



**Contra  
Costa  
County**

To: Board of Supervisors  
From: Anna Roth, Health Services  
Date: April 10, 2018

Subject: Add Automated Call Dist Coordinator II and Cancel Network Admin I Positions in the Health Services Department

**RECOMMENDATION(S):**

ADOPT Position Adjustment Resolution No. 22263 to add one (1) full-time Automated Call Distribution Coordinator II (LBNA) position at salary plan and grade ZB5-1714 (\$6,507-\$7,910) and cancel one vacant full-time Network Administrator I (LNSA) position (#15732) at salary plan and grade ZA5-1694 (\$6,380-\$7,755) in the Health Services Department. (Represented)

**FISCAL IMPACT:**

Upon approval, this action has an approximate annual increase of \$2,521 with estimate pension costs of \$660 already included. The increased cost will be funded 100% by Hospital Enterprise Fund I.

**BACKGROUND:**

Contra Costa County Health Services (CCHS) Information Technology (IT) Unit is requesting to add one full-time permanent Automated Call Distribution Coordinator II (LBNA) position and cancel one vacant full-time Network Administrator I (LNSA) position (#15732). Due to the increase in the number of call centers over the last couple of years, the IT unit is requesting to add one Automated Call Distribution Coordinator II position.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **04/10/2018** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

**VOTE OF SUPERVISORS**

AYE: John Gioia, District I  
Supervisor  
Candace Andersen, District II  
Supervisor  
Karen Mitchoff, District IV  
Supervisor  
Federal D. Glover, District V  
Supervisor

ABSENT: Diane Burgis, District III  
Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: April 10, 2018

David Twa, County Administrator and Clerk of the Board of Supervisors

By: June McHuen, Deputy

Contact: Shelanda Adams,  
925-957-5263

cc:



### BACKGROUND: (CONT'D)

Contra Costa County Health Services operates 11 call centers, including: IT's Service Desk, Financial Counseling, CCHP, Appointment Unit, Advice Nurse, and others units. Previously, support functions were performed by a Network Administrator as an additional duty. As the number of call centers grew, new technologies were implemented and the technology's complexity also evolved which has led to the need for a full-time Automated Call Distribution Coordinator II position. It is now evident that an individual with the specific skills and experience to support the unit's mission critical applications is needed. Typical tasks to be performed by this new position will include testing new technology and software upgrades, performing preventive maintenance, troubleshooting routing issues between the phone service provider, the phone system and call distribution system, monitoring performance, creating and supporting call center work flows, and developing and producing management reports.

### CONSEQUENCE OF NEGATIVE ACTION:

If this action is not approved, the Information Technology Unit will not have adequate staff to support mission critical applications.

### ATTACHMENTS

P300 22263\_Add Auto Call Dist Coord II and Cxl NW Admin I in HSD