October 16, 2025

TO: CIVIL SERVICE/EQUAL EMPLOYMENT COMMISSION

FROM: JAMIL NIAZI, DIRECTOR OF INFORMATION TECHNOLOGY

SUBJECT: **ANNUAL EQUAL EMPLOYMENT REPORT**

Introduction

The Information Technology (IT) Department is pleased to present the Annual Equal Employment Report for the period October 1, 2024, to September 30, 2025.

Striving to build a diverse workforce remains a high priority for the Department. Our newly filled positions demonstrate an example of successful recruiting and hiring practices implemented to increase and encourage the diversity of our workforce.

Organizational Structure and Responsibilities

MISSION STATEMENT

"A focus on business solutions, service reliability, innovations, and customer satisfaction."

The IT Department is comprised of six (6) divisions – Customer Service/Support Desk, Enterprise Applications, Infrastructure and Cybersecurity, Enterprise Portfolio Management Office, Enterprise Resource Planning, and Finance and Administration Office.

Customer Service/Support Desk directs the purchase, delivery, and support of employee end-user devices, including repairs, moves, and replacements. The team provides support for computer hardware, software, and end-user technology solutions to Police and Fire and all city departments, City Council, Office of the Mayor, and San Joaquin County Libraries, and to City Manager's Office for internal and external events, including City Council meetings.

Enterprise Applications Division supports various City of Stockton departments by managing and maintaining critical software systems and databases, with emphasis on the importance of availability, data centralization, security, integrity, efficient access, and scalability in the IT infrastructure.

Infrastructure and Cybersecurity Division oversees the performance and reliability of network infrastructure, updates existing network assets, and deploys new configurations as needed. The team has a primary role in helping to mitigate network security threats, safeguarding the organization's IT infrastructure and data against internal and external security risks, vulnerabilities, and potential threats. The team is responsible for

implementing security measures, monitoring suspicious activity, and taking immediate action against security threats. The team provides 24/7 emergency support to public safety and departments that operate outside of standard business hours. Provides oversight of IT security policies to ensure alignment and optimization of business strategy, IT security, and strategic partnerships. The division has established a continuous Security Awareness Training Program to educate employees on the appropriate use, protection, and security of the City's data.

<u>Enterprise Portfolio Management Office</u> facilitates IT governance, partners with departments and vendors to develop technology solutions based on business needs and provides guidance and oversight of project management processes and tools, project consultation, documentation, and project archiving. The team also coordinates and provides computer-related training for City staff.

<u>Enterprise Resource Planning</u> provides critical project oversight and support for the planning, organization, and management of both business and technical operations related to the City's ERP initiative. Its primary focus is ensuring alignment with municipal business objectives throughout the project lifecycle. The goal is to retire the City's outdated ERP system with a modern ERP system capable of meeting the current and evolving needs of business users. This multiyear effort addresses several strategic priorities outlined by the City Council and resolves existing audit findings, positioning the city for enhanced operational efficiency and effectiveness.
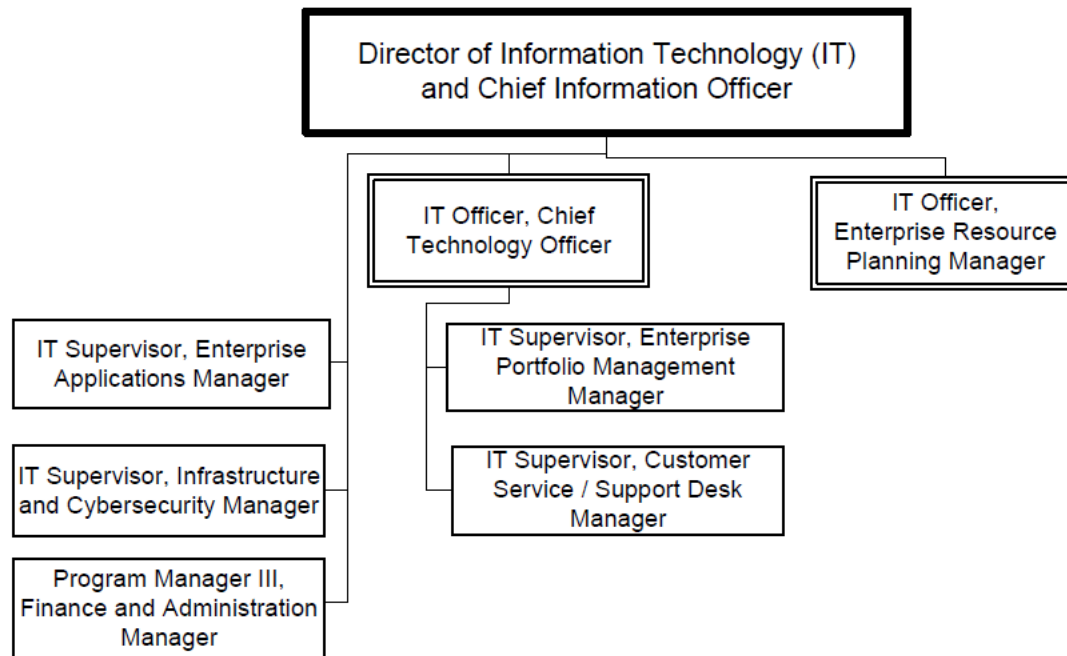
<u>Finance and Administration Office</u> leads the strategic financial planning for the Technology Internal Service Fund and manages budget, payroll, and procurement strategies for IT-managed services and contracts. Oversees IT capital project financing, IT grant program management, and IT fiscal operations.

In addition to the functional services mentioned above, the abbreviated organizational chart below illustrates the Department's reporting structure and leadership positions to support its mission. Currently, among the IT leadership positions, 43% are held by female employees. The Department strives to improve upon this ratio, aligning ethnicity and gender representation more closely with that of City and County demographics.

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                    │ Director of Information Technology (IT) │
                    │   and Chief Information Officer   │
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Workforce Composition

The IT Department currently has 44 full-time, allocated positions for ongoing IT operations and 10 limited-term positions. As of this report, there are 43 filled positions, with an additional (1) position currently in background, while another (1) position did not clear background and has been re-entered into recruitment. An additional three (3) vacancies are attributed to two (2) recent retirements and one (1) recent internal hire who transferred to the Fire Department. For our vacant limited-term ERP Project positions, there is one (1) pending recruitment for a position that transferred from City Manager's Office, former Office of Performance and Data Analytics Division, while the remaining five (5) limited-term vacancies are on hold due to limited remaining project funds and pending further direction from City Manager's Office. Current vacancies include the following classifications:

IT Operations:
- 1 IT Supervisor
- 1 Senior GIS Analyst
- 1 Senior Systems Analyst
- 1 Systems Analyst I
- 1 Technology Support Specialist I

ERP Project (limited term):
- 2 Program Manager III
- 1 Secretary
- 2 Senior Systems Analyst
- 1 Administrative Analyst I

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A breakdown of ethnicity and gender for the Department as it compares to City Employees, Stockton residents, and San Joaquin County residents is as follows:

Ethnicity	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) Taken from the 2019 U.S. Census Bureau		San Joaquin County (Figures Reflect Employable Population Only) Taken from the 2019 U.S. Census Bureau	
White	12	28%	693	45%	59,410	19%	228,644	30%
Hispanic	5	12%	527	34%	134,738	43%	320,102	42%
Black	6	14%	75	5%	31,268	10%	54,825	7%
Asian	14	33%	180	12%	68,790	22%	121,944	16%
American Indian	0	0%	6	0%	2,517	1%	2,336	0%
Two or More Races	4	9%	54	3%	12,832	4%	30,486	4%
Other	2	5%	14	1%	3,127	1%	3,811	1%
Total	43	100%	1,549	100%	312,682	100%	762,148	100%

Gender	Department		City Employees		City of Stockton (Figures Reflect Employable Population Only) Taken from the 2019 U.S. Census Bureau		San Joaquin County (Figures Reflect Employable Population Only) Taken from the 2019 U.S. Census Bureau	
Male	26	63%	1024	66%	159,468	51%	381,074	50%
Female	17	37%	525	34%	153,214	49%	381,074	50%
Total	43	100.0%	1,549	100.0%	312,682	100%	762,148	100%

Personnel Changes in the Department

The IT Department continually seeks to recruit and retain employees of all genders and ethnicities. The Department strives to create a diverse and highly skilled workforce by diversifying recruitment efforts, investing in staff training, and hiring skilled and qualified employees. During this reporting period, the Department experienced five recent separations due to retirements, department transfers, and employees who left the organization to pursue opportunities elsewhere. Meanwhile, five (5) positions were filled during this same period, and one (1) position is currently in background. A breakdown of ethnicity and gender for the Department's filled positions during the current year is shown below by job classification:

Title	Gender	Ethnicity
Program Manager III	Female	White
Program Manager III	Male	Other
Program Manager III	Male	Hispanic
Systems Analyst I	Male	White
Technology Support Specialist I	Male	White

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<u>Professional and Diversity Training</u>

The IT Department utilizes advanced training and seminars to network with colleagues, attract qualified professionals, and encourage diversity in our workforce. The Department's management staff continues to gain skills and enhance awareness through training conferences and seminars. These learning opportunities allow our management staff to keep abreast of innovative technologies. To maintain a good understanding of our diverse employees and citizens, Preventing Workplace Harassment, Discrimination, and Retaliation training and Customer Service training are provided to all staff.

IT staff has attended training and/or focus groups in the following areas during this reporting period:

1. Workplace Harassment, Discrimination, and Retaliation
2. Workplace Violence Prevention Plan
3. Active Listening Training Series
4. Conflict Resolution
5. CoS Supervisor's Certification Program
6. Customer Service Series
7. Cybersecurity Security Awareness
8. Difficult Conversations Series
9. Employee Emotional Intelligence Series
10. Essential Communication Tools Series
11. Keys to a Harmonious Workplace
12. Municipal Information Systems Association of California (MISAC)
13. Time Management Series
14. Certified Information Security Manager (CISM) Series
15. Documenting Performance Series
16. Intro to Data Literacy Series
17. New Supervisor's Personal Checklist for Success Series
18. Objective Critical Thinking Series
19. Performance Excellence Series
20. Performance Gaps Series
21. Personal Branding Series
22. Change Management Series
23. Project Management Institute Training Courses

24. Northern California APCO Monthly Chapter Trainings
25. California APCO State Conference
26. California Government Innovation Summit
27. VMWare Explore
28. ESRI User Conference
29. IBM Agentic AI Bootcamp
30. Introduction to Programming ArcGIS Pro with Python
31. ServiceNow Knowledge
32. Tyler Connect
33. MISAC Network Defender Certification Course
34. Libraries and Autism Training
35. Coast Guard Sector SF & FBI SF Drone Working Group
36. WAN HPE Aruba SD-WAN Workshop
37. CPE Demo Days
38. CGIO West – Leadership & Communications
39. Google Cloud Workshop
40. FirstNet Summit
41. InfoBlox Training Series
42. Crowdstrike Training Series
43. Palo Alto Training Academy
44. Administering Cisco Umbrella Operations
45. Customer Service Training Series
46. CompTIA Training Series
47. Cisco CNNA – Implementing and Administering Cisco Solutions
48. Effective Time Management Series
49. California Enterprise Tyler ERP User Group
50. Certified Associate in Project Management Courses
51. Microsoft 365 and Technology-Related Classes:
    a. Acrobat: Essentials, Adobe Sign, and Forms
    b. Artificial Intelligence
    c. Canva: Free
    d. Canva: Pro – Advanced
    e. Canva: Pro – Collaborating with Others
    f. Canva: Pro – Intermediate

g. Copilot: Essentials

h. Excel: Advanced

i. Excel: Charts, Charts, Charts

j. Excel: Essentials

k. Excel: Intermediate

l. Excel: Macros and VBA

m. Excel: Mastery

n. Excel: Power Query

o. Forms: Collecting Feedback and Other Data

p. HTML: Essentials

q. HTML: Intermediate

r. Legistar: Essentials

s. Microsoft 365: A Treasure Trove of Time-Saving Tips

t. Microsoft 365: Essentials w/ SharePoint and OneDrive

u. Microsoft 365: Planner, Tasks, and To Do

v. OneNote: Essentials

w. Outlook: Mastery

x. Power BI: Desktop Essentials

y. Power BI: Service Essentials

z. Power BI: Visualization, KPI's and Goals

aa. PowerPoint: Creating a Training Video

bb. PowerPoint: Delivery and Public Speaking

cc. PowerPoint: Essentials

dd. PowerPoint: Mastery

ee. Project: Essentials

ff. Project: Intermediate

gg. SharePoint: Site Ownership

hh. Teams: Being a Team Administrator

ii. Teams: Essentials

jj. Visio: Essentials

kk. Windows 11: What's New + Tips and Tricks

ll. Word: Advanced

mm. Word: Intermediate

nn. Word: Mail Merge (Advanced)

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Recruitment Efforts

Recruitment outreach efforts are coordinated through the Human Resources Department. Opportunities are posted in publications and with agencies such as: Governmentjobs (CoS website), MISAC, Indeed, Glassdoor, Zip recruiter, Jobs Available, Job Speaker, Careers Now (which includes Hispanic Now, Asian Now, and Black Now), The Stockton Record, MMANC, Handshake, LinkedIn, and Facebook. We also did outreach via virtual job fairs on Handshake for Stanislaus State and San Joaquin Delta College. We've also done virtual outreach for veterans through Vet/Net for different areas such as Stockton, Sacramento, and Roseville. Other community events that the Department participated in directly included the State of the City hosted by Chamber of Commerce. The intent of this extensive outreach is to expand the Department's climate of diversity while attracting the most qualified candidates.

The IT Department attends various job fairs throughout the year and works with the University of the Pacific, California State University Stanislaus-Stockton Center, Sacramento State, and San Joaquin Delta Junior College. These opportunities frequently result in contacts with people of diverse backgrounds, experiences and cultures interested in pursuing a career with the IT Department.

Summary

Over the next year, the Department will continue to address equal employment with diverse interview panels and a plan to fill vacancies by attracting and hiring the most qualified candidates for each available position. Our outreach and recruitment efforts will include continuing the internship programs with the University of the Pacific, Sacramento State, CSU Stanislaus, and San Joaquin Delta College. In addition, advertisements will be placed for positions in a broad spectrum of mediums to attract diverse candidates. By continuing our outreach and recruitment efforts, both within and outside of our local community, the IT Department will continue to move closer to representing the diverse demographics of the City's citizens.

Jamil Niazi (Oct 2, 2025 15:54:44 PDT)

JAMIL NIAZI
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