

Agenda Item No. 6

CIVIL SERVICE DEPARTMENT
REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

REQUEST FOR PROVISIONAL APPOINTMENT (Non-promotional classifications)

Civil Service Rules and Regulations Section 43
Civil Service Commission Policy Section 1.02

Form completed by: Betsy Grazier, Admin. Analyst, Harbor
Name/Title/Department

Date: 12-12-17

Section 1: *To be completed by requesting department.*

To be Completed
by department

Civil Service
Dept.
Verification

A requisition is required. The requisition number is: # HD 17-045.
Has the requisition been received in the Civil Service Department?

☒ Yes ☐ No

CP

If an eligible list or priority list exists for the classification and, if not, when the eligible list expired? Eligible list Test #1 expired 7/4/17; eligible list Test #2 expired 7/15/17

Yes ☐ No ☒

CP

Is any other department impacted?

If yes, which department: N/A

Yes ☐ No ☒

CP

Are you submitting all required documents the Civil Service Department?

- Completed provisional application.
- Copies of any documents required on the last job bulletin such as proof of license, education, certificate, etc.
- Copy of most recent job opportunity bulletin.

☒ Yes ☐ No

CP

☒ Yes ☐ No

CP

☒ Yes ☐ No

CP

Section 2: *Points to be addressed in request.*

Candidate's Name. Todd Thienngern

Is the candidate a current City employee?

Yes ☐ No ☒

CP

Title of classification – brief description of duties. OFFICE SYSTEMS ANALYST III: Network engineer responsible for network architecture and design; administration of IT network infrastructure.

CP

Explanation of a clear operational necessity to fill the position or a clear detriment to the City if the position is not filled quickly. See attached memo

CP

Does the proposed appointee meet the minimum qualifications for the classification?

☒ Yes ☐ No

CP

An explanation of the recruitment plan used to select the proposed appointee. Posted 8/24-9/15/17; 3 candidates interviewed

CP

The employee has been notified of the conditions of a provisional appointment.

☒ Yes ☐ No

CP

The following should be in attendance at the Civil Service Commission meeting:

- Requesting department.

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CIVIL SERVICE DEPARTMENT REQUEST FOR CIVIL SERVICE COMMISSION ACTION GUIDELINES

Notes:

On December 12, 2017, the Civil Service Department received a Request for Provisional Appointment and additional documentation from the Harbor Department, in accordance with the provisions of Article V, Section 43 of the Civil Service Rules and Regulations.

Requisition #HD 17-045 for the Provisional Appointment request was received on July 7, 2017 and is on file with the Civil Service Department.

The Provisional Appointment is for Todd Thienngern, to the position of Office Systems Analyst III in the Information Management Division with the Harbor Department. Mr. Estrada Thienngern is currently a contracted Office Systems Analyst for the Department.

The Harbor Department has an immediate need for the Office Systems Analyst position, which currently has one budgeted vacancy. There are 18 classified employees in this classification for the Harbor Department, 6 of whom are at the grade level III. The current vacancy is critical to the Department's operations in ensuring the network information infrastructure runs efficiently and without interruption. Other duties of the classification include the following: information technology project management; systems design and implementation; end user support; developing solutions and coordinating resolutions through vendors; installing and maintaining complex software application systems; and maintaining system standards and documentation.

Civil Service staff plans to start the recruitment process of Office Systems Analyst in January 2018.

SUGGESTED ACTION:

Staff recommends approval of Mr. Thienngern's provisional appointment to Office Systems Analyst III.

Staff has reviewed Todd Thienngern's provisional application and determined that he has met the minimum qualifications for the Office Systems Analyst position as stated in the past job bulletin (2015 bulletin is attached.)

Mr. Thienngern has been notified by the department and Civil Service of the conditions of the provisional appointment and that this appointment will be an item on the Commission agenda for December 20, 2017.

A representative from the Harbor Department will be present at the Commission meeting.

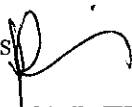


Port of
LONG BEACH
The Green Port

Memorandum

Date: December 11, 2017

To: Civil Service Commission

From: Stacey Lewis, Director, Human Resources 

Subject: **PROVISIONAL APPOINTMENT OF TODD THIENNGERN TO THE POSITION OF OFFICE SYSTEMS ANALYST III**

In accordance with the provisions of the Civil Service Rules and Regulations, Article V, Section 43, the Harbor Department is requesting the Commission's approval to provisionally appoint Mr. Todd Thienngern to the position of Office Systems Analyst III.

The Harbor Department has a budgeted vacancy (Office Systems Analyst III) in the Information Management Division. Filling this vacancy with a provisional appointment, pending the certification of the eligible list, is critical to the Harbor Department's operations. This position is responsible for overseeing the architecture, design, installation, configuration and maintenance of the Port's Information Technology network infrastructure. This position is critical to ensure that the Harbor Department's network information infrastructure runs efficiently and without interruption. Mr. Thienngern would be assigned the duties and responsibilities of the Office Systems Analyst III position.

Mr. Thienngern has been identified as the best possible candidate.

Mr. Thienngern is aware of, and in agreement with, the terms of the provisional assignment. He possesses the required minimum qualifications of an Office Systems Analyst III. He understands that the provisional appointment is temporary and provides no guarantee of a permanent appointment.

An application packet and Requisition HD 17-045 for a provisional appointment are on file with the Civil Service Department. Thank you for your consideration of this request. If you have any questions, please contact Stacey Lewis, Director of Human Resources, at (562) 283-7500.

SL/bg



City of Long Beach Employment Opportunity

OFFICE SYSTEMS ANALYST I - III

Job Number: ND4AN-16

Previous Bulletin - 2015

SALARY: \$2,691.52 - \$4,736.32 Biweekly
 \$5,831.63 - \$10,262.03 Monthly

OPENING DATE: 09/04/15

CLOSING DATE: 10/09/15 04:30 PM

DESCRIPTION:

Accepting online applications only. Apply 24 hours a day beginning at 7:30 a.m., September 11, 2015 through 4:30 p.m., October 09, 2015.

This employment opportunity offers positions in the Harbor Department. There are three(3) vacancies in the Harbor Department, Information Management division.

EXAMPLES OF DUTIES:

Under limited supervision, performs specialized technical work pertaining to information technology project management, systems design and implementation, administration and end user support activities; analyzes application software and systems, defines problems and develops solutions or coordinates resolutions through the use of vendors; evaluates end user requests and analyzes current business processes to determine appropriate steps to be taken to improve business processes; installs, customizes, and maintains complex software applications and related hardware; defines backup, recovery and security procedures for critical business systems; develops, maintains and/or updates systems standards and documentation; may prepare or evaluate training materials and manuals; may act in a lead or supervisory capacity; and performs other related duties as assigned.

REQUIREMENTS TO FILE:

Candidates must meet both A and B requirements in order to qualify for position:

A. Bachelor's degree from an accredited four-year college/university with major coursework in Computer Science, Computer or Management Information Systems or a closely related field (proof required)*. Experience offering specific and substantial preparation for the duties of the position may be substituted for the required education on a year-for-year basis.

AND

B. Two years (full-time equivalent) of experience managing Geographic Information System (GIS) OR Service/Help Desk experience, OR Systems Engineering managing large information technology projects or managing and maintaining large, complex critical business systems and managing large server infrastructures or computer aided design systems.

Thorough knowledge of the principles, techniques and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software, where applicable. Effective oral and written communication and interpersonal skills.

A valid driver's license and a current DMV record must be submitted to the hiring department at time of selection interview. Willingness to work an irregular schedule, including nights, weekends and holidays.

Proof of required documents must be uploaded to the online application at time of filing *.

DESIRABLE QUALIFICATIONS: Project Management Professional (PMP), Microsoft Certified IT Professional (MCITP), ESRI Certification and training classes in ESRI/Trimble Products, Certified Cisco Network Association (CCNA), and Information Technology Infrastructure Library (ITIL) foundation is desirable.

SELECTION PROCEDURE:

Application Packet.....Qualifying

This examination will be conducted using the continuous non-competitive procedure. All applicants meeting the requirements to file will be placed on the eligible list, with those receiving Veteran's Credit first, and then in the order in which applications were filed. The eligible list will remain in effect for at least six months. Eligible lists may be established periodically.

If you do not receive notification of the status of your application by October 23, 2015, contact the Civil Service Department at (562) 570-6202.

In support of the City's Language Access Policy, bilingual skills (Spanish, Khmer or Tagalog) are desirable for some positions interacting with the public.

This information is available in alternative format by request at (562) 570-6202.

An Equal Employment Opportunity Employer

ND4AN-15B SG

9/2/15

This information is available in an alternative format by request at the agency contact on the bulletin. If a special accommodation is desired, please contact the agency two (2) business days prior to the test, if applicable.

An Equal Employment Opportunity

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/longbeach>

Position #ND4AN-16
OFFICE SYSTEMS ANALYST I - III
SG

Civil Service Department
333 W. Ocean Blvd., 7th FL
Long Beach, CA 90802
(562) 570-6202

civilservice@longbeach.gov

OFFICE SYSTEMS ANALYST I - III Supplemental Questionnaire

- * 1. INSTRUCTIONS: The purpose of the supplemental questions is to derive more specific information about your qualifications for this position. Resumes may be submitted, but it will not be considered in lieu of application, do not state "see resume" as a response on the supplemental application as it will not be considered. The application, proofs and the questions below will serve as the basis for qualification. Applicants must clearly demonstrate their qualifying experience on the job application. It is to the applicant's advantage to read each question carefully, clearly answer all questions and document all job-related education, training and experience as required.

All required proofs must be submitted with the application at time of filing. Late proofs will not be accepted. Do you understand the information stated in the "Instructions" section above?

☐ Yes ☐ No

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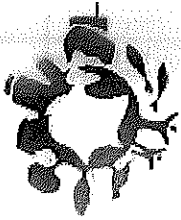
- * 2. II. REQUIREMENTS TO FILE: EDUCATION: Please indicate under which Educational option you meet below: Proof of college or university degrees required with the application if a degree option is selected*
 - ☐ Bachelor's degree from an accredited four-year college/university with major course work in Computer Science, Business Information Systems, or a closely related field.
 - ☐ Master's degree from an accredited four-year college/university with major course work in Computer Science, Business Information Systems, or a closely related field.
 - ☐ I do not have a degree, but have 6 (or more) years of relevant experience to substitute for education and the required experience.
 - ☐ None of the above applies to me.
- * 3. EXPERIENCE: Please indicate the years of experience (full-time equivalent) you have in: Geographic Information System (GIS) OR Help Desk/ Service experience OR Systems Engineering managing large information technology projects or managing and maintaining large, complex critical business systems and managing large server infrastructure or computer aided design systems.
 - ☐ 0 to 1 year and 11 months of experience
 - ☐ 2 to 3 years and 11 months
 - ☐ 4 to 5 years and 11 months
 - ☐ 6 to 7 years and 11 months
 - ☐ 8 years and more
- * 4. Select the area(s) below in which you have the required the years you indicated above (selected area(s) must be indicated on application):
 - ☐ Geographic Information Systems (GIS) and managing computer aided design systems
 - ☐ Service/Help Desk
 - ☐ Systems Engineer (Managing large information technology projects or managing and maintaining large complex critical business systems and managing large server infrastructures)
 - ☐ None of the above
- * 5. Describe your experience with Geographic Information Systems (GIS) below. Indicate the Name of Employer/Position Title/Duties/ Dates of Employment/Hours each week for each qualifying work experience. If you have no experience, indicate "N/A".
- * 6. Describe your experience with Service/ Help Desk below. Indicate the Name of Employer/Position Title/Duties/ Dates of Employment/Hours each week for each qualifying work experience. If you have no experience, indicate "N/A".
- * 7. Describe your experience as a Systems Engineer managing large information technology projects or managing large complex business systems and/or large servers below. Indicate the Name of Employer/Position Title/Duties/ Dates of Employment/Hours each week for each qualifying work experience. If you have no experience, indicate "N/A".
- * 8. Describe your knowledge and/or experience of the principles, techniques and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software below. Indicate "N/A" if you do not possess this knowledge.
- * 9. Are you willing and able to work occasional nights, weekends, holidays and shifts as needed?

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- ☐ Yes
☐ No

- * 10. III. DESIRABLE QUALIFICATIONS: Indicate by checking the appropriate box(es) if you possess certification in any of the following areas (proof required)*.
- ☐ Project Management Professional (PMP)
☐ Microsoft Certified IT Professional (MCITP)
☐ ESRI Certification and training classes in ESRI/Trimble Products, Certified Cisco Network Association (CCNA)
☐ ArcGIS Desktop Associate Certificate, and Information Technology Infrastructure Library (ITIL)
☐ I do not possess any of the above certifications
- * 11. Describe the related work experience for the area(s) that you indicated above. Indicate "N/A" if you do not have any related work experience.
- * 12. ADDITIONAL EXPERIENCE AND/ OR KNOWLEDGE Describe any additional experience and/or knowledge that you would like considered when evaluating your application.
- * 13. IV. GENERAL QUESTIONS Are you claiming Veteran's Preference? Note: If you answer "YES", a copy of your DD-214 Member 4 Form (or other appropriate documentation) must be attached with your application at the time of filing.
- ☐ Yes ☐ No
- * 14. I understand that my application will not be considered unless I submit all the required proofs, such as degrees, transcripts, certifications with the application at time of filing and late proofs will NOT be accepted.
- * 15. I certify that I have personally provided the information above and that it is accurate and complete to the best of my knowledge. I understand that any falsification of any information may cancel any terms, conditions, or privileges of employment. I also understand that if I am offered employment, I will be required to successfully pass a medical examination and a background check and employment is contingent upon successful completion of both.
- ☐ Yes ☐ No
- * Required Question

Provisional Bulletin - 2017

**The Port of
LONG BEACH****PORT OF LONG BEACH**
Human Resources Division
4801 Airport Plaza Drive
Long Beach, CA 90815-1263
humanresources@polb.com
(562) 283-7500<http://agency.governmentjobs.com/polb/>**INVITES APPLICATIONS FOR THE POSITION OF:
Office Systems Analyst- PROVISIONAL***An Equal Opportunity Employer***SALARY**

\$34.32 - \$60.39 Hourly

OPENING DATE: 08/24/17**CLOSING DATE:** 09/15/17**THE POSITION**

The Port of Long Beach is the second busiest container seaport in the United States and is a leading gateway for international trade. Founded in 1911 and having just celebrated its centennial year, it has grown to more than 3,200 acres and moves more than \$150 billion in trade per year. East Asia trade accounts for more than 90 percent of Long Beach shipments with the top trading partners being China, Japan, South Korea, and Taiwan.

The Port is seeking qualified candidates to fill a Provisional* appointment for an Office Systems Analyst in the Information Management Division. The Information Management Division's mission is to make information available, accurate and complete by managing the Port's information and communications infrastructures, introducing positive change to business processes and providing expert technology services.



Under limited supervision, performs specialized technical work pertaining to information technology project management, systems design and implementation, administration and end user support activities; analyzes application software and systems, defines problems and develops solutions or coordinates resolutions through the use of vendors; evaluates end user requests and analyzes current business processes to determine appropriate steps to be taken to improve business processes; installs, customizes, and maintains complex software applications and related hardware; defines backup, recovery and security procedures for critical business systems; develops, maintains and/or updates systems standards and documentation; may prepare or evaluate training materials and manuals; may act in a lead or supervisory capacity; and performs other related duties as assigned.

MINIMUM QUALIFICATIONS

Four-year college degree with major in computer science, business information systems or a related field (proof required)*.

- Two years (full-time equivalent) of recent experience managing large information technology projects or managing and maintaining a large, complex critical business system, such as Enterprise Resource Planning (ERP), records management, e-mail or computer aided design system. Experience may be substituted for education on a year-for-year basis.
- Thorough knowledge of the principles, techniques and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software.
- Effective oral and written communication and interpersonal skills.
- Willingness to work occasional nights, weekends, holidays and shifts.

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CITY OF LONG BEACH 333 WEST OCEAN BLVD. 7 TH FLOOR LONG BEACH, CALIFORNIA 90802		CIVIL SERVICE DEPARTMENT Telephone (562) 570-6202 TDD (562) 570-6638 WWW.LONGBEACH.GOV/CIVILSERVICE				2. LAST NAME FIRST NAME INITIAL	Thienngern Todd M			
APPLICATION FOR EMPLOYMENT PROVISIONAL Fill out this application <u>completely</u> and <u>accurately</u> by reading and responding to items 1-20. An incorrect or untrue statement may disqualify or remove you from employment. PRINT CLEARLY OR USE A TYPEWRITER										
1. PRINT TITLE OF JOB YOU ARE APPLYING FOR HERE →										
PRINT YOUR NAME HERE →										
3. LAST NAME (PRINT)		FIRST NAME		INITIAL		4. SOCIAL SECURITY NO.		5. PHONE NO. (HOME)		
Thienngern		Todd		M		[REDACTED]		[REDACTED]		
6. ADDRESS (PRINT)		CITY		STATE		ZIP CODE		7. PHONE NO. (WORK)		
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]		
8. E-MAIL ADDRESS										
thienngern@gmail.com										
9. HAVE YOU EVER WORKED FOR THE CITY OF LONG BEACH?		IF "YES" TITLE		10. DEPT.		11. DATES (FROM-TO)		12. NAME IF DIFFERENT		
<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO										
13. DRIVER'S LICENSE NO.		CLASS		STATE OF		EXP. DATE		14. EDUCATION: CHECK (✓) MOST APPROPRIATE BOX (Check only one box.)		
[REDACTED]		C		CA		08/21/2020		<input type="checkbox"/> HIGH SCHOOL GRADUATE OR EQUIVALENT <input type="checkbox"/> COLLEGE, BUSINESS OR TRADE SCHOOL		
14A. COLLEGE OR UNIVERSITY				MAJOR/MINOR		COMPLETED SEMESTER UNITS		QUARTER UNITS		TYPE OF DEGREE EARNED
DeVry Long Beach				Telecommunications Management				210		B.S.
SaddleBack College				Systems Administration		57				
14B. BUSINESS OR TRADE SCHOOLS				COURSE STUDIED		NUMBER OF MONTHS OF TRAINING		COMPLETED YES		NO
15. CERTIFICATE OF PROFESSIONAL OR VOCATIONAL COMPETENCE, LICENSES, MEMBERSHIP IN PROFESSIONAL ASSOCIATIONS										
Cisco CCNA Route & Switch Cisco CCNP Switch										
16. <ul style="list-style-type: none"> MINIMUM AGE LIMIT IS 18. (16 WITH EITHER A WORK PERMIT OR A HIGH SCHOOL DIPLOMA OR EQUIVALENT.) APPLICANTS DESIRING CREDIT FOR EDUCATION OBTAINED IN A FOREIGN COUNTRY MUST SUBMIT, BY CLOSE OF FILING, A WRITTEN EVALUATION BY A CERTIFIED EDUCATION EVALUATION SERVICE, ALONG WITH A COPY OF THE DIPLOMA, PROOF OF EDUCATION, OR CERTIFICATE. THE IMMIGRATION REFORM ACT OF 1988 REQUIRES ALL NEW EMPLOYEES TO SUBMIT VERIFICATION OF IDENTITY AND AUTHORIZATION TO WORK IN THE UNITED STATES AT TIME OF HIRE. EACH APPLICANT SELECTED FOR EMPLOYMENT WILL BE MEDICALLY EXAMINED AND FINGERPRINTED AT CITY EXPENSE. CONVICTION RECORDS WILL BE CHECKED AND SUCH RECORDS WILL BE EVALUATED ON AN INDIVIDUAL BASIS. 										
17. IN ORDER TO CLAIM VETERAN'S PREFERENCE YOU MUST QUALIFY UNDER ONE OF THE FOLLOWING AND SUBMIT PROPER DOCUMENTATION: <ol style="list-style-type: none"> VETERAN – ANY PERSON RELEASED OR DISCHARGED UNDER HONORABLE CONDITIONS FROM ACTIVE SERVICE IN THE US ARMED FORCES OR US COAST GUARD, OR A MEMBER OF AN ACTIVE MILITARY RESERVE OR NATIONAL GUARD. YOU MUST SUBMIT A LEGIBLE COPY OF FORM DD-214 OR COPY OF MILITARY ID. SPOUSE OF A DISABLED VETERAN POSSESSING AT LEAST 30% SERVICE CONNECTED DISABILITY. DOCUMENTATION REQUIRED. UN-REMARIED SPOUSE OF A DECEASED VETERAN KILLED IN ACTION, OR AS A RESULTS OF WOUNDS, OR A SERVICE CONNECTED ILLNESS. DOCUMENTATION REQUIRED. 										
 IF YOU HAVE A DISABILITY, WHICH MAY REQUIRE SPECIAL TESTING ARRANGEMENTS, YOU MUST CONTACT THE CIVIL SERVICE DEPARTMENT AT (562) 570-6202, AT LEAST 48 HOURS PRIOR TO YOUR SCHEDULED EXAMINATION.										
FOR CIVIL SERVICE DEPARTMENT USE ONLY										
<input type="checkbox"/> QUALIFIED <input type="checkbox"/> NOT AMONG BEST QUALIFIED <input checked="" type="checkbox"/> NOT ACCEPTED EDU. _____ EXP. _____ OTHER _____			<input type="checkbox"/> OPEN <input type="checkbox"/> PROMOTIONAL DATE & TIME OF EXAM PROCESS WRITTEN _____ ORAL _____ PERFORM _____ OTHER _____			APPL NO. _____ FILE NO. _____ BY _____ DATE _____ VETERANS PREFERENCE <input type="checkbox"/> YES (PROOF ATTACHED) <input type="checkbox"/> NO ELIGIBLE CODE/NO. _____				

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18. EXPERIENCE

Read the experience requirements in the employment bulletin before completing this section. BEGIN WITH YOUR MOST RECENT JOB. List ALL jobs for the last ten years or more. List separately each position held even with the same employer. Include ALL experience which may help you to qualify you for the job you are seeking including volunteer and/or non-paid work. Resumes WILL NOT be accepted in place of a completed application. DO NOT state, "see resume" to replace explanation of duties for each position. If you need more space, attach a separate sheet and duplicate the same format used on this application.

FROM (MO. & YR.)	TITLE OF YOUR PRESENT OR MOST RECENT POSITION	ORGANIZATION NAME
7/2017	Contracted Office Systems Analyst	Robert Half
TO (MO. & YR.)	DUTIES PERFORMED	NUMBER AND STREET CITY STATE
Present	Serve as the Email Administrator, Monitoring the servers for alerts and making sure the systems are patched and up to date. Assist with add moves, changes, and mailbox permissions. Keep up to date with emerging email technology, install and test to provide recommendation to management staff. Maintain whitelist / blacklist and troubleshoot email issues. Serve as an application server administrator. Attend meetings on new and existing application servers, provide recommendations. Using vendor / industry best practice, install and configure the server with Microsoft Windows Server and the specific application software. Install and configure Microsoft SQL server in an Always on Cluster. Install and configure Microsoft IIS for high availability. Serve as the Active Directory Administrator. Design and implement new AD structure. Manage add moves and changes to user and computer account. Create, test, and evaluate Group Policies. Manage Distribution Lists and Security Groups.	100 Oceangate Ste 450 Long Beach, CA 90802
TOTAL TIME		EMPLOYER'S BUSINESS
YRS. MO. 3		Staffing Agency
HOURS EACH WEEK		SUPERVISOR'S NAME, TITLE, & PHONE NUMBER
40		Charles Mallory
SALARY \$75		Assistant Director, Information Mgmt Division (562) 283-7414
PER Hour	DID YOU SUPERVISE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO HOW MANY?	REASON FOR LEAVING
FROM (MO. & YR.)	TITLE OF POSITION YOU HELD BEFORE THE ONE ABOVE	Still Working
6/2017	Technology Support Manager II	Capistrano Unified School District
TO (MO. & YR.)	DUTIES PERFORMED	NUMBER AND STREET CITY STATE
7/2017	Provides leadership and direction in technology planning, equipment acquisition, assistance to schools and establishment of standards for hardware and software. Participates in development and implementation of District and department technology goals, priorities, standards, and procedures. Plans, schedules, coordinates and supervises personnel engaged in network design, installation, and maintenance.	33122 Valle Rd San Juan Capistrano, CA 92675
TOTAL TIME		EMPLOYER'S BUSINESS
YRS. 1 MO. 1		School District
HOURS EACH WEEK		SUPERVISOR'S NAME, TITLE, & PHONE NUMBER
50		Jeremy Davis
SALARY \$102,568		CTO 949-234-9474
PER Year	DID YOU SUPERVISE? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO HOW MANY?	REASON FOR LEAVING
FROM (MO. & YR.)	TITLE OF POSITION YOU HELD BEFORE THE ONE ABOVE	Obtained an opportunity in an organization where I could utilize my Skills/ knowledge and grow within the company.
3/2015		Capistrano Unified School District
TO (MO. & YR.)	DUTIES PERFORMED	NUMBER AND STREET CITY STATE
6/2017	Served as the District's network administrator; manage the development, preparation and issuance of policies and procedures relating to network operations, security and controls such as user access and re-routing; implement new network strategies. Oversee the development and implementation of methods to assure the security and integrity of privileged and sensitive data that is stored and retrieved online including student data, budget, payroll, personnel, and financial information. Review critical network system logs; troubleshoot and resolve firewall configuration and performance issues; create and apply new firewall rules or modify existing rules to accomplish new business or instructional requirements. Facilitate, assign, and prioritize network and data center level service requests including change management of systems. Guide and facilitate staff scheduling, project prioritization, and technical service requests; plan network installation schedules. Conducts feasibility studies. Coordinates regular project-related meetings with assigned project team. Perform legal restores based on chain of custody requirements and record requests. Plan, write, and maintain documentation for data standards, procedures and definitions and application system procedures and guidelines. Oversee and review system specifications, bids and Requests for Proposals (RFP) to assure technical requirements and standards are met; make presentations and provide recommendations to management regarding the purchase of new applications and hardware. Work with vendors on software and hardware installations, troubleshooting, administration and maintenance. Creation of documentation, manuals and other advanced technical documents.	33122 Valle Rd San Juan Capistrano, CA 92675
TOTAL TIME		EMPLOYER'S BUSINESS
YRS. 2 MO. 3		School District
HOURS EACH WEEK		SUPERVISOR'S NAME, TITLE, & PHONE NUMBER
40		Gabe Salinas
SALARY \$93647		Director of Technology 949-234-5500
PER Year	DID YOU SUPERVISE? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO HOW MANY? 6	REASON FOR LEAVING
FROM (MO. & YR.)	TITLE OF POSITION YOU HELD BEFORE THE ONE ABOVE	Promotion
10/2006		Capistrano Unified School District
TO (MO. & YR.)	DUTIES PERFORMED	NUMBER AND STREET CITY STATE
3/2015	Provides project management. Provides support to NOC staff. Installs and performs advanced configuration of Microsoft servers. Perform advanced installation and configuration of switches including VLAN's, Access Lists, layer 3 functionality, voiceover IP and Quality of Service (QOS). Installs and performs advanced configuration of Cisco routers, radius servers, and firewalls. Troubleshoots and resolves advanced network problems. Installs, configures, and troubleshoots RAID and storage area networks (SAN). Installs and performs advanced configuration of management software including backup software, antivirus, and various server management utilities. Installs and performs advanced configuration of Microsoft Exchange infrastructure. Installs and performs advanced configuration of technologies including web servers, Internet filters, database servers, wireless networks and firewalls. Installs and performs advanced configuration of other networked applications. Uses troubleshooting and monitoring tools such as "sniffers", protocol analyzers and performance monitors. Provides technology reviews written proposals, presentations and technical specifications. Researches and evaluates Local Area Network (LAN) and Wide Area Network (WAN) products and alternatives. Provides technical recommendations in written professional format. Maintains records on all computer installations and technology service requests. Coordinates network data wiring layouts and additions. Requests bids from vendors and works with vendors on software and hardware installations, troubleshooting, administration and maintenance. Creates documentation, manuals and other advanced technical documents. Provides assistance with District technology initiatives as needed.	33122 Valle Rd San Juan Capistrano, CA 92675
TOTAL TIME		EMPLOYER'S BUSINESS
YRS. 9 MO. 5		School District
HOURS EACH WEEK		SUPERVISOR'S NAME, TITLE, & PHONE NUMBER
40		Gabe Salinas
SALARY \$82,812		Director of Technology 949-234-5500
PER Year	DID YOU SUPERVISE? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO HOW MANY?	REASON FOR LEAVING
FROM (MO. & YR.)	TITLE OF POSITION YOU HELD BEFORE THE ONE ABOVE	Promotion

19. ADDITIONAL REMARKS: (Use additional sheets of plain paper if more room is needed.)

APPLICATIONS MUST BE RECEIVED IN THE CIVIL SERVICE DEPARTMENT ON OR BEFORE THE FINAL FILING DATE.

20. CERTIFICATION: I hereby certify that all statements made in this application are true and complete, and that any misstatement of material fact may subject me to disqualification or dismissal. I further authorize investigation of all statements contained in this application form if I am considered for employment. Previous employers, named personal references, and any other persons to whom the City refers, are authorized to provide any and all information, regarding my employment, scholastic history, and any other information, personal or otherwise, that may or may not be included in their records.

SIGNATURE Todd Thienngern

DATE 11/6/2017

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Todd Thienngern

SSN: N/A

Received: 9/13/17 7:38 AM

EMPLOYMENT APPLICATION		
 <p>The Port of LONG BEACH</p>	<p>PORT OF LONG BEACH 4801 Airport Plaza Drive Long Beach, California 90815-1263 (562) 283-7500 http://agency.governmentjobs.com/polb/</p>	<p>Received: 9/13/17 7:38 AM For Official Use Only: QUAL: _____ DNQ: _____ <input type="checkbox"/> Experience <input type="checkbox"/> Training <input type="checkbox"/> Other: _____</p>
	<p>Thienngern, Todd 00164 OFFICE SYSTEMS ANALYST- PROVISIONAL</p>	

PERSONAL INFORMATION		
<p>POSITION TITLE: OFFICE SYSTEMS ANALYST- PROVISIONAL</p>		<p>EXAM ID#: 00164</p>
<p>NAME: (Last, First, Middle) Thienngern, Todd</p>		<p>SOCIAL SECURITY NUMBER: N/A</p>
<p>ADDRESS: (Street, City, State, Zip Code) [REDACTED]</p>		
<p>HOME PHONE: [REDACTED]</p>	<p>ALTERNATE PHONE: [REDACTED]</p>	<p>EMAIL ADDRESS: thienngern@gmail.com</p>
<p>DRIVER'S LICENSE: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>DRIVER'S LICENSE: State: CA Number: [REDACTED]</p>	<p>LEGAL RIGHT TO WORK IN THE UNITED STATES? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>

PREFERENCES	
<p>PREFERRED SALARY: \$57.00 per hour; \$110,000.00 per year</p>	<p>ARE YOU WILLING TO RELOCATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Maybe</p>
<p>WHAT TYPE OF JOB ARE YOU LOOKING FOR? Regular</p>	
<p>TYPES OF WORK YOU WILL ACCEPT: Full Time</p>	
<p>SHIFTS YOU WILL ACCEPT: Day, Evening, Night, Rotating, Weekends, On Call (as needed)</p>	
<p>OBJECTIVE: I would like to work for an organization where I could utilize my education, training, and experience to develop long term strategies policies and standards.</p>	

EDUCATION		
<p>DATES: From: 4/2000 To: 2/2003</p>	<p>SCHOOL NAME: DeVry University</p>	
<p>LOCATION: (City, State) Long Beach, California</p>	<p>DID YOU GRADUATE? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>DEGREE RECEIVED: Bachelor's</p>
<p>MAJOR: Telecommunications Management</p>		<p>UNITS COMPLETED:</p>
<p>DATES: From: To:</p>	<p>SCHOOL NAME: SaddleBack College</p>	
<p>LOCATION: (City, State) Mission Viejo, California</p>	<p>DID YOU GRADUATE? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>DEGREE RECEIVED: No Degree</p>
<p>MAJOR: Networking/MCSE</p>		<p>UNITS COMPLETED: 57 - Semester</p>

WORK EXPERIENCE		
<p>DATES: From: 10/2006 To: Present</p>	<p>EMPLOYER: Capistrano Unified School District</p>	<p>POSITION TITLE: MANAGER II, TECHNICAL SERVICES</p>
<p>ADDRESS: (Street, City, State, Zip Code) 33122 Valle Rd, San Juan Capistrano, California 92675</p>		<p>COMPANY URL: www.capousd.org</p>
<p>PHONE NUMBER: 949-234-5520</p>	<p>SUPERVISOR: Rob Aguila - Director IV Technology Services</p>	<p>MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>HOURS PER WEEK: 40</p>	<p>SALARY: \$8,140.00/month</p>	<p># OF EMPLOYEES SUPERVISED: 30</p>
<p>DUTIES:</p> <ul style="list-style-type: none"> • Provides leadership and direction in technology planning, equipment acquisition, assistance to schools and establishment of standards for hardware and software. • Plans, schedules, coordinates and supervises personnel engaged in network design, installation, and maintenance • Participates in development and implementation of District and department technology goals, priorities, standards, and procedures. • Participate in the Design of the Districts WAN / LAN • Supervises and evaluates the computer and network support staff for performance review and advancement. • Determines the level and nature of specialized training required to keep staff current with emerging technologies; implements training as appropriate. • Makes recommendations for department level positions. • Prepares bid requests, evaluates proposals, and oversee vendor contracts. Assists in the preparation and oversight of departmental budgets • Oversees the day-to-day operations providing school site and departmental installations, repair, maintenance and customer support. • Manages the installation, repair and maintenance of hardware, software and network technology. 		

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Todd Thienigern

SSN: N/A

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- Manage and support technology needs of District departments and school sites.
- Collaborate with site administrators and other management staff providing technical expertise and assistance with complex projects.
- Tracks and analyzes hardware and software problem trends.
- Coordinates and communicates with sites, vendors, and purchasing department for all technology quotes and purchases.
- Manages major technology purchase and implementation projects.
- Manages the hardware and software inventory and warehouse control system.
- Contributes to the leadership and direction in technology planning, technology acquisition, applications development and establishment of standards for hardware and software.
- Participates in development and implementation of departmental goals, objectives, priorities, standards and procedures.
- Contributes to the establishment and enforcement of technology and security policies and standards.
- Coordinates personnel related issues including training and evaluating employees.
- Perform need assessments, feasibility planning and other research and make recommendations as appropriate.
- Keep up-to-date with trends, changes and developments in technology.
- Evaluate, supervise and counsel members of classified staff to improve employee performance ensuring staff adhere to District, state and federal professional standards.
- Prepare and maintain a variety of reports, records and files related to assigned activities and personnel.
- Participate in personnel management systems, including the recruitment, selection, retention and separation of personnel.
- Attend professional meetings and conferences regarding district business and other professional development

REASON FOR LEAVING:

DATES: From: 7/2017 To: Present	EMPLOYER: Robert Half / Port of Long Beach	POSITION TITLE: Office System Analyst
ADDRESS: (Street, City, State, Zip Code) 4801 Airport Plaza Dr, Long Beach, California 90815		COMPANY URL: polb.com
PHONE NUMBER: 562.283.7435	SUPERVISOR: Charles Mallory - Asst Director Information Management	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	SALARY: \$12,000.00/month	# OF EMPLOYEES SUPERVISED: 0

DUTIES:

- Assists in the administration of the day-to-day operations of the physical / virtual servers and data storage; receive / respond to alerts, check logs and verify operational status; classify, investigate, troubleshoot and diagnose computer and systems problems until resolved, including issues with servers, network printers, copiers, desktop/laptop computers and mobile devices; verify daily backups of systems, data and software applications.
- Optimize servers to achieve maximum performance levels by performing daily check-ups, deploying of patches, applying of changes and performing preemptive maintenance; operate systems management tools to analyze systems inventory, configuration, changes, events, security, logs and errors.
- Deploy and administers enterprise applications: create and delete users; assign rights and manage changes in the applications.
- Deploys servers for development, quality assurance, testing and production.
- Assist with the review process of Technical Architectural Design (TAD) plans for new projects.
- Operate and maintain infrastructure backups and imaging systems.
- Investigate and repair system issues or remediate critical issues while researching to provide permanent solutions.
- Provide second-tier technical support to the service desk and business analysts by answering questions, providing solutions and sharing expertise; provide technical support to port end-users with a wide variety of hardware, software and network issues.
- Assist with the performance of the daily "lights-On" function to verify "All Clear" status of Port's IT infrastructure.
- Recommend hardware and software upgrades; works with vendors to identify the most cost effective and appropriate solutions to meet the Port's needs.
- Research, test and recommend Information Technology for new projects that will cover gaps in current systems; recommend industry leading technology to implement based on business requirements; deploy new technologies.
- Verify invoices are accurate for hardware and software purchases and maintenance service contracts.
- Provides estimate of annual hardware, maintenance service and procurement expenditures for each fiscal year.
- Provides technical expertise to the Port's Service Desk Technicians and Business Analysts.
- Collaborates with the Port's NOC on issues such as remote connectivity, service installation, communication lines, power and cooling for equipment, hardware implementation and scheduling.
- Maintain positive relationship with Port employees, contractors, consultants and vendors.
- Provides prompt response to inquiries from customers, contractors, consultants and vendors on a wide range of IT subjects.
- Interact with Port consultants and contractors by providing systems design, development and implementation support.
- Correspond and communicate with internal and external Port customers via email, phone and live meetings regarding IT issues.
- Interacts with consultants to provide access to Port's technical services and business systems.
- Enhance departmental image with end-user by interacting with other divisions and the NOC.
- Greet visitors and employees coming for formal or informal meetings to the Division

REASON FOR LEAVING:

DATES: From: 10/2006 To: 10/2007	EMPLOYER: Pacific Time Systems	POSITION TITLE: Technical Supervisor
ADDRESS: (Street, City, State, Zip Code) 2501 E. Chapman Ave. Suite 200, Fullerton, California 92831		COMPANY URL:
PHONE NUMBER: 714-223-7424	SUPERVISOR: James Ramirez - Owner	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 40	SALARY: \$42,500.00/month	# OF EMPLOYEES SUPERVISED: 2

DUTIES:

Provide assistance, direction and training to users, Staff, and Clients. Work at various sites to troubleshoot problems with servers, network equipment, workstations, printers and software. Provide phone support for networked custom software application

REASON FOR LEAVING:

Obtained a more challenging position with Capo Unified.

DATES: From: 12/1997 To: 10/2006	EMPLOYER: Circuit City	POSITION TITLE: Technology Manager
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Todd Thienngem

SSN: N/A

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ADDRESS: (Street, City, State, Zip Code) 13752 Jamboree Rd, Irvine, California 92602		COMPANY URL:
PHONE NUMBER: (714) 508-0202	SUPERVISOR: Lou Jones	MAY WE CONTACT THIS EMPLOYER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HOURS PER WEEK: 50	SALARY: \$3,541.00/month	# OF EMPLOYEES SUPERVISED: 30
DUTIES: <ul style="list-style-type: none"> • Manage Associates; review the previous day's sales figures with an energetic staff, recognizing top performers and offering knowledge and expertise to those who need guidance. • Coach, train, motivate and lead people in selling lifestyle-enhancing technology. • Manage the stores opening and closings including making deposits and schedules. • Offer various types of technology equipment, such as Audio-visual equipment as well as Computers and peripherals. • Report to the Store Director and manage the revenue and margins of the selling departments within the store, inspire a sales staff of 50+ in order to exceed sales, margin, warranty, accessory and service goals. • Driving ultimate customer satisfaction is primary. • Exceeding customers' expectations providing exceptional customer service on a daily basis! 		
REASON FOR LEAVING: After graduating from college, I found a job where i could utilize my skills in the technology field.		

CERTIFICATES AND LICENSES	
TYPE: CCNA Routing and Switching	
LICENSE NUMBER: CSC012932843	ISSUING AGENCY: Cisco

Skills
OFFICE SKILLS: Typing:45 Data Entry:0
OTHER SKILLS: Cisco Networking - Expert - 10 years and 1 months Windows Systems - Expert - 15 years and 2 months EMC SAN - Skilled - 6 years and 1 months EMC vsphere / ESXi - Expert - 7 years and 1 months Nimble SAN - Skilled - 1 years and 1 months Cisco Call Manager and Unity - Skilled - 2 years and 1 months
LANGUAGE(S):

ADDITIONAL INFORMATION
Personal GPA 3.50/4.00 - Dean's List, Honor's

REFERENCES		
REFERENCE TYPE: Professional	NAME: Kimberly Lew	POSITION: Cisco K-12 Account Manager
ADDRESS: (Street, City, State, Zip Code) 130 Theory #100, Irvine, California 92617		
EMAIL ADDRESS: klew@cisco.com		PHONE NUMBER: 949-992-0845
REFERENCE TYPE: Personal	NAME: Matt McKinney	POSITION: Financial Advisor
ADDRESS: (Street, City, State, Zip Code) [REDACTED]		
EMAIL ADDRESS: mrmckinney@gmail.com		PHONE NUMBER: [REDACTED]
REFERENCE TYPE: Professional	NAME: Gabe Salinas	POSITION: Director of Technology
ADDRESS: (Street, City, State, Zip Code) 5200 Bonita Canyon Dr, Irvine, California 92603		
EMAIL ADDRESS: gsalinas@tarbut.com		PHONE NUMBER: 949-482-9943

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Todd Thienngern

SSN: N/A

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Agency-Wide Questions

1. Have you ever worked for the City of Long Beach?
No
 2. If yes, what Department and classification?
 3. Do you have a relative employed with the Long Beach Harbor Department?
No
 4. If yes, what is his/her name and relationship to you?
-

The following terms were accepted by the applicant upon submitting the online application:

By clicking on the 'Accept' button, I hereby certify that every statement I have made in this application is true and complete to the best of my knowledge. **I understand that any false or incomplete answer may be grounds for not employing me or for dismissing me after I begin work.** I understand that I will have to produce documentation verifying identity and employment eligibility in the U.S. I understand that I may be required to verify any and all information given on this application. I understand that this completed application is the property of the Port of Long Beach and will not be returned. I understand the Port of Long Beach may contact my current and prior employers and other references. I understand that I must notify the Human Resources Division of any changes in my name, address, or phone number.

This application was submitted by Todd Thienngern on 9/13/17 7:38 AM



Port of
LONG BEACH
The Green Port

Port of Long Beach Employment Application

Position Information			
Job Title Office Systems Analyst		Date 10/27/2017	
Preferred Salary 110,00	Shifts Available Open	Date available to start 12/1/2017	
Applicant Profile			
Last Name Thienngern	First Name Todd	Middle Name Michael	
Home Address [REDACTED]	City	State	Zip
Mailing Address (if different)	City [REDACTED]	State [REDACTED]	Zip [REDACTED]
Home Phone	Business Phone	Cell Phone [REDACTED]	
Email Address thienngern@gmail.com	Alternate Email Address thienngern@roadrunner.com	If under 18, please list age	
Do you have a driver's license? Yes	Driver's License Number [REDACTED]	DL Expiration Date 08/21/2020	DL Class C
General Background Information			
Emergency Contact Name Erica Montejano		Relationship (optional) Wife	
Address [REDACTED]	City [REDACTED]	State [REDACTED]	Zip [REDACTED]
Home Phone [REDACTED]	Business Phone	Cell Phone	
1. If hired, can you provide proof of eligibility to work in the United States?		<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
2. Have you ever been discharged or asked to resign from a position? If YES, how many? _____		<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO
3. Can you perform the essential functions of the position as described in the job bulletin, with or without a reasonable accommodation? What kind of accommodation will you require to participate in the selection process or to perform the essential functions of the job? _____ _____		<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO

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4. Have you previously been employed by/worked for the City of Long Beach or the Port of Long Beach? ☒ YES ☐ NO

5. Are you currently a member of CalPERS, or have you been in the past? ☒ YES ☐ NO

If YES, please list dates and the name of the agency
10/1/2006 to 7/14/2017 at Capistrano Unified School District

6. Are you currently receiving a CalPERS pension? ☐ YES ☒ NO

7. Have you worked under any other names? ☐ YES ☒ NO

If YES, please list name(s) used: _____

8. Do you have reliable transportation to and from work? ☒ YES ☐ NO

9. Do you have any relatives currently working for the City of Long Beach as an employee or an official? ☐ YES ☒ NO

If YES, their name and relationship to you: _____

Education and Training (begin with most recent)

Institution Name	City/State	Major	Degree (Diploma, GED, AA, BS, etc.)	Dates Attended (Do not include for high school)
High School: El Camino Real High School	Placentia, CA		GED	
College/Other: DeVry University	Long Beach, CA	Telecommunications Management	B.S.	4/2000 - 2/2003
College/Other: SaddleBack College	Mission Viejo, CA	System Administration	57 units	06/07 to 6/2012
College/Other:				

Language skills (include fluency levels for speaking, reading and writing – High, Medium, or Low):

Language: _____ Speak: _____ Read: _____ Write: _____

Language: _____ Speak: _____ Read: _____ Write: _____

Other credentials/licenses/professional affiliations relevant to the position:

CCNA Route Switch CSCO12932843 expires 3/12/19

CCNP Switch

List any technical, clerical or trade skills relevant to the position. Include computer systems and software packages and note your level of proficiency (basic, intermediate, or expert):

Systems & Technical Knowledge: (expert)

- Systems: Microsoft Active Directory Services, Exchange 2003-2013, DHCP, DNS, WSUS, IIS, KMS, GPO, SharePoint 2010-2013, Dell PowerEdge Servers (blade & rack), OpenManage, RAID configuration, iDRAC, Aruba Clear Pass
- SAN: EMC Data Domain, Unisphere, Navisphere, VNX SAN, Replication Manager, HP StoreVirtual, Nimble, RAID, Storage Groups, Fibre Channel, iSCSI, Veeam, backup and recovery
- Networking: Cisco Nexus, IOS, ACS, Prime, WLC, NCS, IronPort (email & web filter), Show & Share, ASA (VPN/Firewall), Unity, Call Manager, WLAN, LAN, WAN Routing, Switching, and Wireless Design/Support. ACL and VLAN's
- VMware: vSphere, ESXi 5, VMotion, HA, DRS, P2V migrations, Thin Provisioning, Capacity Planning

List any additional education, vocational, professional, military or other information that may be helpful in assessing your qualifications:

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Work Experience <i>Include the last 10 years, beginning with most recent. Attach additional sheets if necessary.</i>	
Company Name and Address <u>Robert Hall</u> <u>100 Oceangate Ste 450</u> <u>Long Beach, CA 90802</u>	Dates Worked From (Mo/Yr): <u>7/17/2017</u> <input checked="" type="checkbox"/> Full-Time To (Mo/Yr): <u>Present</u> <input type="checkbox"/> Part-Time Job Title <u>Contracted Office Systems Analyst</u>
Supervisor's Name, Title and Phone Number <u>Charles Malloroy</u> <u>Assistant Director, Information Mgmt Division</u> <u>(562) 283-7414</u>	Reason for leaving (be specific): May we contact this employer? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Primary Duties <u>Serve as the Email Administrator. Monitoring the servers for alerts and making sure the systems are patched and u</u> <u>Serve as an application server administrator. Attend meetings on new and existing application servers, provide reco</u> <u>Serve as the Active Directory Administrator. Design and implement new AD structure. Manage add moves and cha</u>	Starting Salary: <u>144,000</u> Ending Salary: <u>144,000</u>
Company Name and Address <u>Capistrano Unified School District</u> <u>33122 Valle Rd</u> <u>San Juan Capistrano, CA 92675</u>	Dates Worked From (Mo/Yr): <u>10/2006</u> <input checked="" type="checkbox"/> Full-Time To (Mo/Yr): <u>7/14/2017</u> <input type="checkbox"/> Part-Time Job Title <u>Technology Support Manager II</u>
Supervisor's Name, Title and Phone Number <u>Jeremy Davis</u> <u>CTO</u> <u>949-234-9474</u>	Reason for leaving (be specific) <u>Still in position</u> May we contact this employer? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Primary Duties <ul style="list-style-type: none"> • Provides leadership and direction in technology planning, equipment acquisition, assistance to schools and assist • Participates in development and implementation of District and department technology goals, priorities, standards • Plans, schedules, coordinates and supervises personnel engaged in network design, installation, and maintenance 	Starting Salary: <u>42,500</u> Ending Salary: <u>102,568</u>
Company Name and Address <u>Circuit City</u> <u>13752 Jamboree Rd</u> <u>Irvine, CA 92602</u>	Dates Worked From (Mo/Yr): <u>12/97</u> <input checked="" type="checkbox"/> Full-Time To (Mo/Yr): <u>10/06</u> <input type="checkbox"/> Part-Time Job Title <u>Technology Manager</u>
Supervisor's Name, Title and Phone Number <u>Lou Jones</u> <u>Store Manager</u> <u>(714) 508-0202</u>	Reason for leaving (be specific) <u>Obtained a new position in an organization where I could utilize my Degree and grow within the company.</u> May we contact this employer? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Primary Duties <ul style="list-style-type: none"> • Manage Associates; review the previous day's sales figures with an energetic staff, recognizing top performers ar • Coach, train, motivate and lead people in selling lifestyle-enhancing technology. • Offer various types of technology equipment, such as Audio-visual equipment as well as Computers and periphen 	Starting Salary: <u>19,200</u> Ending Salary: <u>42,500</u>

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Business References - Please list at least one current or former manager			
Name	Gabe Salinas	Name	Kimberly Lew
Position	Technical Service Director	Position	Cisco K-12 Account Manager
Company	949-482-9943	Company	Cisco Systems Inc
Address	5200 Bonita Canyon Drive Irvine, CA 92603	Address	130 Theory #100 Irvine, CA 92617
Email	gsalinas@tarbut.com	Email	klew@cisco.com
Telephone		Telephone	949-992-0845

How did you learn about this employment opportunity?

☐ Ad in newspaper

☐ Twitter

☐ Facebook

☐ City website

☐ Port of Long Beach website

☐ Indeed

☐ Job bulletin / posting / walk-in

☐ Ad in magazine

☐ Instagram

☒ Employee referral: Mark Deaner

☒ Other: https://www.governmentjobs.com/

I certify that the information contained in this application is correct to the best of my knowledge, and I understand that any misstatement or omission of information is grounds for ending the hiring process or dismissal from employment. I authorize verification of information provided on this application; and authorize all references to give you pertinent information concerning my previous employment; and release all parties from all liability for any damage that may result. In consideration of my employment, I agree to conform to and abide by the rules and regulations of the Port of Long Beach (Harbor Department) and the City of Long Beach.

Signature todd.thienngern@associates.pol
b.com

Date 10/27/2017

For Human Resources Use Only:

Req #:

DeVry University

*The President and Directors, acting upon the recommendation
of the Faculty of the Long Beach Campus
have conferred upon*

Todd M. Thiemgern

the degree of

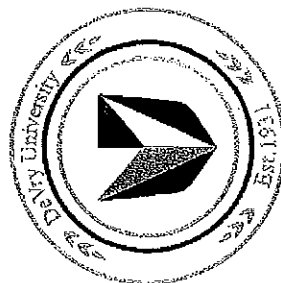
**Bachelor of Science in
Telecommunications Management**

Gum Laude

with all its rights, privileges and responsibilities.

*Given under the seal of DeVry University on the 2nd day of March, in the year 2003.
Long Beach, California*

David H. Q.
President



R
Campus President

Thienngern, Todd M.

thienngern@gmail.com

Summary:

Results-oriented strong leader with deep technical background capable of managing multiple projects and teams in a fast paced and ever-changing environment without losing focus on enterprise-level results.

Employment History:

Systems Engineer

Robert Half

Port of Long Beach (6/2017 - present)

- Serve as the Email Administrator, Monitoring the servers for alerts and making sure the systems are patched and up to date. Assist with add moves, changes, and mailbox permissions. Keep up to date with emerging email technology, install and test to provide recommendation to management staff. Maintain whitelist / blacklist and troubleshoot email issues.
- Assists with Data Protection. Evaluate current and emerging backup strategies, make recommendations on products and services. Install and configure backup system, create backup jobs and preform restores. Assist with recommendation on retention policies.
- Serve as an application server administrator. Attend meetings on new and existing application servers, provide recommendations. Using vendor / Industry best practice, install and configure the server with Microsoft Windows Server and the specific application software. Install and configure Microsoft SQL server in an Always on Cluster. Install and configure Microsoft IIS for high availability.
- Assist with VMWare / SAN Administration. Install, configure and maintain VMWare infrastructure. Deploy servers per best practice. Create LUNs / Data Stores, monitor performance and health of the virtual environment.
- Serve as the Active Directory Administrator. Design and implement new AD structure. Manage add moves and changes to user and computer account. Create, test, and evaluate Group Policies. Manage Distribution Lists and Security Groups.
- Provide leadership to staff. Attend project meetings, make recommendation on new technology. Provide estimated time line for current and upcoming projects. Act as a mentor to staff, provide support to staff, inform, teach and help develop technical skill set, train and make recommendations on training for staff and customers.
- Assist with equipment, software and procurement services. Research, evaluate, vendors. Assist with product recommendations and RFP / Bid process. Evaluate RFP / Bids and make recommendations. Obtain quotes and assist with the purchases. Support and assist consultants, contractors with the installation / support of the Ports technology.

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Manager V, Technical Services

Capistrano Unified School District (10/2006 - present)

- Oversee day-to-day operations of Technical Services Dept.; providing school sites and admin/support staff installations, repair, maintenance and technical support.
- Plan, schedule, organize and supervise personnel engaged in system and network design, installation, technical support, and maintenance.
- Conduct interviews and make recommendations for hiring and promotion.
- Supervise and evaluate staff performance, prepare annual reviews, provide disciplinary action and improvement plans to address deficiencies and ensure staff adhere to professional standards.
- Determine the level and nature of specialized training required to keep staff current with emerging technologies; implements training as appropriate.
- Maintain ultimate responsibility over all datacenter operations including VMware and storage (SAN) systems, core network infrastructure (Cisco Nexus), hardware lifecycles and environmental controls.
- Oversee maintenance and development of enterprise-wide communication systems including voice (IP phones, Unified Communications), Email, and video.
- Prepare, manage and respond to Cybersecurity events including Denial of service (DOS), phishing Emails, Ransomware Etc.
- Maintain and monitor disaster recovery plan and procedures including remote Data-replication site.
- Collaborate with stakeholders and leadership, provide technical expertise and assistance with planning and implementing complex projects.
- Design, develop and implement procedure and configuration changes to adapt to evolving organizational needs.
- Provide leadership and direction in technology planning, equipment acquisition, assistance to schools and establishment of standards for hardware and software.
- Establish and enforce technology and security policies, practices and standards adhere to enterprise best practices.
- Evaluate capacity management to keep pace with ever-growing demand and plan major technology purchases.
- Perform need assessments, feasibility planning as well as other research and testing of new technologies; make recommendations as appropriate.
- Prepares bid requests, evaluates proposals, and oversee vendor contracts. Assists in the preparation and oversight of departmental budgets
- Coordinates with sites, vendors, and purchasing department for all technology quotes and purchases.

Technology Manager

Circuit City Corp. (12/1997 – 10/2006)

- Manage Associates; review the previous day's sales figures with an energetic staff, recognizing top performers and offering knowledge and expertise to those who need guidance.
- Coach, train, motivate and lead people in selling lifestyle-enhancing technology.
- Manage the stores opening and closings including making deposits and schedules.
- Offer various types of technology equipment, such as Audio-visual equipment as well as Computers and peripherals.
- Report to the Store Director and manage the revenue and margins of the selling departments within the store, inspire a sales staff of 50+ in order to exceed sales, margin, warranty, accessory and service goals.
- Driving ultimate customer satisfaction is primary.
- Exceeding customers' expectations providing exceptional customer service on a daily basis!

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Technical accomplishments:

- Designed, installed and deployed secure wireless infrastructure over 56 coordinated locations including over 1500 Cisco Lightweight 3502i AP's, Four 5508 Wireless Lan Controllers with NCS management software.
 - Refreshed and installed additional 1000 Cisco 3800 AP's and two Cisco 8510 Wireless Controllers
- Implemented 802.1x authentication (wired/wireless) throughout organization with Active Directory integration and secure guest access.
- Utilized Dynamic Vlan Mapping with Cisco ACS for automatic Vlan assignment to provide users with secure access to only authorized resources.
- Project managed the deployment of 56 Cisco 4050 routers into a mesh network design
- Project managed converting 23 analog sites to VoIP using Cisco's Call Manager and Unity voice mail system
- Designed and installed replacement for datacenter's core 6509 distribution router and switches with Cisco Nexus 7010
- Installed & Configured and replaced existing SAN with EMC VNX 5500, deployed EMC Replication Servers to remote data replication point.
 - Refreshed and installed SAN with new Nimble all flash array
 - Storage migrated existing data stores
- Installed & Configured District backup solution Utilizing Veeam, CA ArchServe Backup software along with Hitachi SAN and EMC Data Domain
 - Configured replication and Veeam backups with snapshots for long term retention
- Upgraded Microsoft Exchange 2003 environment to 2010 with over 6000 mailboxes
 - Replaced kemp load balancers, migrated exchange, and student information systems front end servers to F5
 - Evaluated and tested migrating Exchange to 0365
- Designed and installed Federated services (ADFS)
 - Integrated AD and 0365 using ADFS with DirSync
 - Integrated AD with hosted programs using ADFS
- Created Production, Staging and Development environments for SQL Always on Clustering
- Evaluated and reconfigured Active Directory to industry best practice including creating a new OU structure, moving user and computer object, and moving GPO's

Systems & Technical Knowledge:

- Systems: Microsoft Active Directory Services, Exchange 2003-2016, SQL 2008-2014, DHCP, DNS, WSUS, IIS, KMS, GPO, SharePoint 2010, Cisco UCS, Dell PowerEdge Servers, OpenManage, RAID configuration, iDRAC, HP Proliant Blade Servers, Aruba Clear Pass, Veeam, Barracuda Email Archiver, and Email Security Gateway, Websense, Cisco Ironport
- SAN: Nimble, EMC Data Domain, Unisphere, Navisphere, VNX SAN, Replication Manager, HP StoreVirtual, RAID, Storage Groups, LUNs, Fibre Channel, iSCSI, backup and recovery, snapshots
- Networking: Cisco Nexus, IOS, ACS, Prime, WLC, NCS, IronPort (email & web filter), Show & Share, ASA (VPN/Firewall), Unity, Call Manager. WLAN, LAN, WAN Routing, Switching, and Wireless Design/Support. ACL and VLAN's
- VMware: vSphere, ESXi 5-6, VMotion, HA, DRS, P2V migrations, Thin Provisioning, Capacity Planning

Education:

Bachelor of Science in Telecommunications Management - (3.5 GPA, Dean's List, Honors)
DeVry University
Graduated 2003

Certificates:

CCNA Route Switch
CCNP Switch



Long Beach Civil Service Commission

PROVISIONAL APPOINTMENT

Statement of Conditions

Position Title: Office Systems Analyst

You are being considered for employment under the provisions of Section 43 of the Civil Service Rules and Regulations, which read in part:

"All provisional appointments shall be temporary and shall be valid only until a priority or eligible list becomes available for certification for the classification and is forwarded to the user department. However, no provisional appointment shall be valid beyond a 150 day period unless approved by the Commission."

If appointed to this position, you will not accrue seniority in this classification for any Civil Service promotional examination. Your pay will be the same as that of a permanent City employee in this classification, however, you should check with the hiring department as to your eligibility for other (fringe) benefits. If you are currently a permanent, full-time City employee, your benefits will not change.

If you receive authorization from the Civil Service Commission to be appointed to the provisional position, you must file a new application during the open filing period in order to compete in the examination process. You must file a new application before the announced closing date of filing.

If the provisional application will be filled on permanent basis, a competitive examination to fill the position will be administered by the Civil Service Department prior to the expiration of the provisional appointment. In order to be eligible for selection for permanent appointment to the position, your examination must be among the top scores achieved.

If after you are appointed to fill a provisional position, you do not satisfactorily perform or if you are not selected from the eligible list to fill the position on a permanent basis, your appointment will be terminated. If you are a present classified City employee who holds permanent status in another classification, you will be reinstated to the position you held prior to provisional appointment without loss to status or seniority (Section 44, Civil Service Rules and Regulations).

Should you have any questions regarding your provisional appointment, you may call the Civil Service Department office at (562) 570-6058.

If appointed, I hereby certify that I understand and agree with the above conditions of employment as a "provisional" employee for the City of Long Beach.

Todd Thienngern

Signature

11/6/2017

Date