

BOARD MEETING DATE: September 1, 2017

AGENDA NO. 9

PROPOSAL: Approve Position Reclassifications in Information Management and Compliance & Enforcement

SYNOPSIS: The Technical & Enforcement and Office, Clerical and Maintenance MOU provides for employee-initiated classification studies, as well as determinations by management to reclassify employees. An outside consultant, Koff & Associates, has completed evaluations of requests for classification studies, for positions in Information Management and Compliance & Enforcement. Based on the analysis of the studies, and in consultation with union representatives for the bargaining units, staff recommends Board approval for the following reclassifications: positions in the Computer Operator and Telecommunications series in Information Management, and one Office Assistant in Compliance & Enforcement. This action will result in an annual cost increase of approximately \$155,292. Sufficient funding for this annual cost increase exists in the FY 2017-18 Budget. This action is also to amend the Salary Resolution for a Director of Communications position, which was previously approved by the Board.

COMMITTEE: Administrative, July 14, 2017; Recommended for Approval

RECOMMENDED ACTIONS:

- 1) Approve 5 new class specifications to be assigned in the Information Management unit, delete 8 existing class specifications in the Computer Operator and Telecommunications class series, and allocate existing positions to the new class series, as set forth in Table A;
- 2) Reclassify one Office Assistant position in Compliance & Enforcement to a Staff Assistant position;
- 3) Amend Sections 53 and 54 of the Salary Resolution to establish the salaries for the new class specifications and to delete existing class specifications, as set forth in Exhibit B; and
- 4) Amend the Salary Resolution for a Director of Communications position, which was previously approved by the Board.

Wayne Nastri
Executive Officer

Background

In March 2016, the Board approved the reclassification of a Computer Operator position in the Information Management division to an Assistant Telecommunication Technician position. These job descriptions were established in 1989 and 1999, respectively. Similarly, other job functions in these highly technical class specifications were written before the interim advances in computing, networking, and communications. Therefore, a reclassification study of all the positions in the Computer Operator class series and Telecommunications Technician class series was initiated last year, conducted by an outside consultant, Koff & Associates. The purpose of the study was to evaluate the current technology and methods used by Information Management staff, and to revise the job descriptions to meet existing and future needs in those positions. In addition, the study included a survey of similar positions and functions in other jurisdictions to ensure that SCAQMD can continue to recruit and retain the highest quality employees for Information Management. The reclassification study has been completed. The proposed reclassifications, and the impacts on incumbent employees, have been discussed, and agreed upon, with representatives of the bargaining unit.

The reclassification study of the Office Assistant in Compliance & Enforcement followed the process in Article 45 of the Teamsters MOU, providing an employee the opportunity to request reclassification if the employee believes that they are performing duties outside of their current class specification. Koff & Associates conducted a study of the employee's duties, through questionnaires, interviews, and consultation with supervisors and managers. The reclassification study found that the job duties, as determined by the function of the organizational unit, of this specific Office Assistant were more consistent with the class specification for Staff Assistant. The proposed reclassification has been discussed, and agreed upon, with representatives of the bargaining unit.

In the 2017-18 budget, the Board added a new Director of Communications position, to be assigned in the Legislative, Public Affairs & Media Office. An amendment to the Salary Resolution is necessary to identify the salary for the new position.

Proposal

Based on the reclassification study by Koff & Associates, and in consultation with union representatives, staff recommends the approval of the Information Technology Specialist class series. These new class specifications will merge and update the existing Computer Operator and Telecommunications Technician class series. SCAQMD's current information and communications infrastructure, and the work of the Information Management unit, have expanded beyond the use of "general purpose computers" and radio and telephone communications systems. The new Information Technology Specialist class specifications also take into account the need for knowledge and experience dealing with data servers, networking systems, software applications, and multiple media for communications. The merging of class series also allows for more cross-training and flexible assignments for staff. In terms of the salaries for the new class specifications, they were matched with existing Information Management salary

schedules, based on the level of technical expertise required. The Information Technology Specialist class specifications and salary will be a benefit in the recruitment and retention of these positions. New class specifications for the Information Technology Specialist class series are being proposed, as provided in Exhibit A. Proposed amendments to the Salary Resolution complement this action by establishing the salaries and bargaining unit for the new positions, and deleting existing class specifications. (Existing class specifications are available on the SCAQMD website.) Positions in the existing class specifications will be re-allocated to the new class specifications, in accordance with the Koff & Associates study, as set forth in Table A.

An Office Assistant position in the Compliance & Enforcement unit has significant duties relating to the administration of the Portable Equipment Registration Program (PERP), providing assistance to Compliance staff. The reclassification study found that these duties were distinguished from the clerical class series, due to the necessity to evaluate information and apply/modify work processes. It was also determined that there was no lead worker or supervisory functions involved. Therefore, a reclassification of an Office Assistant position to a Staff Assistant position is being proposed.

In the 2017-18 budget, a Director of Communications position with a base salary of \$153,218 was added. The Salary Resolution is also proposed to be amended to reflect this previously approved change to the Designated Deputy classifications.

Resource Impacts

Table A provides the proposed salaries for the new class specifications, in comparison to existing class specifications. The net increase for the reclassification in the Information Management unit is \$142,884, which includes the full costs for 13 budgeted positions. The reclassification of the Office Assistant position (Position No. 0449) to the Staff Assistant position in Compliance & Enforcement will add \$12,408. Sufficient funding exists in the FY 2017-18 Budget, due to vacancy rate savings, and ongoing costs will be included in future year budgets. The Director of Communications position was approved as part of the FY 2017-18 budget.

Attachments

Table A – Information Management Reclassification and Salary Recommendations

Exhibit A – Proposed New Class Specifications

Exhibit B – Proposed Amendments to the Salary Resolution

Table A

INFORMATION MANAGEMENT

RECLASSIFICATION AND SALARY RECOMMENDATIONS

Current Title ¹ [Position numbers]	Current Salary Range	Current Salary Code	Current Unit	Proposed Title ² [Position numbers]	Proposed Salary Range	Proposed Salary Code	Proposed Unit
Telecommunications Supervisor [0264, 1343]	\$7,464.45 - \$9,075.56	14	Conf.	Information Technology Supervisor [0264, 1343]	\$7,464.45 - \$9,075.56	14	T&E
Computer Operations Supervisor [0262]	\$4,366.43 - \$5,411.11	39L	T&E	Information Technology Supervisor [0262]	\$7,464.45 - \$9,075.56	14	T&E
Telecommunications Analyst [unbudgeted]	\$6,661.39 - \$8,250.06	13	Conf.	DELETE	-	-	-
Telecommunications Technician II [0175, 0258, 0260, 0275]	\$5,401.23 - \$6,690.41	47H	T&E	Senior Information Technology Specialist [0175, 0258, 0260, 0275]	\$6,273.04 - \$7,772.14	53B ³	T&E
Telecommunications Technician I [0644]	\$5,060.41 - \$6,268.10	45D	T&E	Information Technology Specialist II [0644]	\$5,060.41 - \$6,268.10	45D	T&E
Audio-Visual Specialist [1142]	\$4,850.49 - \$6,008.78	43J	T&E	Information Technology Specialist II [1142]	\$5,060.41 - \$6,268.10	45D	T&E
Assistant Telecommunications Technician [0994]	\$4,136.74 - \$5,124.62	37L	T&E	Information Technology Specialist I [0263, 0994] ⁴	\$4,136.75 - \$5,124.63	37L	T&E
Computer Operator [0261, 0263, 0265]	\$3,887.31 - \$4,815.91	35H	T&E	Assistant Information Technology Specialist [0261, 0265]	\$3,887.31 - \$4,815.91	35H	T&E

Conf. – Confidential unit; T&E – Technical & Enforcement bargaining unit

Notes:

- (1) Proposed titles to be deleted from SCAQMD's classification plan, with existing positions
- (2) Proposed titles to be added to SCAQMD's classification plan, with re-allocated positions
- (3) Aligns with Programmer Analyst salary code
- (4) Position No. 0263 is a Computer Operator being reclassified to the Specialist I position, per the study

EXHIBIT A

PROPOSED NEW CLASS SPECIFICATIONS

1. Information Technology Supervisor
2. Senior Information Technology Specialist
3. Information Technology Specialist I/II
4. Assistant Information Technology Specialist



SEPTEMBER 2017
FLSA: NON-EXEMPT

INFORMATION TECHNOLOGY SUPERVISOR

DEFINITION

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for the analysis, evaluation, enhancement, development, design, programming, testing, implementation, documentation, and maintenance of a variety of information technology systems and programs for the District; ensures work quality and adherence to established policies and procedures; performs the most technical and complex tasks relative to assigned area of responsibility; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct and general supervision over assigned professional and technical information technology staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Information Technology division that exercises independent judgment on diverse and specialized information technology functions and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent organizes and oversees day-to-day information technology administration activities, projects, and programs for a major section within the division and is responsible for providing professional-level support to the Systems and Programming Supervisor and Technology Implementation Manager in a variety of areas. This class is distinguished from the Systems and Programming Supervisor in that the latter has full management and supervisory authority in planning, organizing, and directing the full scope of information technology operations within the division.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff responsible for the analysis, evaluation, enhancement, development, design, programming, testing, implementation, documentation, and maintenance of the data and voice communications systems for the District.
- Establishes schedules and methods for providing information systems services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Supervises the programming of committee meeting webcasting and webconferencing.
- Recommends and assists in the implementation of goals and objectives; implements approved policies and procedures.
- Participates in the selection of information technology staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

- Participates in the preparation and administration of the information technology program budget; submits budget recommendations; monitors expenditures.
- Participates in developing and administering security strategy, policies, and procedures for network availability, security, and related services; ensures compliance with District standards.
- Oversees and participates in performing comprehensive systems analysis to design and develop new systems and enhancements to current systems; consults, confers, and coordinates activities with users, staff from various departments, outside agencies, and vendors to resolve program, system, operational, and procedural problems; analyzes problems and recommends corrective action.
- Prepares analytical and statistical reports on operations and activities.
- Project management.
- Prepares feasibility studies.
- Prepares system improvement recommendations with the associated plan and implementation.
- Prepares RFP and RFQ.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information technology.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, practices, and methods of administering and coordinating a comprehensive information systems and telecommunications program.
- Principles and practices of budget development, administration, and accountability.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.
- Information technology systems and database management, including hardware equipment, software applications, security systems, computer networks, telecommunications, and other electronic office automation systems.
- Principles and practices of information technology and telecommunications systems analysis and design.
- Network and server infrastructure, storage, and security design, analysis, installation, and management methods and techniques.
- Fundamental understanding of network, security and internet concepts (firewalls, traffic filtering, load balances, web browsers, TCP/IP, SSL, and HTTP).
- Fundamental understanding of cloud base computing and server, storage, and network virtualizations.
- SAN products and technologies.
- Audio and Visual products and technologies for local and remote conference centers.
- Wired and Wireless LAN and WAN technologies with multi-media contents.
- Microsoft Windows Client and Servers software technologies.
- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Variety of HP storage systems, Windows Operating Systems; Linux Operating Systems; Cisco Communications systems; Cisco routers/switches set-up and configuration for VoIP connectivity.
- Web and video conferencing coordination, configuration, set-up, operation, and support.
- Industry standards for the backup and recovery of network and server infrastructure and data.
- Recent and on-going developments, current literature, and sources of information related to information systems, cloud based computing, and telecommunications programs.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Research techniques, methods, and procedures and technical report writing practices and procedures.
- Modern office practices and methods.
- Principles and procedures of record keeping and reporting.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Analyze department procedures and data to develop logical solutions to complex systems problems.
- Recommend, evaluate, design, develop, test and install complex operating systems, applications and supporting hardware and software.
- Provide advanced-level technical support for the implementation and maintenance of Information Technologies and telecommunications systems.
- Provide account management, billing support and administration related to mobility carriers and devices.
- Coordinate, direct, and implement a comprehensive information systems program suited to meet the needs of the District.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical telecommunications equipment including mobile devices, e-mail, VPN, and WiFi configurations.
- Perform specialized and technical support functions in the design, analysis, engineering, implementation, and management of telecommunications systems, storage, and security.
- Perform analyses of network and server requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient network and server system utilization.
- Participate in design sessions and process improvement sessions to identify business and user needs and discuss network and server capabilities and modifications needed for improvement.
- Interpret, apply, and explain applicable Federal, State, and local policies, procedures, laws and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Stay abreast of new trends and innovations in the field of information technologies, telecommunications and audio-visual systems.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of the following education and experience may demonstrate the required knowledge, skills, and abilities for the position:

A Bachelor's degree from an accredited college or university with major coursework in information systems, computer science, or a related field; or five (5) years of increasingly responsible information technology experience including two years of lead or project management responsibility.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle and visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform repetitive movements of hands or wrists, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



SEPTEMBER 2017
FLSA: NON-EXEMPT

SENIOR INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under general supervision and depending on assignment, performs a variety of highly skilled technical duties involved in the configuration, installation and maintenance of the District's Network, Clients, Servers, Software, Telecommunications Systems, AV system and IT Infrastructure; identifies end user requirements; evaluates and tests new and existing system and infrastructure capabilities, and recommends upgrades and enhancement; performs systems administration and monitoring, troubleshoots and analyzes problems, and ensures data integrity; provides technical document and procedure manual; works with multiple discipline technology groups; acts in a lead capacity; trains and assists end users and technical staff in using new and existing applications and systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Provides lead work direction to Information Technology Specialist I/II and Assistant Information Technology Specialist as assigned.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the Information Technology Specialist classification series. Employees at this level require demonstrated ability to perform advanced work and are highly responsible for supporting various Information Technology functions within the department. Employees at this level are distinguished from the Information Technology Specialist I and II classes by their ability to lead teams, manage projects, and find technology solutions. Employees have both the technical skills and leadership qualities to mentor and lead group projects. This classification is distinguished from the Information Technology Supervisor in that the latter serves as the full supervisory level in this series.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Performs full range of repair and maintenance of departmental and District-wide enterprise software application(s); documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
- Installs, configures, tests, maintains, troubleshoots, and monitors physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices ensuring effective performance and proper integration of components and systems with existing architecture; assists in infrastructure changes and upgrades to limit interrupted services.
- Administers automated deployment of software and updates over the network.
- Monitors and maintains security control of District network and server infrastructure; configures and monitors security features and firewall rules; verifies and ensures proper user accessibility; identifies and addresses vulnerabilities; researches, recommends, and applies security updates as needed.
- Plans, manages, and maintains all components of the local area and wide area networks.
- Plans, designs and tests the implementation of network infrastructure including hardware and software recommendations.
- Oversees technical support and help functions that relate to networks, redundancy and connectivity.

- Researches, determines, defines, proposes, and itemizes costs for changes and upgrades to network infrastructure, operating systems, and applications to ensure continuous operations, desired performance, and services.
- Performs system and software backup and recovery and systems monitoring.
- Manages and monitors usage of the Information Technology resources including the network, servers, clients and software.
- Researches hardware and software products to meet technical networking and/or security needs.
- Ensures database security by preparing access and control policies and procedures and reviewing permissions on a regular basis.
- Provides assistance to information system for network security by monitoring, installing software updates and staying abreast of security technology trends and innovations.
- Web and video conferencing coordination, configuration, set-up, operation, and support.
- Installs, configures, tests, maintains, troubleshoots, and monitors District-wide telecommunications systems including voice and data communications infrastructure and equipment; sets up and maintains user accounts, access groups, extensions, and voicemail boxes; troubleshoots system-wide outages.
- Prepares and maintains system documentation required for telecommunications networks, including the updating of building/floor blueprints, network data base, procedures manual, and Private Area Branch Exchange configuration.
- Operates telecommunications network management consoles and monitors network performance; diagnoses network malfunctions and takes corrective action; assesses network performance and allocates resources, as needed.
- Assists in evaluating telecommunications system design and capabilities, and recommends cost-effective designs and equipment alternatives to enhance the communications network.
- Implements telecommunications modifications and the relocation of equipment; lays out hardware configurations; determines wiring specifications for cables; maintains telephone data lease lines and interfaces to ensure uninterrupted data communications service; uses testing equipment to identify and correct system malfunctions.
- Prepares reports on telecommunications system performance, breakdowns, relocations, usage, and problems; maintains inventory of data communication hardware and equipment; assists users with telephone, computer hardware, data network capabilities and system specifications; assists in training users on hardware and communication system functions.
- Operates telecommunications network management consoles and monitors network performance; diagnoses network malfunctions and takes corrective action; assesses network performance and allocates resources, as required.
- Assists in conducting special studies and projects involving communications systems; conducts system tests and verification of system controls; evaluates telecommunications equipment; confers with vendors regarding equipment applications; recommends the purchase of new or replacement communications equipment and devices.
- Performs on-line video and voice recordings of the District's monthly Board meetings, contracted City meetings, and other meetings as needed.
- Operates the audio mixer, video cameras, audio recorders, video recorders, teleconferencing system, and duplicating rack, as required, to provide special effects, sound, and pictures of high technical quality. Provides feeds to various monitors throughout the District, local cable network, and various broadcasting stations.
- Coordinates the activities of District staff assigned to operate related audio-visual equipment, controlling equipment through the video-switcher, to correct problems in picture and sound.
- Trains District staff in the use of video production equipment.
- Sets up, adjusts, and diagnoses problems in broadcast-quality video production equipment, and makes minor emergency repairs by using test instruments, diagnostic routines, and electronic tools to prepare equipment for immediate use.

- Sets up and operates audio-visual equipment such as laptops, projectors, and web conferencing software. Operates the video-switcher to coordinate the equipment according to instructions.
- May coordinate and assist with outside audio and video vendors to provide audio and/or video systems to meet deadlines.
- Conducts special studies and projects involving administration, and organizational management analysis related to telecommunications systems; prepares and presents recommendations and reports on system use, user requests, and system designs and procedures.
- Conducts system analyses and prepares flow charts related to the data and voice communications systems Districtwide; prepares documents describing the Local and Wide Area Network, as well as the functions within a particular division.
- Provides information to users requesting technical data concerning the use of telecommunications systems; assists users with telecommunications system and recommends solutions to system problems, as necessary.
- Assists and consults on the installation of District telecommunications equipment; facilitates the maintenance of quality service to District users during installation.
- Evaluates, selects and implements the installation and testing of new computer hardware, software and telecommunications equipment and recommends the purchase of data and voice telecommunications equipment; confers with vendors regarding equipment and current systems.
- Analyzes current systems and develops short- and long-range goals for system development and implementation. Designs, plans, tests and implements new telecommunications systems, multi-user systems, desktop environments, networks and upgrades to meet District and user requirements and needs.
- Administers network, file servers, web servers, multi-user systems, PBX, voicemail, e-mail, and relational database management systems.
- Participates in network planning, implementation, and special projects.
- Maintains information on scheduled systems maintenance, including upgrades and outages; informs customers as needed.
- Responds to and resolves users' inquiries and complaints and escalates problems or issues to vendor representatives as needed.
- Provides lead direction, scheduling, training and work review to staff at the I/II level; organizes and assigns work, sets priorities and follows up as required to ensure the completion of production work schedules.
- May assign and monitor staff assignments and special projects; schedules and monitors overtime and standby assignments.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the department to which assigned.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs and advises on best practices.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Researches, configures and tests new and current Information Technologies Systems.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Considerable knowledge of the principles and practices of installing, configuring, maintaining, troubleshooting, and monitoring application, network, server, and telecommunications systems and infrastructure.

- Considerable knowledge of the principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, and other related technologies and equipment.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Linux and Windows server administration and support, including applying patches, installations, and upgrades.
- Database administration including MS SQL, Oracle and Ingres.
- Cisco technologies including voice and data.
- Cisco IOS command lines.
- Cisco ASA Firewall
- Operational characteristics of local, wireless, and wide area network systems.
- Operational characteristics of a variety of communication equipment and devices.
- Computer logic and mathematics.
- Computer scripting languages.
- Principle languages used in information systems programs.
- SAN products and technologies.
- Audio and Visual products and technologies for local and remote conference centers.
- Wired and Wireless LAN and WAN technologies.
- Principles of electricity, electronics and computer hardware/software design as they relate to installation and maintenance of voice communications systems, facilities and equipment.
- Components and equipment used in telecommunication systems.
- Methods of telecommunication system design and implementation.
- Test equipment, tools and materials used in installation, troubleshooting, maintenance and repair of voice communication systems.
- Common sources of trouble in and methods of servicing and repair of communications equipment and related network hardware and software.
- Current voice communication technologies and related scripting and programming practices and procedures.
- Current and recent Microsoft Windows Operating Systems, Exchange, IIS, Linux Operating Systems, SQL Servers, Active Directory and other servers.
- Hyper-V Virtualization configuration and maintenance.
- Client/Server Antivirus installation and maintenance.
- Backup and disaster recovery software.
- Fundamental understanding of network and internet concepts (e.g., Cisco firewalls, load balancers, Web browsers, TCP/IP, SSL, HTTP, etc.).
- Virtual Private Network set-up and maintenance.
- Windows Powershell; Visual Basic and Batch file scripting; Unix Shell scripting.
- Window Client and Server Software technologies including storage space and scale out file server, Fail-over Clustering and MPIO.
- Microsoft Azure.
- HP SAN technology including Fiber channel, InfiniBand, SAS/SATA and ISCSIGround Policy creation and troubleshooting.
- Desktop and Server installation, maintenance, and troubleshooting.
- Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Contact Center, K&EExpress, Cisco IM Presence, Cisco Unified Intelligence Center, Cisco Telepresence Management Suite and Cisco Prime Collaboration; Cisco Routers/Switch setup and configuration for VoIPconnectivity.
- Voicemail setup, configuration and troubleshooting.
- CTI route point setup, Call handler's setup, configuration, testing and troubleshooting.
- Contact Center setup, configuration and testing. Agent, resource and Skill setup.
- Installation, termination and testing of network cabling (Cat5, Cat6 and Fiber).
- Web and Video conferencing coordination, configuration, set-up and support.

- Camera and video switcher control.
- Provide live webcast streaming, monitoring, and support.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities.
- Recent and on-going developments, current literature, and sources of information related to assigned programs.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform and/or coordinate a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Understand, interpret, and explain hardware and software application solutions to users; research technical materials to provide solutions to problems.
- Coordinate and prioritize problem calls and work station support.
- Install, diagnose, and repair telecommunication systems and equipment.
- Program IP based telephone system software.
- Train users on use of equipment.
- Run custom queries against various data sources to generate reports.
- Design and update network diagrams with Visio.
- Design and implement network infrastructure throughout the District
- Provide account, billing support and administration related to mobile carriers and devices.
- Recommend new equipment, software, and services for purchase.
- Perform feasibility studies.
- Keep up with the current information technology.
- Perform preventative maintenance.
- Interpret and explain hardware and equipment manuals.
- Lead and participate in component-level troubleshooting and repair work.
- Identify issues and opportunities, analyze complex problems and alternatives and develop sound conclusions and recommendations.
- Participate in design sessions or process improvement sessions and provide sound recommendations and technical input.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise technical documentation, user procedures, reports of work performed, and other written materials.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.

- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Perform, configure and test new system.
- Participate in technical and administration meeting discussions.
- Plan, assign, direct and review the work of others.
- Staying abreast with new trends and innovations in the field of information technologies, telecommunications and audio-visual systems.
- Train others in work procedures.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to graduation from high school, and an Associate degree or completion of a certificate program that is equivalent to the major coursework for an Associate degree in information systems, computer science, electronics, electronic engineering technology or a related field; and five (5) years of increasingly responsible experience in network and server infrastructure management, and systems administration, installation, troubleshooting, maintenance and repair of voice communications systems and equipment similar to that of an Information Technology Specialist II with the District. Experience working with Intel-based servers (Linux and Windows Server OS) and network peripherals supporting a datacenter is preferred. In addition, possession of a Bachelor's or Master's degree in a related field listed above may be a substitute for a maximum of one year of the required experience listed above.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform repetitive movements of hands or wrists, as well as push and pull drawers open and closed to retrieve and file information; climb stairs and ladders; and work in confined spaces using applicable safety requirements. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office and field environment with moderate to loud noise levels, various temperature conditions, on ladders/scaffolding or in high, precarious places, and near moving mechanical parts. The employee periodically works in confined spaces and is exposed to dirt, dust, solvents, toxic agents, and loud or prolonged noise. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.



SEPTEMBER 2017
FLSA: NON-EXEMPT

INFORMATION TECHNOLOGY SPECIALIST I/II

DEFINITION

Under supervision (Information Technology Specialist I), and general supervision (Information Technology Specialist II), and depending on assignment, performs a variety of technical duties in support of the District's technology system including desktop, telecommunications, software, audio visual, and network program services; serves as a first level responder by receiving and responding to computer related problems; troubleshoots hardware and software problems associated with the District's computers, telecommunication and related equipment; installs hardware equipment and software applications; makes recommendations regarding hardware and software acquisitions; trains and assists end users in using new applications and systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Information Technology Specialist I: this is the entry-level class in the Information Technology Specialist series. Employees in this class perform the more routine tasks and duties assigned to positions within the series including setting up and configuring desktop computers and performing routine maintenance on the network system. Employees in this class diagnose and resolve Help Desk problem calls and work station support duties. Employees at this level are not expected to function with the same amount of program knowledge or skill level as employees allocated to the Information Technology Specialist II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Employees in this class typically report to an Information Technology Supervisor and receive lead work direction and guidance from a Senior Information Technology Specialist.

Information Technology Specialist II: this is the full journey-level class in the Information Technology Specialist series. Employees at this level perform a variety of skilled and technical work supporting various Information Technology functions within the department. Employees at this level are distinguished from the Information Technology Specialist I class by the performance of the full range of duties, as assigned. This classification is distinguished from the Senior Information Technology Specialist class in that the latter performs advanced journey level work and acts as a lead worker.

The positions in the Information Technology Specialist class series are flexibly staffed and positions at the Information Technology Specialist II level are normally filled by advancement from the Information Technology Specialist I level. Progression to the Information Technology Specialist II level requires (i)

the incumbent meeting the minimum qualifications for the classification including any required certifications; and (ii) a rating of satisfactory or better in the most recent performance appraisal.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Installs, configures, maintains, and upgrades operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, audiovisual equipment, web based applications, and related technologies; performs basic system administration functions.
- Repairs and maintains departmental and District-wide enterprise software application(s); documents end user work processes and systems requirements; conducts systems walk-throughs and technical reviews; develops or refines system specifications, including evaluating and testing vendor software packages for conformance with user requirements and priorities.
- Assists in installing, configuring, maintaining, troubleshooting, and monitoring physical and virtual network and server infrastructure including hardware, software, real-time monitoring tools, peripherals, and devices ensuring effective performance and proper integration of components and systems with existing architecture; assists in infrastructure changes and upgrades to limit interrupted services.
- Assists in monitoring and maintaining security control of District network and server infrastructure; configuring and monitoring security features and firewall rules; verifying and ensuring proper user accessibility; identifying and addressing vulnerabilities; researches, recommends, and applies security updates as needed.
- Assists programming staff and system users in resolving hardware, software, and operational problems.
- Receives and evaluates requests for service; diagnoses problems; troubleshoots and implements remedial actions, researches documentation and determines solution, and resolves problems with hardware, software, security and access controls, and systems issues; escalates issues to higher-level staff and/or vendor for resolution as appropriate.
- Performs technical help desk support including handling a high volume of customer inquiries and complaints and resolving tier one requests by remote session, telephone, or email.
- Conducts system and database back-ups as needed; follows back up procedures.
- Monitors computer systems, networks and applications for response time, problem prevention, performance and resource utilization.
- Performs network administration duties such as monitoring or adding applications, users and devices, modifying user profiles, re-setting passwords and file maintenance; monitors storage utilization; documents all network changes and revisions.
- Prepares and maintains system documentation required for telecommunication networks.
- Writes and maintains user and technical operating instructions and documentation; assists users in implementing new or modified programs and applications.
- Provides information and assistance to District users regarding telephone, computer hardware, and data network use and functions; participates in the development of alternative computer and equipment applications and functions to achieve user product requirements.
- Installs, maintains, troubleshoots, and monitors District-wide telecommunications systems including voice and data communications infrastructure and equipment; sets up and maintains user accounts, access groups, extensions, and voicemail boxes; troubleshoots system-wide outages.
- Assist in the preparation and maintenance of system documentation required for telecommunications networks, including the updating of building/floor blueprints, network

database, procedures manual, and Private Area Branch Exchange configuration.

- Operates telecommunications network management consoles and monitors network performance; diagnoses network malfunctions and takes corrective action; assesses network performance and allocates resources, as needed.
- Implements telecommunications modifications and the relocation of equipment; lays out hardware configurations; determines wiring specifications for cables; maintains telephone data lease lines and interfaces to ensure uninterrupted data communications service; uses testing equipment to identify and correct system malfunctions.
- Prepares reports on telecommunications system performance, breakdowns, relocations, usage, and problems; maintains inventory of data communication hardware and equipment; assists users with telephone, computer hardware, data network capabilities and system specifications; assists in training users on hardware and communication system functions.
- Assists and participates in the installation, modification, and maintenance of wireless communications systems; participates in the determination of user needs.
- Installs, modifies, and maintains wireless, data, and voice communications systems; performs hardware maintenance and repair; analyzes telecommunications user needs, and recommends and installs system equipment to meet user requirements.
- Performs on-line video and voice recordings of the District's monthly Board meetings, contracted City meetings, and other meetings as needed.
- Operates the audio mixer, video cameras, audio recorders, video recorders, teleconferencing system, and duplicating rack, as required, to provide special effects, sound, and pictures of high technical quality. Provides feeds to various monitors throughout the District, local cable networks, and various broadcasting stations.
- Edits and assembles segments from different audio and video tapes and recorders; locates and transfers segments into precise sequences to create master tapes.
- Installs and operates lighting and sound equipment such as microphones, speakers, flood lamps, spotlights, and reflectors, as needed.
- May train District staff in the use of video production equipment.
- Sets up and operates audio-visual equipment such as camcorders, tape recorders, film projectors, and slide projectors. Operates the video-switcher to coordinate the equipment according to instructions to perform such tasks as switching from one picture to another, superimposing multiple pictures onto one screen, and adding special effects.
- May coordinate and assist with outside audio and video vendors to provide audio and/or video system to meet deadlines.
- Researches, evaluates, and recommends purchases of computer equipment and supplies; maintains inventory; tracks and receives a variety of computer systems and telecommunications equipment, software applications supplies, training materials, and related needs adhering to established purchasing policies.
- Stays abreast of new information technology trends and innovations; reads appropriate literature and attends training as necessary.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the department to which assigned.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Understanding of system design, configuration and database application concepts.
- Linux and Windows server administration and support, including applying patches, installations, and upgrades.
- Database administration including MS SQL, Oracle and Ingres.
- Operational characteristics of local, wireless, and wide area network systems.
- Operational characteristics of a variety of communication equipment and devices.
- Computer logic and mathematics.
- Computer scripting language.
- Cisco IOS command lines.
- HP SAN products and technologies.
- Microsoft Client Server technologies.
- Video conferencing technologies.
- LAN-WAN technologies.
- Methods of telecommunication system design and implementation.
- Current voice communication technologies and related scripting and programming practices and procedures.
- Current and recent Microsoft Windows Operating Systems, SQL Servers, other servers and Active Directory.
- Hyper-V Virtualization configuration, maintenance.
- Client/Server Antivirus installation and maintenance.
- Backup and disaster recovery software.
- Fundamental understanding of network and internet concepts (e.g., firewalls, load balancers, Web browsers, TCP/IP, SSL, HTTP, etc).
- Virtual Private Network set-up and maintenance.
- Windows Fail-over Clustering and MPIO.
- Windows PowerShell; Visual Basic and Batch file scripting, Unix shell scripting.
- Group Policy creation and troubleshooting.
- Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Contact Center, K&E Express, Cisco IM Presence, Cisco Unified Intelligence Center, Cisco Telepresence Management Suite and Cisco Prime Collaboration; Cisco Routers/Switch setup and configuration for VoIP connectivity.
- Voicemail setup, configuration and troubleshooting.
- Cisco technologies including voice and data.
- CTI route point setup, Call handler's setup, configuration, testing and troubleshooting.
- Contact Center setup, configuration and testing. Agent, resource and Skill setup.
- Installation, termination and testing of network cabling (Cat5, Cat6 and Fiber).
- Camera and video switcher control.
- Provide live webcast streaming, monitoring, and support.

- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities.
- Recent and on-going developments, current literature, and sources of information related to assigned programs.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Perform and/or coordinate a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Coordinate and prioritize problem calls and work station support.
- Participate in design sessions or process improvement sessions and provide sound recommendations and technical input.
- Develop and maintain technical operating instructions and documentation; train staff on software applications and hardware usage.
- Program IP based telephone system software.
- Train users on use of equipment.
- Run custom queries against various data sources to generate reports.
- Design and update network diagrams with Visio.
- Design and implement network infrastructure throughout the District.
- Provide account management, billing support and administration related to mobile carriers and devices.
- Interpret and explain hardware and equipment manuals.
- Assist in the design of new telephone system networks.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Identify issues and opportunities, analyze complex problems and alternatives and develop sound conclusions and recommendations.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- As assigned, plan, assign, direct and review the work of others.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Stays abreast of current trends, innovations and developments in the technology field.

- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Education: Equivalent to graduation from high school supplemented by completion of at least 15 semester or 22.5 quarter units from an accredited college or university and training in information systems, computer science, electronics, electronic engineering technology, computer technology, or a related field.

Experience:

Information Technology Specialist I: Two (2) years of experience providing technical support in the installation, maintenance, and repair of information systems and infrastructure similar to that of an Assistant Information Technology Specialist with the District. Experience working with Intel-based servers (Linux and Windows Server OS) and network peripherals supporting a datacenter is preferred.

Information Technology Specialist II: Three (3) years of experience in network and server infrastructure management, and systems administration, installation, troubleshooting, maintenance and repair of voice communications systems and equipment similar to that of an Information Technology Specialist I with the District. Experience working with Intel-based servers (Linux and Windows Server OS) and network peripherals supporting a datacenter is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform repetitive movements of hands or wrists, as well as push and pull drawers open and closed to retrieve and file information; climb stairs and ladders; work in confined spaces using applicable safety requirements. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office and field environment with moderate to loud noise levels, various temperature conditions, on ladders/scaffolding or in high, precarious places, and near moving mechanical parts. The employee periodically works in confined spaces and is exposed to dirt, dust, solvents, toxic agents, and loud or prolonged noise. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work rotating shifts, nights, weekends, and holidays depending on assignment.



SEPTEMBER 2017
FLSA: NON-EXEMPT

ASSISTANT INFORMATION TECHNOLOGY SPECIALIST

DEFINITION

Under close supervision, in a training capacity, and depending on assignment, learns to provide technical support on use of computers, hardware, software, network, mobile, and related technologies and equipment; learns to install, configure, and maintain software, hardware, and phone systems; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision from assigned lead, supervisory or management personnel. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This is the trainee level class in the Information Technology Specialist series, intended to provide employees with the skills and the knowledge required to perform the duties of the Information Technology Specialist I position. Employees in this class perform the more routine tasks and duties assigned to positions within the series, including setting up and configuring desktop computers and performing routine maintenance on the network system. Employees in this class learn to diagnose and resolve Help Desk problem calls and work station support duties, and perform those duties as assigned. Employees at this level are not expected to function with the same amount of program knowledge or skill level as employees allocated to the Information Technology Specialist I level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Employees in this class typically report to an Information Technology Supervisor and receive lead work direction and guidance from a Senior Information Technology Specialist and/or an Information Technology Specialist I or II.

The positions in the Information Technology Specialist class series are flexibly staffed and positions at the Information Technology Specialist I level may be filled by advancement from the Assistant Information Technology Specialist level. Progression to the Information Technology Specialist I level requires: (i) the incumbent meeting the minimum qualifications for the classification including any required certifications; and (ii) a rating of satisfactory or better in the most recent performance appraisal.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Learns how to install, configure, maintain, and upgrade operating systems and software packages across disparate platforms, servers, network and data communication systems, personal and mobile computing systems and equipment, audiovisual equipment, web based applications, and related technologies; learns how to perform basic system administration functions.
- Learns how to receive and evaluate requests for service; learns how to diagnose problems; learns how to troubleshoot and implement remedial actions, researches documentation and determines solution, and resolves problems with hardware, software, security and access controls, and systems issues; learns how to escalate issues to higher-level staff and/or vendor for resolution as appropriate.
- Learns how to perform technical help desk support including handling a high volume of customer inquiries and complaints and resolving tier one requests by remote session, telephone, or email.
- Learns how to track equipment and hardware inventory throughout the District; may recommend equipment and supplies for purchase and budget preparation.
- Learns how to conduct system and database back-ups as needed; files back up procedures.

- Learns how to monitor computer systems, networks and applications for response time, problem prevention, performance and resource utilization.
- Learns how to perform network administration duties such as monitoring or adding applications, users and devices, modifying user profiles, re-setting passwords and file maintenance; learns to monitor storage utilization; documents all network changes and revisions.
- Learns how to prepare and maintain system documentation required for telecommunication networks.
- Learns how to provide assistance to information system users for network security by monitoring, installing software updates and staying abreast of security technology trends and innovations.
- Assists in developing goals, objectives, policies, procedures, work standards, and administrative control systems for the department to which assigned.
- Maintains accurate records and files; develops storage of records and retention schedules.
- Learns how to prepare and maintain system documentation required for telecommunications networks, including the updating of building/floor blueprints, network database, procedures manual, and Private Area Branch Exchange configuration.
- Assists and participates in the installation, modification, and maintenance of wireless communication systems; participates in the determination of user needs.
- Learns how to order and install computer boards, parts, and supplies for telephones, wireless systems, computers, and auxiliary equipment, according to design specifications and program requirements.
- Learns how to operate telecommunications network management consoles and monitors network performance; diagnoses network malfunctions and takes corrective action; assesses network performance and allocates resources, as needed.
- Utilizes the knowledge and skills received in training to perform related tasks, and other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Basic principles and practices used in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Basic techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- Basic Linux and Windows server administration and support, including applying patches, installations, and upgrades.
- Basic database administration including MS SQL, Oracle and Ingres.
- Basic operational characteristics of local and wide area network systems.
- Basic operational characteristics of a variety of communication equipment and devices.
- Basic computer logic and mathematics.
- Basic LAN-WAN technologies.
- Basic Client-Server technologies.
- Basic backup and restore software technologies.
- Basic network cabling system and installation.
- Basic OS system and installation.
- Basic computer hardware and software installation.
- Basic principles and practices of electronic telecommunication system maintenance and repair.
- Basic components and equipment used in telecommunication systems.
- Basic methods of computer and telecommunication system design and implementation.
- Principle languages used in information systems programs.

- Basic record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Learn how to perform a variety of technical support functions in the installation, evaluation, configuration, operation, troubleshooting, and maintenance of computer hardware, software, servers, network and data communication, mobile, audiovisual, web based applications, and other related technologies and equipment.
- Learn how to understand, interpret, and explain hardware and software application solutions to users; learn how to research technical materials to provide solutions to problems.
- Participate in design sessions or process improvement sessions and provide sound recommendations and technical input.
- Learn how to develop and maintain technical operating instructions and documentation; learn how to train staff on software applications and hardware usage.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the department.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Learn how to interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Install basic computer hardware and software of information technologies and telecommunication systems.
- Learn how to install, diagnose, and repair computer and telecommunication systems and equipment.
- Learn how to program telephone system software.
- Learn how to train users on use of equipment.
- Assist in the design of new IP based telephone system networks.
- Learn how to perform preventative maintenance.
- Learn how to interpret and explain hardware and equipment manuals.
- Learn and participate in component-level troubleshooting and repair work.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to graduation from high school, supplemented by completion of at least 15 semester or 22.5 quarter units from an accredited college or university and training in information systems, computer science, or a related field; or six (6) months of experience providing technical support in the installation, maintenance, and repair of information systems and infrastructure, and telecommunications equipment operation, installation, and repair. Experience working with Intel-based servers (Linux and Windows Server OS) and network peripherals supporting a datacenter is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform repetitive movements of hands or wrists, as well as push and pull drawers open and closed to retrieve and file information; climb stairs and ladders; work in confined spaces using applicable safety requirements. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office and field environment with moderate to loud noise levels, various temperature conditions, on ladders/scaffolding or in high, precarious places, and near moving mechanical parts. The employee periodically works in confined spaces and is exposed to dirt, dust, solvents, toxic agents, and loud or prolonged noise. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work rotating shifts, nights, weekends, and holidays depending on assignment.

EXHIBIT B

PROPOSED AMENDMENTS TO SALARY RESOLUTION

Chapter II, Article 1

Section 53 – Table of Classes

Section 54 – Management and Confidential Classification Salaries

Chapter III, Article 7

Designated Deputy Annual Salaries

CHAPTER II

ARTICLE I

TABLE OF CLASSES

Section 51. GENERAL PROVISIONS

- a. The Table of Classes (Section 53) lists all the classes in the service of SCAQMD that are provided for by this *Resolution*.

Section 52. SCHEDULE NUMBERS

- a. The schedule numbers listed in Section 53 below for classes refers to SCAQMD's *Salary Schedule*. Salary amounts for represented classes are listed in the appendices to the *MOUs*.

Salary amounts for management and confidential classes are listed in Section 54.

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Section 53. TABLE OF CLASSES

Accountant	**
Accounting Technician	37E
Administrative Assistant	**
Administrative Secretary	**
Administrative Secretary/Legal	**
Affirmative Action Officer	**
AQ Analysis & Compliance Supervisor	62F
AQ Chemist	53D
AQ Engineer I	53D
AQ Engineer II	55E
AQ Inspector	37E
AQ Inspector I	39C
AQ Inspector II	47H
AQ Inspector III	50L
AQ Instrument Specialist I	44G
AQ Instrument Specialist II	47H
AQ Specialist	55E
Asst. AQ Chemist	46F
Asst. AQ Engineer	49E
Asst. AQ Instrument Specialist	37E
Asst. AQ Specialist	49E
Asst. Computer Operator	32C
Asst. Database Administrator	**
<u>Asst. Information Technology Specialist</u>	<u>35H</u>
Asst. Programmer	40H
Atmospheric Measurements Manager	**
Audio Visual Specialist	43J
Building Maintenance Manager	**
Building Supervisor	45K
Business Services Manager	**
Career Development Intern	**
Clean Fuels Officer	**
Clerk of the Boards	**
Community Relations Manager	**
Computer Operations Supervisor	39L
Computer Operator	35H
Controller	**
Data Technician	35F
Database Administrator	**
Deputy Clerk	34C
Deputy Clerk/Transcriber	37H
Deputy District Counsel I	**
Deputy District Counsel II	**
Designated Deputy	**
District Storekeeper	36B
Engineering Technician	45B

Executive Secretary	**
Facilities Services Specialist	37L
Facilities Services Technician	41C
Financial Analyst	**
Financial Services Manager	**
Fiscal Assistant	29J
Fleet Services Supervisor	38J
Fleet Services Worker I	28D
Fleet Services Worker II	33B
General Maintenance Helper	28J
General Maintenance Worker	43A
Graphic Arts Illustrator I	34J
Graphic Arts Illustrator II	38J
Graphic Arts Manager	**
Health Effects Officer	**
Human Resources Analyst	**
Human Resources Manager	**
Human Resources Technician	**
<u>Information Technology Supervisor</u>	<u>14</u>
<u>Information Technology Specialist I</u>	<u>37L</u>
<u>Information Technology Specialist II</u>	<u>45D</u>
Investigations Manager	**
Investigator I	
Investigator II	53D
Laboratory Technician	39E
Legal Secretary	**
Legislative Analyst	**
Legislative Assistant	**
Mail/Subscription Services Clerk	28D
Mail/Subscription Services Supervisor	36A
Meteorologist	54K
Meteorologist Technician	50D
Office Assistant	28D
Offset Press Operator	34J
Paralegal	45B
Payroll Technician	34F
Planning & Rules Manager	**
Principal AQ Chemist	62F
Principal AQ Instrument Specialist	54J
Principal Deputy District Counsel	**
Principal Office Assistant	39G
Print Shop Duplicator	29J
Print Shop Supervisor	40L
Procurement Manager	**
Program Supervisor	62F
Programmer	47B
Programmer Analyst	53B
Public Affairs Manager	**

Public Affairs Specialist	44H
Purchasing Assistant	38K
Purchasing Supervisor	48B
Quality Assurance Manager	**
Radiotelephone Operator	28H
Risk Manager	**
Secretary	33G
Secretary (Confidential)	**
Sr. Accountant	**
Sr. Administrative Secretary	**
Sr. AQ Chemist	56D
Sr. AQ Engineer	58D
Sr. AQ Engineering Manager	**
Sr. AQ Instrument Specialist	50L
Sr. Deputy Clerk	41A
Sr. Deputy District Counsel	**
Sr. Enforcement Manager	**
Sr. Fiscal Assistant	33G
Sr. Information Technology Specialist	53B
Sr. Meteorologist	58B
Sr. Office Assistant	32C
Sr. Paralegal	48B
Sr. Public Affairs Manager	**
Sr. Public Information Specialist	**
Sr. Staff Specialist	58B
Sr. Transportation Specialist	58B
Staff Assistant	34K
Staff Specialist	55E
Stenographer	23D
Stock Clerk	28D
Supervising AQ Engineer	62F
Supervising AQ Inspector	54J
Supervising Investigator	55G
Supervising Office Assistant	36A
Supervising Payroll Technician	**
Supervising Radiotelephone Operator	36A
Systems Analyst	**
Systems & Programming Manager	**
Systems & Programming Supervisor	**
Technical Information Center Librarian	46G
Technical Writer	43J
Technology Implementation Manager	**
Telecommunications Analyst	**
Telecommunications Supervisor	**
Telecommunications Technician I	45D
Telecommunications Technician II	47H
Transportation Plan Reviewer	42F
Workers' Compensation & Safety Analyst	**

Section 54. MANAGEMENT AND CONFIDENTIAL CLASSIFICATION SALARIES

Effective April 5, 2013

Effective with pay period 1310, or as soon as practicable, each management or confidential employee shall receive a one-time payment equal to one percent (1%) of their annual base salary.

Effective December 6, 2013

Effective as soon as practicable after December 6, 2013, each management and confidential employee shall receive a one-time payment equal to 0.5% of their annual base salary.

Effective with the start of the pay period encompassing January 1, 2015.

<u>Classification</u>	<u>Step 1</u>	<u>Step 5</u>
Accountant	\$62,515	\$77,359
Administrative Assistant	\$78,464	\$97,200
Administrative Secretary	\$52,957	\$65,565
Administrative Secretary/Legal	\$57,286	\$70,910
Affirmative Action Officer	\$84,157	\$102,312
Assistant Database Administrator	\$73,068	\$90,529
Atmospheric Measurements Manager	1\$12,015	\$136,214
Building Maintenance Manager	\$84,157	\$102,312
Business Services Manager	\$84,157	\$102,312
Clean Fuels Officer	\$101,848	\$123,810
Clerk of the Boards	\$84,157	\$102,312
Community Relations Manager	\$84,157	\$102,312
Controller	\$112,015	\$136,214
Database Administrator	\$95,079	\$117,738
Deputy District Counsel I	\$75,442	\$93,512
Deputy District Counsel II	\$101,848	\$123,810
Executive Secretary	\$63,939	\$79,335
Financial Analyst	\$78,464	\$97,200
Financial Services Manager	\$112,015	\$136,214
Graphic Arts Manager	\$84,157	\$102,312
Human Resources Analyst	\$78,464	\$97,200
Human Resources Manager	\$112,015	\$136,214
Human Resources Technician	\$51,272	\$63,474

Investigations Manager	\$84,157	\$102,312
Legal Secretary	\$52,957	\$65,565
Legislative Analyst	\$66,611	\$82,530
Legislative Assistant	\$57,286	\$70,910
Planning & Rules Manager	\$112,015	\$136,214
Principal Deputy District Counsel	\$120,768	\$146,859
Procurement Manager	\$112,015	\$136,214
Public Affairs Manager	\$92,610	\$112,596
Quality Assurance Manager	\$101,848	\$123,810
Risk Manager	\$92,610	\$112,596
Secretary (Confidential)	\$43,167	\$53,481
Senior Accountant	\$68,906	\$85,174
Senior Administrative Secretary	\$57,286	\$70,910
Senior AQ Engineering Manager	\$112,015	\$136,214
Senior Deputy District Counsel	\$115,375	\$140,300
Senior Enforcement Manager	\$112,015	\$136,214
Senior Public Affairs Manager	\$112,015	\$136,214
Senior Public Information Specialist	\$70,503	\$87,294
Supervising Payroll Technician	\$52,550	\$64,984
Systems Analyst	\$85,668	\$106,061
Systems & Programming Supervisor	\$95,079	\$117,738
Technology Implementation Manager	\$112,015	\$136,214
Telecommunications Analyst	\$77,591	\$96,096
Telecommunications Supervisor	\$86,946	\$105,712
Workers Comp. & Safety Analyst	\$62,515	\$77,359

Effective with the start of the pay period encompassing January 1, 2016.

<u>Classification</u>		
Accountant	\$63,453	\$78,519
Administrative Assistant	\$79,640	\$98,658
Administrative Secretary	\$53,752	\$66,548
Administrative Secretary/Legal	\$58,146	\$71,974
Affirmative Action Officer	\$85,419	\$103,847
Assistant Database Administrator	\$74,164	\$91,887
Atmospheric Measurements Manager	\$113,696	\$138,257

<u>Classification</u>		
Building Maintenance Manager	\$85,419	\$103,847
Business Services Manager	\$85,419	\$103,847
Clean Fuels Officer	\$103,376	\$125,667
Clerk of the Boards	\$85,419	\$103,847
Community Relations Manager	\$85,419	\$103,847
Controller	\$113,696	\$138,257
Database Administrator	\$96,505	\$119,504
Deputy District Counsel I	\$76,574	\$94,914
Deputy District Counsel II	\$103,376	\$125,667
Executive Secretary	\$64,898	\$80,525
Financial Analyst	\$79,640	\$98,658
Financial Services Manager	\$113,696	\$138,257
Graphic Arts Manager	\$85,419	\$103,847
Human Resources Analyst	\$79,640	\$98,658
Human Resources Manager	\$113,696	\$138,257
Human Resources Technician	\$52,041	\$64,426
Investigations Manager	\$85,419	\$103,847
Legal Secretary	\$53,752	\$66,548
Legislative Analyst	\$67,610	\$83,768
Legislative Assistant	\$58,146	\$71,974
Planning & Rules Manager	\$113,696	\$138,257
Principal Deputy District Counsel	\$122,580	\$149,061
Procurement Manager	\$113,696	\$138,257
Public Affairs Manager	\$93,999	\$114,285
Quality Assurance Manager	\$103,376	\$125,667
Risk Manager	\$93,999	\$114,285
Secretary (Confidential)	\$43,815	\$54,283
Senior Accountant	\$69,940	\$86,452
Senior Administrative Secretary	\$58,146	\$71,974
Senior AQ Engineering Manager	\$113,696	\$138,257
Senior Deputy District Counsel	\$117,106	\$142,404
Senior Enforcement Manager	\$113,696	\$138,257
Senior Public Affairs Manager	\$113,696	\$138,257
Senior Public Information Specialist	\$71,561	\$88,603
Supervising Payroll Technician	\$53,339	\$65,959
Systems Analyst	\$86,953	\$107,652

<u>Classification</u>		
Systems & Programming Supervisor	\$96,505	\$119,504
Technology Implementation Manager	\$113,696	\$138,257
Telecommunications Analyst	\$78,755	\$97,538
Telecommunications Supervisor	\$88,250	\$107,297
Workers Comp. & Safety Analyst	\$63,453	\$78,519

Effective with the start of the pay period encompassing January 1, 2017.

<u>Classification</u>		
Accountant	\$64,404	\$79,697
Administrative Assistant	\$80,835	\$100,138
Administrative Secretary	\$54,558	\$67,546
Administrative Secretary/Legal	\$59,018	\$73,054
Affirmative Action Officer	\$86,701	\$105,405
Assistant Database Administrator	\$75,276	\$93,265
Atmospheric Measurements Manager	\$115,401	\$140,331
Building Maintenance Manager	\$86,701	\$105,405
Business Services Manager	\$86,701	\$105,405
Clean Fuels Officer	\$104,926	\$127,552
Clerk of the Boards	\$86,701	\$105,405
Community Relations Manager	\$86,701	\$105,405
Controller	\$115,401	\$140,331
Database Administrator	\$97,953	\$121,296
Deputy District Counsel I	\$77,723	\$96,338
Deputy District Counsel II	\$104,926	\$127,552
Executive Secretary	\$65,871	\$81,732
Financial Analyst	\$80,835	\$100,138
Financial Services Manager	\$115,401	\$140,331
Graphic Arts Manager	\$86,701	\$105,405
Human Resources Analyst	\$80,835	\$100,138
Human Resources Manager	\$115,401	\$140,331
Human Resources Technician	\$52,822	\$65,392
Investigations Manager	\$86,701	\$105,405
Legal Secretary	\$54,558	\$67,546
Legislative Analyst	\$68,624	\$85,025
Legislative Assistant	\$59,018	\$73,054

<u>Classification</u>		
Planning & Rules Manager	\$115,401	\$140,331
Principal Deputy District Counsel	\$124,418	\$151,297
Procurement Manager	\$115,401	\$140,331
Public Affairs Manager	\$95,409	\$115,999
Quality Assurance Manager	\$104,926	\$127,552
Risk Manager	\$95,409	\$115,999
Secretary (Confidential)	\$44,472	\$55,097
Senior Accountant	\$70,989	\$87,748
Senior Administrative Secretary	\$59,018	\$73,054
Senior AQ Engineering Manager	\$115,401	\$140,331
Senior Deputy District Counsel	\$118,862	\$144,541
Senior Enforcement Manager	\$115,401	\$140,331
Senior Public Affairs Manager	\$115,401	\$140,331
Senior Public Information Specialist	\$72,634	\$89,932
Supervising Payroll Technician	\$54,139	\$66,948
Systems Analyst	\$88,257	\$109,266
Systems & Programming Supervisor	\$97,953	\$121,296
Technology Implementation Manager	\$115,401	\$140,331
Telecommunications Analyst	\$79,937	\$99,001
Telecommunications Supervisor	\$89,574	\$108,907
Workers Comp. & Safety Analyst	\$64,404	\$79,697

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ARTICLE 7

DESIGNATED DEPUTY ANNUAL SALARIES

(Effective with the start of the pay period encompassing January 1, 2015)

Assistant Chief Deputy Counsel, Major Prosecutions	\$158,049
Assistant Deputy Executive Officer	\$155,669
Chief Deputy Counsel	\$178,398
Deputy Executive Officer, including Chief Financial Officer	\$166,615
Director of Strategic Initiatives	\$148,723
Health Effects Officer	\$148,723
Intergovernmental Affairs Officer	Vacant
Senior Policy Advisor	\$151,614

(Effective with the start of the pay period encompassing January 1, 2016)

Assistant Chief Deputy Counsel, Major Prosecutions	\$160,420
Assistant Deputy Executive Officer	\$158,004
Chief Deputy Counsel	\$181,074
Deputy Executive Officer, including Chief Financial Officer	\$169,114
Director of Strategic Initiatives	\$150,954
Health Effects Officer	\$150,954
Intergovernmental Affairs Officer	Vacant
Senior Policy Advisor	\$153,888

(Effective with the start of the pay period encompassing January 1, 2017)

Assistant Chief Deputy Counsel, Major Prosecutions	\$162,826
Assistant Deputy Executive Officer	\$160,374
Chief Deputy Counsel	\$183,790
Deputy Executive Officer, including Chief Operating Officer and Chief Administrative Officer	\$171,651
Director of Strategic Initiatives	\$153,218
<u>Director of Communications</u>	\$153,218
Health Effects Officer	\$153,218
Intergovernmental Affairs Officer	Vacant
Senior Policy Advisor	\$156,196