

**DATE:** May 21, 2024

**TO:** Chula Vista Civil Service Commission

**VIA:** Maria Kachadoorian, City Manager *MK*  
Courtney Chase, Deputy City Manager  
Tanya Tomlinson, Director of Human Resources *JS Recommended*

**FROM:** Jose Cisneros, Director, Information Technology Services

**SUBJECT:** **Double Step Increase – Marc Amio, Sr. Webmaster**

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I am writing to emphatically recommend that Marc Amio, the City's Senior Webmaster, be awarded a double step increase (from B to D) in June of this year. Marc's exemplary work ethic, exceptional productivity, superior organizational skills, and unwavering can-do attitude make him an outstanding candidate for this well-deserved recognition.

Since joining the Information Technology Services Department (ITS) in June of last year, Marc has seamlessly transitioned into his role, demonstrating remarkable proficiency and unwavering dedication. His organizational and presentation skills are exceptional, and he consistently approaches tasks with thoroughness and precision, ensuring that all assignments and requests, regardless of size, are completed on time and to the highest standards.

Marc's ability to follow directions accurately and his tireless work ethic have significantly contributed to his success as Senior Webmaster. His accomplishments in just his first year are truly impressive. Notably, he spearheaded the creation of the CV360 SharePoint Intranet—a monumental task accomplished within his first six months. This project involved designing and developing a modern SharePoint Intranet for employees, replacing the outdated system with one that features updated and more informative content, superior structure, enhanced functionality, and a user-friendly interface. Marc collaborated with cross-functional teams, including the Office of the City Manager, Human Resources, City Clerk, and Finance, to migrate and create new content on the SharePoint server, ensuring a seamless transition.

Marc's graphic design skills are exceptional, and his ability to lead and manage multiple projects simultaneously is commendable. Some of his key accomplishments over the past year include:

- 1. CV360 SharePoint Intranet:** Marc led the design and development of the new CV360, a modern SharePoint Intranet that is now accessible from outside the City's

network and on a variety of mobile devices. The benefits of this project are already evident, significantly improving internal communication and information sharing.

**2. Smart Tech Tips Newsletter:** Marc is solely responsible for the City's first weekly Information Technology Services newsletter, "Smart Tech Tips." This newsletter features the latest technology trends, expert tips, and best practices to support the most effective use of technology equipment, software, and programs.

**3. Public Website Optimization:** Marc is leading efforts to enhance the City's public website by making key pages more mobile-friendly and user-friendly. His ongoing work improves accessibility and enhances the site's look and usability, with a focus on important sections such as Measure P, Smart Cities, Communications, Finance, and Boards and Commissions.

**4. City Website Maintenance:** Marc is charged with the development, testing, implementation, maintenance, and support of interactive web-based applications and City websites. His contributions include designing website elements, updating and maintaining the sites, working with vendors and consultants, and providing creative input to promote the City's online presence.

**5. Website Data Analytics:** Marc utilizes advanced analytics tools to conduct comprehensive analysis of the City's website's key performance metrics, including user behavior, page views, and CMS usage. This analysis helps improve the website's performance and user experience.

Marc's tireless dedication, exceptional skills, and positive attitude have made him an invaluable asset to the City of Chula Vista. His work not only enhances the City's online presence but also ensures that our digital resources are accessible, efficient, and user-friendly for both citizens and visitors.

In light of his outstanding contributions and unwavering commitment, I strongly recommend that Marc Amio be awarded the double step increase he truly deserves.

Sincerely,

**Jose Cisneros**

Digitally signed by Jose Cisneros  
Date: 2024.06.10 07:58:08 -07'00'

Jose Cisneros

Director, Information Technology Services