PROPOSAL:      Approve Position Reclassification

SYNOPSIS:      Article 45 of the Technical & Enforcement and Office, Clerical and Maintenance MOU provides for employee-initiated classification studies.  Following receipt of a written request for a classification study from the Teamsters Local 911 representatives, Human Resources staff has evaluated the request and recommends Board approval for the reclassification of a Computer Operator position to an Assistant Telecommunication Technician position in Information Management.  This action will result in an annual cost increase of approximately $3,650.  Sufficient funding for this annual cost increase exists in the FY 2015-16 Budget.

COMMITTEE:   Administrative, February 12, 2016; Recommended for Approval

RECOMMENDED ACTION:
Approve the reclassification of a Computer Operator position to an Assistant Telecommunication Technician position in Information Management.



Barry R. Wallerstein, D.Env.
Executive Officer

WJJ

**Background**
Following the process provided for in Article 45 of the Teamsters MOU, an employee in the Technical & Enforcement bargaining unit in the Computer Operator classification in Information Management submitted a request for a reclassification study, citing that he had been performing the higher-level duties of the Telecommunications Technician I classification for some time.  Human Resources staff researched having a contracted classification study conducted for the Computer Operator classification, but the cost to perform the classification study was between $5,750 and $8,265.  In the alternate, a Human Resources Manager with extensive professional experience in classification and compensation studies conducted the review.  After meeting with several supervisors, a manager and an Assistant Deputy Executive Officer in Information Management, it had

been determined that the employee requesting the reclassification had not been performing the full range of duties at the Telecommunications Technician I or II level, but more accurately in a training capacity in the Assistant Telecommunication Technician classification range of duties. This decision is supported by the Assistant Deputy Executive Officer of Administrative and Human Resources. A classification and compensation consultant under contract with SCAQMD, Koff & Associates, has begun conducting studies of several classifications within Information Management to ensure that the critical functions for these positions are correctly identified.

**Proposal**
Human Resources staff recommends, following its analysis of the reclassification request submitted by the Teamsters Local 911, that the Board approve the reclassification of the incumbent employee in a Computer Operator position (#0994) in Information Management to an Assistant Telecommunication Technician classification.

**Resource Impacts**
The annual fifth-step salary cost for the Computer Operator position is $56,937, and for the Assistant Telecommunication Technician position $60,587, for an annual increase of $3,650 for the reclassification. The position will remain in the Teamsters Technical & Enforcement bargaining unit. Sufficient funding for this annual cost increase exist in the FY 2015-16 Budget.

**Attachments**
Attachment A – Position Classification for Computer Operator
Attachment B – Position Classification for Assistant Telecommunication Technician

**South Coast Air Quality Management District**
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AQMD

**TITLE:  COMPUTER OPERATOR**                                      Approved: 11-03-89

**DEFINITION:**  Under general supervision, operates general purpose computers and related peripheral equipment; and controls systems performance by means of console and on-line terminals; and does other work as required.

**CLASSIFICATION STANDARDS:**  This class reports to the Computer Operations Supervisor and is characterized by the responsibility to operate general purpose computers and associated peripheral equipment.  The class is further characterized by the responsibility to monitor and control the execution of business, scientific and engineering programs and to operate computer equipment according to operating instructions.

**EXAMPLES OF DUTIES:**
Operates general purpose computers and their peripheral equipment including tape drives, printers, or other input and output media.

Selects and loads input and output units with materials such as tapes, diskettes, disk packs, and printout forms for operating runs.

Monitors and controls electronic computer systems processing business and/or scientific data using batch, real time, or process control methods to ensure that production schedules are maintained.

Observes system operations and determines whether programs appear to be operating correctly; analyzes potential problems and takes corrective action where called for or seeks assistance from programmers and/or the Computer Operations Supervisor where causes of problems are not apparent.

Maintains records required to supplement console logs, including problem documentation and actions taken, computer utilization logs, file identification, and similar data.

**MINIMUM REQUIREMENTS:**

EITHER I-

**EXPERIENCE:**  Two years in the class of Information Systems Technician.

0R II-

Six months of EXPERIENCE in the operation of multiuser computers.

**EDUCATION:**  Completion of 15 semester or 22.5 quarter units from an accredited college or university in data processing, computer operations, or a related field.

**KNOWLEDGE OF:**  Computer operating standards and procedures and basic data processing equipment and concepts.

**ABILITY TO:**  Operate general purpose computers and related peripheral equipment; monitor and control business, scientific, and engineering data through use of an electronic computer system; load tapes, disk drives, and printers; and identify system malfunctions and initiate corrective action to ensure records and files are properly maintained.

South Coast Air Quality
Management District
AQMD
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**TITLE:  ASSISTANT TELECOMMUNICATIONS TECHNICIAN**                Approved: 10-08-99

**DEFINITION:**  Under supervision and in a training capacity, assists in the installation, repair, and maintenance of computer hardware and data communications systems and equipment; assists in the installation of telephones and diagnosis of equipment malfunctions; assists in the operation of telecommunications consoles and monitoring of network performance; assists and participates in the installation, modification, and maintenance of radio communications systems and equipment; assists users with computer hardware and network operations and applications; prepares records and reports on service and inventory of telecommunications equipment and parts; and does other work as required.

**CLASSIFICATION STANDARDS:**  Assistant Telecommunications Technician is an entry-level class into the field of telecommunications equipment installation, repair, and maintenance. Incumbents learn to provide telephone, computer hardware and software, and data communications equipment support to District users, and to participate in the installation and repair of radio communications systems and equipment.  Assignments become increasingly complex, and incumbents are expected to advance to the Telecommunications Technician I class when required experience and level of proficiency are attained.

**EXAMPLES OF DUTIES:**
Learns to assist in:  repair, installation, and maintenance of computer hardware and data communication systems; installation of telephone equipment and connect cabling; repair of wiring; analysis, diagnosis, and correction of hardware problems.

Learns to provide preventative maintenance on terminals, personal computers, and printers; prepare and maintain records and reports of maintenance and computer use activities.

Learns to assist in preparation and maintenance of system documentation required for telecommunications networks, including updates of building/floor blueprints, network database, procedures manual, and Private Area Branch Exchange configuration.

Learns to assist and participate in the installation, modification, and maintenance of radio communications systems; participate in the determination of user needs.

Learns to order and assist in the installation of computer boards, parts, and supplies for telephones, radio systems, computers, and auxiliary equipment, according to design specifications and program requirements.

Learns to provide information and assistance to District Users regarding telephone, computer hardware, and data network use and functions; participate in the development of alternative computer and equipment applications and functions to achieve user product requirements.

Learns to maintain and monitor equipment and parts inventory; track equipment and hardware inventory throughout the District; may recommend equipment and supplies for purchase and budget preparation.

Learns to assist in operation of telecommunications network management consoles and monitor network performance; diagnosis of network malfunctions and implementation of corrective action; assessment of network performance and allocation of resources, as required.

Learns to provide assistance to other Information Management personnel and attend meetings on equipment problems, projects, and technical developments, as necessary.

ASSISTANT TELECOMMUNICATIONS TECHNICIAN

**MINIMUM REQUIREMENTS:**
**EXPERIENCE:**  One year of computer and telecommunications equipment operation, installation, and repair experience.  Familiarity with computer and telecommunications equipment parts and desktop configurations and software.
**SUBSTITUTION:**  Completion of 30 semester (45 quarter) units from an accredited college or university in electronics, computer repair, or a related field may substitute for up to one year of the required experience.

**KNOWLEDGE OF:**  Computer and telecommunications hardware and systems installation principles and practices; principles and methods of configuration and installation of component boards and other electronic components; principles and methods of data communications equipment and network operating system software; methods of report writing, record keeping, and modern office methods and procedures.

**ABILITY TO:**  Learn to diagnose and repair computer, network, and telephone malfunctions; listen to users' requirements and recommend solutions and alternatives; perform preventive maintenance; train others in basic hardware maintenance; interpret and explain hardware and equipment manuals; learn and participate in component-level troubleshooting and repair work; establish and maintain effective working relationships with those contacted in the course of work; communicate clearly and concisely, both orally and in writing; and prepare a variety of routine records and reports.