norma Santoyo, Director of Human Resources introduced herself to the Civil Service Commission.

**10. CONFIRM NEXT MEETING DATE OF August 26, 2021 AT 3:30 PM. (For Possible Action)**

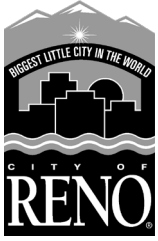
The next regular meeting of the Civil Service Commission was scheduled for Thursday, August 26, 2021 at 3:30 PM.

**11. PUBLIC COMMENT – This item is for either general public comment or on any action item and is limited to no more than three (3) minutes for each commentator.**

None.

**12. ADJOURNMENT (For Possible Action)**

***Chairperson Abney adjourned the meeting at 3:43 PM.***



# Civil Service Commission

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## CONFIRMATION REPORT

**DATE:** August 17, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 6.A. Request to acknowledge employee confirmations in accordance with the dates listed in this Confirmation Report. (For Possible Action)

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Having successfully completed the Probation Period, pursuant to Rule VII, Section 12(e), I recommend that the Civil Service Commission acknowledge the confirmation dates for the employees listed below:

<b><u>Reno Fire Department</u></b>	<b><u>Job Title</u></b>	<b><u>Confirmation Date</u></b>
Theresa Bruno	Fire Equipment Operator	July 31, 2021
Matthew Billimore	Firefighter	August 3, 2021
Kevin Crowe	Firefighter	August 3, 2021
Lucas Dixon	Firefighter	August 3, 2021
Joshua Gillum	Firefighter	August 3, 2021
Garrett Hekhuis	Firefighter	August 3, 2021
Jeffrey McCusker	Firefighter	August 3, 2021
Douglas Murphy	Firefighter	August 3, 2021
Saeid Sinnukrot	Firefighter	August 3, 2021
Zachary Slamon	Firefighter	August 3, 2021
Broc Westlake	Firefighter	August 3, 2021
Tyson Wright	Firefighter	August 3, 2021
Austin Young	Firefighter	August 3, 2021

<b><u>Reno Police Department</u></b>	<b><u>Job Title</u></b>	<b><u>Confirmation Date</u></b>
Tyler Brooks	Police Officer	June 9, 2021
Ryan Connelly	Police Lieutenant	July 10, 2021
Sean Gibson	Police Sergeant	July 3, 2021
Matthew Green	Police Sergeant	March 27, 2021
Steven Mayfield	Police Sergeant	July 20, 2021
Cassandra Parshall	Secretary	July 20, 2021



# Civil Service Commission

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## ELIGIBLE LIST REPORT

**DATE:** August 19, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 6.B. Request to accept eligible lists in accordance with the dates listed in this Eligible List Report. (For Possible Action)

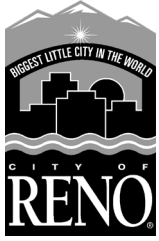
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Pursuant to Rule VII, I recommend that the Civil Service Commission accept the eligible lists in accordance with the dates listed below:

Assistant Planner	There are thirteen (13) candidates on the list established on August 18, 2021 with ethnic and gender diversity.
Associate Planner	There are two (2) candidates on the promotional list established on August 2, 2021.
Business License Technician	There are sixty (60) candidates on the list established on August 11, 2021 with ethnic and gender diversity.
Civil Service Technician	There are two (2) candidates on the promotional list established on July 21, 2021 with ethnic diversity.
Civil Service Technician	There are ten (10) candidates on the list established on July 21, 2021 with ethnic and gender diversity.
Community Services Officer	There are seven (7) candidates on the promotional list established on July 28, 2021 with gender and racial diversity.
Firefighter	There are one hundred eighty seven (187) candidates on the continuous list established on August 19, 2021 with ethnic, gender and racial diversity.



Firefighter Paramedic	There are twenty one (21) candidates on the continuous list established on August 19, 2021 with ethnic, gender and racial diversity.
Forensic Evidence Supervisor	There are eight (8) candidates on the list established on August 12, 2021 with ethnic, gender and racial diversity.
Management Analyst - Community Development	There are sixteen (16) candidates on the list established on August 4, 2021 with ethnic and gender diversity.
Management Analyst - Risk Management	There are nine (9) candidates on the list established on July 27, 2021 with ethnic and gender diversity.
Park Maintenance Supervisor	There are eight (8) candidates on the list established on August 11, 2021 with gender diversity.
Park Ranger	There are fifty two (52) candidates on the list established on August 19, 2021 with ethnic, gender and racial diversity.
Police Officer - Lateral	There are seventeen (17) candidates on the continuous list established on August 4, 2021 with ethnic and gender diversity.
Public Safety Dispatch Trainee	There are nine (9) candidates on the continuous list established on July 29, 2021 with ethnic diversity.
Recreation Program Assistant	There are seventeen (17) candidates on the list established on August 11, 2021 with ethnic, gender and racial diversity.
Senior Planner - Long Range Planning	There are four (4) candidates on the list established on August 11, 2021 with gender and racial diversity.
Senior Recreation Leader - Health and Wellness Division	There are three (3) candidates on the list established on August 19, 2021 with ethnic and gender diversity.
Traffic Signal Technician	There are three (3) candidates on the list established on August 11, 2021.



# Civil Service Commission

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## MEMORANDUM

**DATE:** August 20, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 6.C. Request to approve the minimum qualifications for the classification specification of IT Infrastructure Supervisor. (For Possible Action)

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### **Background:**

The IT Department has been working with the HR Department to create a new classification specification of IT Infrastructure Supervisor.

### **Discussion:**

The classification specification of IT Infrastructure Supervisor will provide an essential level of supervision within the IT Department which will enhance the IT Director's ability to delegate supervisory duties.

IT Infrastructure Supervisor is responsible for management of highly skilled technical staff and IT infrastructure systems.

This position requires applicants to fulfill one of the following minimum qualifications:

#### A.

- i. A Bachelor's degree in Computer Science, Decision Science, Information Systems Management, or related field: and
- ii. Five years of directly related experience, including a Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers: and
- iii. Two years of supervisory experience

#### B.

- i. An Associate's degree or two years of equivalent college level coursework in Computer Science, Decision Science, Information Systems Management, or related field: and
- ii. Seven years of directly related experience, including a Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers: and
- iii. Two years of supervisory experience.

- C.
  - i. Two years of experience as a Systems Analyst/Senior Systems Analyst with the City of Reno.\*
  
- D.
  - i. Two years of experience as a Network Analyst/Senior Network Analyst with the City of Reno.\*

This position also requires a valid driver's license as well as the ability and willingness to pass a FBI and Criminal Background Check.

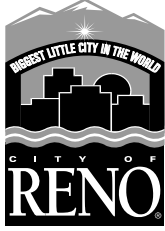
\*This option is being provided to support career growth for internal City of Reno candidates.

**Recommendation:**

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of IT Infrastructure Supervisor as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.

Attachment 2: Classification Specification for IT Infrastructure Supervisor.



# Department of Human Resources

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## MEMORANDUM

**Date:** August 20, 2021  
**To:** Civil Service Commission  
**From:** Norma Santoyo, Director of Human Resources *NS*  
**Subject:** IT Infrastructure Supervisor – Approval of Minimum Qualifications

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### **Recommendations:**

It is recommended the Civil Service Commission approve the minimum qualifications for the IT Infrastructure Supervisor classification.

### **Discussion:**

The IT Infrastructure Supervisor is a new classification. This new position will introduce a much needed line of supervision within the Department of Information Technology, allowing the Director of that department to appropriately delegate supervisory tasks.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

Designing, implementing and administering virtual server environment, with preferred experience of VMware ESXi Server environment ;  
Hyperconverged SAN, with preferred experience of Dell VXRail management, maintenance and administration;  
Windows and Linux Server management and administration;  
Database design and maintenance; with Microsoft SQL preferred  
Backup/disaster recovery best practices with preferred experience with AppAssure and Dell EMC Data Protection software and appliances.  
Patch and application management e tools such as SCCM, Desktop Central, KACE;  
Project management methodology and related software tools;  
Security Frameworks such as CIS Controls v8 or NIST 800-53/171  
IT Asset lifecycle management including asset tracking, inventory and proper data destruction before disposal;  
Current mainstream computing systems as well as future computing architectures;  
Security standards, processes, and practices in securing the complete server technology environment;  
Secure Network design, Firewalls, Emergency communications (Radios, VoIP etc.),  
Enterprise architecture, routing, Lightweight Directory Access Protocol (LDAP), Domain Name System (DNS), load balancing, connectivity, and scalability.

PowerShell or other scripting languages to enable automation and bulk configuration changes.

Office procedures, methods, and equipment.

Developing bid requirements for IT Infrastructure procurements, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.

Principles and practices of IT Infrastructure development and administration.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation and effective team building.

Operational characteristics of various transmitting and receiving equipment including P25 Digital, analog conventional vhf/uhf, 800 trunked etc.,

Pertinent FCC requirements and licensing.

Public Safety Communication radio procedures.

**Ability to:**

Maintain, monitor, and support the IT infrastructure across the organization, and enable the workforce to operate remotely.

Oversee, direct, and coordinate the work of team members.

Select, supervise, train, mentor and evaluate staff.

Participate in the development and administration of goals, objectives, and procedures in the assigned area.

Configure and manage virtualized server environments;

Design and implement enterprise level IT Infrastructure;

Conduct ongoing hardware audits and assess past hardware inventory to determine if still viable to use;

Maintain software licensing, as well as a license library to track available and used resources;

Configure and manage network routers, switches and wireless access points.

Read and understand a variety of complex technical manuals; analyze, problem-solve, and prioritize;

Communicate effectively with users in defining their needs and essential requirements;

Work cooperatively with other employees, consultants, and vendors to manage relationships and maintain technology standards.

Update technical skill set by attending conferences, formal trainings and/or self-paced trainings

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree in Computer Science, Decision Science, Information Systems Management, or related field; and

Five years of directly related experience, including a Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers; and

Two years of supervisory experience.

OR

An Associate's degree or two years of equivalent college level coursework in Computer Science, Decision Science, Information Systems Management, or related field; and

Seven years of directly related experience, including Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers; and

Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst with the City of Reno.

OR

Two years of experience as a Network Analyst/Senior Network Analyst with the City of Reno.

**Desirable Certifications:**

MCSE (Microsoft Certified Solutions Expert)

MSCA for Windows Server 2012 or higher

VMware Certified Professional

Cisco Networking or Telecommunications Certification

PMP (Project Management Professional)

SANS, (ICS)<sup>2</sup>, Security+ or other CyberSecurity Certification

FCC General Radio Operator's License (GROL)

**Desirable Experience:**

MS Active Directory, DNS, DHCP, MS SQL, Server Virtualization, SAN/NAS Technology, Cisco UCS, IIS, Powershell scripting for task automation, Google Workspace, backup and disaster recovery platforms, network security, IaaS, PaaS, DRaaS.

**License or Certificate:**

Possession of an appropriate valid driver's license.

Ability and willingness to pass a FBI and Criminal Background Check

**Action:**

It is requested the Civil Service Commission approve the proposed minimum qualifications for the IT Infrastructure Supervisor classification.

## IT INFRASTRUCTURE SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under limited supervision, responsible for management of highly skilled technical staff and IT infrastructure systems. Plans, designs, installs, manages, controls and optimizes IT Infrastructure in alignment with business objectives that includes hardware, servers, network, storage, backup, disaster recovery, communications and related IT infrastructure to achieve and maintain consistent high performance, high availability, and reliability of the City's various business applications, systems, and data/information in a 24/7 environment. Configures, implements, and develops processes and procedures for ongoing management of the IT Infrastructure and associated security measures.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provide overall management for services and activities of assigned Department of Information Technology area, including local area networks (LAN), wireless networks (WLAN), wide area networks (WAN), firewalls, physical and virtual servers, voice/communication systems, network/server/application monitoring tools, enterprise storage, and data backup/recovery.
2. Introduce innovative, differentiating infrastructure and operations capabilities that enhance employee productivity and the citizen experience.
3. Manage and participate in the implementation of goals, objectives, policies, and priorities for assigned areas; recommend and administer policies and procedures.
4. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures related to Department of Information Technology Infrastructure;
5. Plan, direct, coordinate, and review the work plan for assigned Department of Information Technology staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems; recommend appropriate staffing levels.
6. Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
7. Oversee and participate in the development and administration of the assigned area's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; recommend and implement budget adjustments.
8. Investigate and take action regarding IT infrastructure requests, suggestions, or complaints.
9. Provide responsible staff assistance to the Director of the Department of Information Technology; conduct a variety of organizational studies, investigations, and operational studies.
10. Coordinate, plan, implement, troubleshoot, hardware/software upgrades, daily operations for managing all cloud and on premises storage, shares, and backup and disaster recovery processes.
11. Manage archived storage and policies. Monitors replication of storage and backups to City of Reno's disaster recovery location and/or secondary server infrastructure to include sync policies.
12. Monitors day-to-day server and storage maintenance and operation functions including utilization/performance monitoring, deduplication, data replication, storage

**CITY OF RENO**  
**Infrastructure Supervisor (Continued)**

recovery/optimization, application object restores and problem analysis resolution in a complex environment.

13. Monitor, manage, and support server systems and infrastructure utilizing relevant support tools and keeping the server environment up-to-date with OS and security patches, updates, and security compliance for all server and data environments.
14. Ensure daily backup functions for servers and file systems and works with vendors to resolve backup issues. Monitor current storage and backup environments to include usage, availability, and reporting on status.
15. Collaborate with IT Staff and other stakeholders to determine technical requirements to meet the business and technical needs.
16. Manage the LAN/WAN network environment including ISP's connectivity, fiber, copper, ethernet, routers, switches and wireless environments. Troubleshoot and report slowness, packet loss, connectivity and other network related issues.
17. Work with partner agencies and vendors to configure networking equipment including access lists, VPN, accounts, and systems that allow for remote, mobile or on site connectivity.
18. Ensure compliance with HIPAA, PCI, CJIS, P25 and other applicable regulations.
19. Engage with Communication Radio service providers for daily activities and long term compliance with contract.
20. May provide after hours support for the entire infrastructure environment.
21. Responsible for tracking, measuring, reporting and evaluation of vendor performance.
22. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Designing, implementing and administering virtual server environment, with preferred experience of VMware ESXi Server environment ;  
Hyperconverged SAN, with preferred experience of Dell VXRail management, maintenance and administration;  
Windows and Linux Server management and administration;  
Database design and maintenance; with Microsoft SQL preferred  
Backup/disaster recovery best practices with preferred experience with AppAssure and Dell EMC Data Protection software and appliances.  
Patch and application management e tools such as SCCM, Desktop Central, KACE;  
Project management methodology and related software tools;  
Security Frameworks such as CIS Controls v8 or NIST 800-53/171  
IT Asset lifecycle management including asset tracking, inventory and proper data destruction before disposal;  
Current mainstream computing systems as well as future computing architectures;  
Security standards, processes, and practices in securing the complete server technology environment;  
Secure Network design, Firewalls, Emergency communications (Radios, VoIP etc.), Enterprise architecture, routing, Lightweight Directory Access Protocol (LDAP), Domain Name System (DNS), load balancing, connectivity, and scalability.  
PowerShell or other scripting languages to enable automation and bulk configuration changes.



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**Infrastructure Supervisor (Continued)**

Office procedures, methods, and equipment.  
Developing bid requirements for IT Infrastructure procurements, reviews submitted bids for compliance with stated requirements, and makes the appropriate award.  
Principles and practices of IT Infrastructure development and administration.  
Principles and practices of municipal budget preparation and administration.  
Principles of supervision, training, and performance evaluation and effective team building.  
Operational characteristics of various transmitting and receiving equipment including P25 Digital, analog conventional vhf/uhf, 800 trunked etc.,  
Pertinent FCC requirements and licensing.  
Public Safety Communication radio procedures.

**Ability to:**

Maintain, monitor, and support the IT infrastructure across the organization, and enable the workforce to operate remotely.  
Oversee, direct, and coordinate the work of team members.  
Select, supervise, train, mentor and evaluate staff.  
Participate in the development and administration of goals, objectives, and procedures in the assigned area.  
Configure and manage virtualized server environments;  
Design and implement enterprise level IT Infrastructure;  
Conduct ongoing hardware audits and assess past hardware inventory to determine if still viable to use;  
Maintain software licensing, as well as a license library to track available and used resources;  
Configure and manage network routers, switches and wireless access points.  
Read and understand a variety of complex technical manuals; analyze, problem-solve, and prioritize;  
Communicate effectively with users in defining their needs and essential requirements;  
Work cooperatively with other employees, consultants, and vendors to manage relationships and maintain technology standards.  
Update technical skill set by attending conferences, formal trainings and/or self-paced trainings

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor's degree in Computer Science, Decision Science, Information Systems Management, or related field; and

Five years of directly related experience, including a Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers; and

Two years of supervisory experience.

OR

**CITY OF RENO**  
**Infrastructure Supervisor (Continued)**

An Associate's degree or two years of equivalent college level coursework in Computer Science, Decision Science, Information Systems Management, or related field; and

Seven years of directly related experience, including Microsoft Windows Server 2016/2019 environment, Virtual Server and SAN environment, management of network switches and routers; and

Two years of supervisory experience.

OR

Two years of experience as a Systems Analyst/Senior Systems Analyst with the City of Reno.

OR

Two years of experience as a Network Analyst/Senior Network Analyst with the City of Reno.

**Desirable Certifications:**

MCSE (Microsoft Certified Solutions Expert)  
MSCA for Windows Server 2012 or higher  
VMware Certified Professional  
Cisco Networking or Telecommunications Certification  
PMP (Project Management Professional)  
SANS, (ICS)<sup>2</sup>, Security+ or other CyberSecurity Certification  
FCC General Radio Operator's License (GROL)

**Desirable Experience:**

MS Active Directory, DNS, DHCP, MS SQL, Server Virtualization, SAN/NAS Technology, Cisco UCS, IIS, Powershell scripting for task automation, Google Workspace, backup and disaster recovery platforms, network security, IaaS, PaaS, DRaaS.

**License or Certificate:**

Possession of an appropriate valid driver's license.  
Ability and willingness to pass a FBI and Criminal Background Check

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

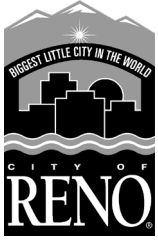
**Environment:** Work is performed primarily in a standard office setting with some travel from site to site which may include lifting and mounting of servers, networking or storage equipment in server

**CITY OF RENO**  
**Infrastructure Supervisor (Continued)**

rooms, or routing wiring in or between buildings. Incumbent may be required to work on-call, and on nights, weekends, and holidays.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

August 2021  
*Human Resources*



# Civil Service Commission

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## MEMORANDUM

**DATE:** August 19, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 6.D. Request to approve the minimum qualifications for the classification specification of Mental Health Counselor Supervisor. (For Possible Action)

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### **Background:**

The Reno Police Department has been working with the HR Department to create a new classification specification of Mental Health Counselor Supervisor.

### **Discussion:**

The classification specification of Mental Health Counselor Supervisor is responsible for oversight and will participate in the work of staff responsible for performing behavioral health duties, in conjunction with a law enforcement partner, for the Reno Police Department's Mobile Outreach Safety Team (MOST), to include crisis response, home visits, welfare checks, individual assessments, and the implementation of mental health programs.

This position requires a Master's degree from an accredited college or university in social work, marriage and family therapy, counseling, psychology, or closely related field, supplemented by five years of increasingly responsible experience performing clinical case work.

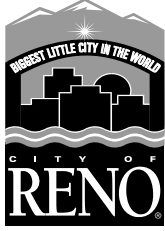
This position also requires a valid driver's license and licensure in the State of Nevada to practice as a Licensed Clinical Social Worker, a Marriage and Family Therapist, or a Clinical Professional Counselor (licensure must be a practitioner, not as an intern).

### **Recommendation:**

It is recommended that the Civil Service Commission approve the minimum qualifications of the new classification specification of Mental Health Counselor Supervisor as presented with a twelve (12) month probationary period.

Attachment 1: Memo requesting approval of minimum qualifications from Norma Santoyo, Director of Human Resources.

Attachment 2: Classification Specification for Mental Health Counselor Supervisor.



# Department of Human Resources

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## MEMORANDUM

**Date:** August 13, 2021  
**To:** Civil Service Commission  
**From:** Norma Santoyo, Human Resources Director *NS*  
**Subject:** Mental Health Counselor Supervisor – Approval of Minimum Qualifications

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### **Recommendations:**

It is recommended the Civil Service Commission approve the minimum qualifications for the Mental Health Counselor Supervisor classification.

### **Discussion:**

The Mental Health Counselor Supervisor is a new classification. This new position will allow the Reno Police Department to supervise the Mobile Outreach Safety Team, comprised of Mental Health Counselors, with staff with appropriate knowledge, skills, and abilities for that field of work.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

Operational characteristics, services, and activities of a mental health program.  
Modern and complex principles and practices of management and administration.  
Principles of supervision, training, and performance evaluation.  
Basic principles and practices of municipal budget preparation and administration.  
Case management practices and procedures.  
Principles and techniques of interviewing and recording casework data.  
Symptoms and treatment of mental illness, emotional, and behavior disorders.  
Theories and principles of clinical practice.  
Principles of adult education.  
Principles of individual and group behavior.  
Principles, practices, and techniques of crisis intervention, counseling, and case management.  
Validated clinical behavioral management techniques.  
Pertinent Federal, State, and local laws, codes, and regulations regarding mental health care.  
Diagnostic criteria from DSM-5.  
Motivational and interviewing skills.  
Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone, often where relations may be confrontational or strained.

#### **Ability to:**

Coordinate and direct mental health programs.  
Supervise, organize, and review the work of assigned staff.

Select, train, and evaluate staff.  
Recommend and implement goals, objectives, policies, and procedures for providing building permits and customer service.  
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
Participate in the preparation and administration of assigned budgets.  
Plan and organize work to meet changing priorities and deadlines.  
Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the Mobile Outreach Safety Team.  
Engage with clients experiencing significant mental, emotional, or psychological problems.  
Manage a caseload.  
Follow directions by a uniformed Reno Police Officer.  
Formulate and modify treatment, behavioral, training plans in conjunction with clients' needs.  
Perform a Legal 2000 in compliance with applicable laws.  
Prepare and maintain accurate, clear, and concise reports, statistics, and chronological records.  
Assess and utilize social, agency, and community resources.  
Make oral presentations concerning treatment, behavioral and/or training plans, goals, and results.  
Communicate clearly and concisely, both orally and in writing.  
Perform crisis intervention with the client and for families.  
Assess, develop, and implement treatment, behavioral and training plans, and goals.  
Write comprehensive evaluations, reports, and recommendations.  
Maintain professionalism while dealing with difficult situations and/or subjects.  
Make decisions and independent judgments and prioritize activities relative to assigned duties.  
Maintain effective working relationships with clients from a wide range of socio-economic backgrounds, division staff, and representatives of other departments, community organizations, and government agencies.  
Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.  
Perform a broad range of complex professional casework duties.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Master's degree from an accredited college or university in social work, marriage and family therapy, counseling, psychology, or a closely related field.

**Experience:**

Five (5) years of increasingly responsible experience performing clinical case work.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

Licensure in the State of Nevada to practice as a Licensed Clinical Social Worker, A Marriage and Family Therapist, or a Clinical Professional Counselor (licensure must be a practitioner, not as an intern).

**Action:**

It is requested the Civil Service Commission approve the proposed minimum qualifications for the Mental Health Counselor Supervisor classification.

**MENTAL HEALTH COUNSELOR SUPERVISOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**SUMMARY DESCRIPTION**

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for performing, in partnership with a law enforcement partner, behavioral health duties for the Reno Police Department's Mobile Outreach Safety Team (MOST), including crisis response, home visits, welfare checks, individual assessments, and the implementation of mental health programs; ensures work quality and adherence to established policies and procedures, performs a variety of tasks relative to assigned areas of responsibility.

**REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, prioritize, assign, supervise, review, and participate in the work of mental health staff.
2. Establish schedules and methods for providing mental health services in conjunction with sworn staff; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Participate in the development of goals and objectives as well as policies and procedures for the Mobile Outreach Safety Team; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Participate in the selection of Mobile Outreach Safety Team staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Participate in the preparation and administration of the Mobile Outreach Safety Team budget; submit budget recommendations; monitor expenditures.
6. Perform the most technical and complex tasks of the Mobile Outreach Safety Team.
7. Maintain close working relationships with various City and County offices and boards, other Reno Police Department staff, and outside local mental health agencies to coordinate services, resolve problems, and foster community support for individuals suffering from a mental health crisis or event; respond to and resolve complex problems and issues.
8. Review, edit, and approve written assessments, reports, and case notes.
9. Assist staff in determining DSM-5 diagnosis as needed.
10. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the fields of mental health; incorporate new developments as appropriate into programs.
11. Provide educational resources to the Reno Police Department and the City of Reno to expand the body of knowledge about mental illness and techniques available to address the phenomenon.
12. Evaluate community resources and providers for effectiveness and quality of services provided.
13. Provide follow-up information to referring officers or community referrals as deemed appropriate or needed.
14. Attends meetings, trainings, and calls as needed.
15. Contribute to the overall quality of the Reno Police Department's mental health services by recommending and implementing improved policies and procedures.
16. Represent the Reno Police Department in community and mental health activities as a member of the Mobile Outreach Safety Team.
17. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

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Modern and complex principles and practices of management and administration.  
Principles of supervision, training, and performance evaluation.  
Basic principles and practices of municipal budget preparation and administration.  
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Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone, often where relations may be confrontational or strained.

**Ability to:**

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Select, train, and evaluate staff.  
Recommend and implement goals, objectives, policies, and procedures for providing building permits and customer service.  
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.  
Participate in the preparation and administration of assigned budgets.  
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Perform crisis intervention with the client and for families.  
Assess, develop, and implement treatment, behavioral and training plans, and goals.  
Write comprehensive evaluations, reports, and recommendations.  
Maintain professionalism while dealing with difficult situations and/or subjects.  
Make decisions and independent judgments and prioritize activities relative to assigned duties.  
Maintain effective working relationships with clients from a wide range of socio-economic backgrounds, division staff, and representatives of other departments, community organizations, and government agencies.  
Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.  
Operate office equipment including computers and supporting word processing, spreadsheet, and database



**CITY OF RENO**

**Mental Health Counselor Supervisor (Continued)**

applications.

Perform a broad range of complex professional casework duties.

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**Education/Training:**

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**Experience:**

Five (5) years of increasingly responsible experience performing clinical case work.

**License or Certificate:**

Possession of an appropriate, valid driver's license.

Licensure in the State of Nevada to practice as a Licensed Clinical Social Worker, A Marriage and Family Therapist, or a Clinical Professional Counselor (licensure must be a practitioner, not as an intern).

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

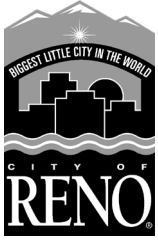
*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting and also in the field. Crisis intervention may require the incumbent to encounter potentially hostile or combative situations.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office and field environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles, including the operation of office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

August 2021

*Human Resources*



# Civil Service Commission

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## MEMORANDUM

**DATE:** August 6, 2021

**TO:** City of Reno Civil Service Commission

**FROM:** Barbara Ackermann, Chief Examiner

**SUBJECT:** Item 7.A. Discussion and adoption of amendment to Civil Service Rule VII.  
Section 11. Removal from Eligible List, (a) (1) to allow the hiring authority flexibility for an eligible to remain on the list as provided for therein.  
(For Possible Action)

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### **Summary:**

The attached redline document presents a proposed amendment to the Civil Service Commission Rules. This proposed change will create an option for hiring authorities to request that eligibles who would otherwise be removed from an eligible list based on the current removal rules to remain on the eligible list for future consideration.

### **Background:**

The current Civil Service Rules pertaining to rule VII. Section 11. Removal from Eligible List that was amended at the June 24, 2021 Civil Service Commission Meeting may on occasion prompt the removal of well qualified candidates from the eligible list prior to their being able to be selected by a hiring authority. This proposed addition to that rule will provide an option for a hiring authority to request an eligible be retained on the eligible list after they have met the removal criteria.

### **Discussion:**

Civil Service Staff is recommending the proposed addition to Rule VII, Section 11 to provide an additional opportunity for well qualified candidates to remain available for selection when future vacancies occur in which they had previously been passed over for.

This additional language will create an option the hiring authority can use after they have interviewed and selected an eligible from the list but still have viable candidates they would like to consider for future vacancies. This would be an informal request process utilizing an updated disposition code and would not require any additional documentation on the part of the hiring authority.

Without this addition to the rules, these candidates would be removed from the eligible list based on the removal criteria and would not be available for further consideration. This situation can occur when the

eligible list referred to the hiring authority has more candidates they would like to consider and/or hire than they have current vacancies. When that occurs, eligibles could potentially be interviewed and passed over two times and removed before the hiring authority can select them for a vacant position.

This is a non-compulsory option that hiring authorities' will be able to utilize at their discretion.

**Recommendation:**

Civil Service Staff is recommending adoption of the proposed Civil Service Rules change to include the amended language.

Attachment 1: Redline document of proposed rule amendment provided by Barbara Ackermann, Civil Service Chief Examiner.

## Section 11. Removal from Eligible List.

- (a) The Chief Examiner shall remove the names of an Eligible from the eligibility list in the following cases:
- (1) If an eligible for entry level appointment has been certified, interviewed and passed over at least (2) two times by at least two (2) different hiring authorities for appointment. In open entry classes, limited to one (1) hiring authority, the eligible has been passed over two (2) times and interviewed at least one (1) time. However, the hiring authority may request an eligible remain on the list if the eligible has been interviewed and passed over two (2) times provided the hiring authority has interviewed and selected an eligible from the list.
  - (2) If an eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager prior to removing the eligible's name from the eligible list. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (3) If a Civilian Public Safety Eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager. The eligible will remain on the master list for consideration by other hiring managers. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (4) If a Public Safety Eligible for entry level appointment has been certified, interviewed and passed over after one (1) time for appointment, provided the hiring manager has interviewed and selected an eligible from the list. The request must be based on Job-Related Criteria and written justification must be provided to the Chief Examiner by the hiring manager. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (5) For background disqualifying criteria as established by federal and/or state laws. Written justification must be provided to the Chief Examiner by the hiring manager prior to the removal of the eligible's name from the eligibility list. The information provided by the hiring manager is confidential in conformity with the requirements of law.
  - (6) Failure to respond to a written offer of employment or notice to report to duty within five (5) working days. However, the eligible may petition the Chief

Examiner to be reinstated on the list for failure to respond because of:

- i. military leave/deployment within fifteen (15) working days from completion of military service/deployment; or
- ii. medical matters within fifteen (15) working days from the date of the written offer or notice to report.

The reinstatement of the name on the eligible list is in the proper rank order as originally constituted.

- (7) Declined appointment.
- (8) Failure to respond within five (5) working days to a hiring selection interview established by an appointing authority, and, upon confirmation by the Chief Examiner that the eligible is not responding to an interview request by an appointing authority.
- (9) Failure to appear at the time set for the hiring selection interview unless the eligible provided a written request within one (1) working day to reschedule, which has been approved by the appointing authority.
- (10) If the candidate requests removal from the eligible list in writing to the appointing authority and the Chief Examiner.
- (11) If an applicable state or federal law requires removal.