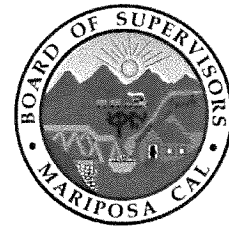




MARIPOSA COUNTY

Human Resources • (209) 742-1379



RESOLUTION - ACTION REQUESTED 2018-570

MEETING: December 4, 2018

TO: The Board of Supervisors

FROM: Kimberly Williams, Human Resources Director

RE: Approve Changes to Technical Services' Job Descriptions and Positions

RECOMMENDATION AND JUSTIFICATION:

Effective immediately, approve amendments to the Technical Services Director job description which includes re-titling it to Technical Services Manager; set the top step monthly salary for the Technical Services Manager at \$8,300.90; remove the classification from department head status and assign it to the Mariposa Managerial and Confidential Organization (MCMCO); add one full-time allocation to County Administration; transition all full-time position allocations in the Technical Services Department to County Administration; and amend the respective job descriptions to reflect the reporting change.

The Salary Schedule for the Technical Services Manager will be as follows:

	Hourly Amount	Monthly Amount
Step 1	\$39.4000	\$6,829.20
Step 2	\$41.3700	\$7,170.66
Step 3	\$43.4380	\$7,529.11
Step 4	\$45.6100	\$7,905.58
Step 5	\$47.8907	\$8,300.90

After performing a comprehensive assessment of the County's technology systems and infrastructure, technology consultant Client First recommended that the Technical Services Director position be re-titled to Technical Services Manager and moved to County Administration. The director position is currently vacant and making this change from a director to a manager level will still allow the incumbent manager, after the position is filled, the ability to provide oversight of the technology services function in collaboration with the County Administrative Officer to work towards the implementation of improvements and long-term goals.

The Technical Services Manager class is a professional classification and assigning it to the MCMCO bargaining unit as an overtime-exempt position is the appropriate designation. The Technical Services Manager will receive MCMCO benefits as stipulated in the applicable Memorandum of Understanding (MOU).

In addition to moving the newly titled Technical Services Manager position to County

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Administration, it is recommended that the remaining position allocations in the current Technical Services Department are also transitioned to County Administration and the respective job descriptions are amended to reflect the reporting change. The full-time classifications are the Senior Information Systems Specialist; Information Systems Specialist; Network Administrator I/II; and the PC Technician. [Note: the Network Administrator I/II job description was not amended because it already reads that the position receives direction from “the assigned department head.”]

The budget aspect of this transition will be addressed during the 2018/2019 mid-year budget process.

With the adoption of the recommended action, the County is consolidating administrative services to achieve enhanced efficiency and effectiveness in service delivery, reduced costs through economies of scale, and strategic coordination of technological direction and support.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

At their meeting of September 18, 2018, the Board of Supervisors received a presentation by Client First, which included recommendations for changes to the Technical Services staffing structure, moving the department under the County Administrative Officer.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Do not approve this action as recommended; amend as the Board desires and approve.

FINANCIAL IMPACT:

There are no budgetary impacts at this time.

ATTACHMENTS:

Technical Services Manager (PDF)

Senior Information Systems Specialist (PDF)

Information Systems Specialist(PDF)

PC Technician (PDF)

RESULT: ADOPTED BY CONSENT VOTE [UNANIMOUS]

MOVER: Marshall Long, District III Supervisor

SECONDER: Merlin Jones, District II Supervisor

AYES: Smallcombe, Jones, Long, Cann, Menetrey

PC TECHNICIAN

DEFINITION

To install, administer and oversee maintenance and technical support for all stand-alone and network-attached computer devices and peripheral equipment; to assist users in the use of personal computers, their operating systems, utilities and core applications; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the County Administrative Officer, Technical Services Manager, Information Systems Specialist, or Network Administrator as assigned.

EXAMPLES OF ESSENTIAL FUNCTIONS

Configures, installs, upgrades and maintains personal computers and related equipment.

Installs, troubleshoots and maintains PC-based software; assists users with software use and problem resolution.

Answers, logs and responds to user help calls.

Maintains and documents equipment inventory and software licensing.

Monitors PC configuration to assure compliance with County, State, and/or federal policies.

Assists in managing the County's or department's e-mail system.

Assists in maintaining PC application systems.

Contacts and consults with hardware and software vendors for upgrades and problem resolutions.

Performs software and hardware evaluations, and makes recommendations for modification as necessary.

Facilitates repairs of damage to personal computers, and/or attached peripheral hardware.

Remains on-call as scheduled for after-hours problem responses.

Coordinates work activities with the Information Systems Specialist, Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

EMPLOYMENT STANDARDS

Knowledge of:

Current personal computer design, hardware design, operating systems, configuration of BIOS.

Troubleshooting techniques for personal computers.

Current operating systems and software used for business applications.

Local Area Network technologies and network communications protocols.

Interface techniques between personal computers and mainframe / mid-range host systems.

Records storage and handling techniques.

Data security requirements and practices.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

Ability to:

Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Learn and effectively operate computer systems and department-specific software.

Install and configure personal computers as stand-alone machines or network clients.

Troubleshoot and resolve a variety of personal computer hardware and application software problems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.

Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS

This position requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. The person must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Two years of experience in the maintenance and repair of personal computers.

Education:

High school diploma or GED equivalent. Graduation from an accredited college or university with an Associate's degree in information systems, computer science, business or a closely related field.

Substitution:

Additional experience in computer programming, system maintenance and operation may be substituted for the college education on a year-for-year basis.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstance, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

Classes taken toward specific systems certifications are highly desirable. A+ certification desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 04/05 (B/S Res. 05-162)
Revision: 05/14 (B/S Res. 14-187); 12/18 (B/S Res. 18-570)

INFORMATION SYSTEMS SPECIALIST

DEFINITION

To perform computer systems design, analysis and maintenance for computer hardware and software systems; to analyze individual departmental functions and data requirements and develop and maintain the integrated hardware and software necessary to meet those needs; to provide technical assistance and user training; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the County Administrative Officer or Technical Services Manager.

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists County departments in determining information system and service needs.

Conducts functional analysis activities and feasibility studies; researches and tests existing software and makes purchase recommendations; develops estimates of project time, cost, personnel and equipment requirements.

Analyzes and creates system designs.

Implements new or revised systems and programs.

Installs and configures hardware and software.

Plans and conducts systems testing; develops test data; analyzes results and modifies programs and systems as required.

Prepares and maintains user documentation and operating procedures; prepares system descriptions; develops and conducts training programs for users.

Monitors system applications to ensure efficient operation; provides first-line technical response as needed; detects and diagnoses any errors in programs and corrects accordingly.

Performs necessary program temporary fixes.

Coordinates user access and system security; maintains user profiles; ensures the integrity of existing/converted data.

Manages jobs and job queues.

Maintains databases; creates custom reports as requested.

Maintains data back-up and recovery procedures.

Manages peripheral equipment, such as controllers, printers, modems and magnetic storage devices.

Maintains inventory of system hardware and software applications.

Provides professional and timely user assistance and support; remains on-call as scheduled for after-hours problem response.

Coordinates activities with the Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

EMPLOYMENT STANDARDS

Knowledge of:

All pertinent federal, state and county laws, codes, rules, regulations and standards.

County and division policies and procedures.

Principles and techniques of computer programming, systems analysis, database management, computer operations, data processing controls, remote communications, data interface utilities, networking and network protocols.

Specialized public sector/government information systems applications.

Fundamentals of IBM mid-range computers.

Programming languages and utilities, relational database structures, structured programming design and industry-standard system testing and documentation techniques.

Principles of mathematics and logic.

Records storage and handling techniques.

Data security requirements and practices.

Operating capabilities of common hardware configurations.

Research and design methods and procedures.

Software applications currently used by the County.

Methods of user training.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

Ability to:

Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Determine the information processing needs of user departments and develop appropriate systems and services to meet individual requirements.

Learn and effectively operate computer systems and department-specific software.

Analyze, design, code, test and implement application software, and implement and maintain systems software.

Conduct functional analysis to relate manual functions to computer applications.

Manage, create and delete devices, lines and controller and their descriptions.

Perform system backup, security and restoration work as required.

Develop and conduct technical training; write instruction and procedural manuals for the use and operation of electronic data processing systems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.
Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Two years of experience performing systems analysis and design and/or programming for business applications using advanced computer software and hardware.

Education:

Graduation from an accredited college or university with an Associate's degree in information systems, computer science, or a closely related field.

Substitution:

Additional experience in information technology may be substituted for the college education on a year-for-year basis.

Additional Requirements:

Possession of a valid California operator's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

Certifications in mid-range computer and server operating systems are desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

SENIOR INFORMATION SYSTEMS SPECIALIST

DEFINITION

To perform advanced journey-level computer systems design, analysis and maintenance for IBM mid-range systems, Intel systems, and application programs, to analyze individual departmental functions and data requirements and develop and maintain the integrated hardware and software necessary to meet those needs; to provide technical assistance and user training; and to perform related duties and responsibilities as required. Employees in this class must exercise considerable independent judgment, have an in-depth knowledge of the assigned areas of responsibility, and perform work of the highest complexity.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the County Administrative Officer or Technical Services Manager.

In the absence of the Manager, exercises functional and technical supervision over lower level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists County departments in determining information system and service needs.

Conducts complex functional analysis activities and feasibility studies; researches and tests existing software and makes purchase recommendations; develops estimates of project time, cost, personnel and equipment requirements.

Performs advanced analysis on server platforms and creates system designs.

Supports IBM Midrange and Server Networking in a layer 3 switching environment.

Implements new or revised systems and programs.

Installs and configures hardware and software.

Plans and conducts systems testing; develops test data; analyzes results and modifies programs and systems as required.

Prepares and maintains user documentation and operating procedures; prepares system descriptions; develops and conducts training programs for users.

Monitors complex system applications to ensure efficient operation; provides first-line technical response as needed; detects and diagnoses any errors in programs and corrects accordingly.

Performs necessary program temporary fixes.

Coordinates user access and system security; maintains user profiles; ensures the integrity of existing/converted data.

Manages jobs and job queues.

Maintains databases; creates custom reports and data manipulations as requested. Maintains data back-up and recovery procedures and is responsible for the integrity of County data back-ups.

Manages peripheral equipment, such as controllers, printers, modems and magnetic storage devices.

Maintains inventory of system hardware and software applications.

Provides professional and timely user assistance and support; remains on-call as scheduled for after-hours problem response.

Coordinates activities with the Information Systems Specialist, Network Administrator I/II, and PC Technician, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.

EMPLOYMENT STANDARDS

Knowledge of:

All pertinent federal, state and county laws, codes, rules, regulations and standards.

County and division policies and procedures.

Principles and techniques of computer programming, systems analysis, database management, computer operations, data processing controls, remote communications, data interface utilities, networking and network protocols.

Specialized public sector/government information systems applications.

Fundamentals of IBM mid-range computers.

Programming languages and utilities, relational database structures, structured programming design and industry-standard system testing and documentation techniques.

Principles of mathematics and logic.

Records storage and handling techniques.

Data security requirements and practices.

Operating capabilities of common hardware configurations.

Research and design methods and procedures.

Software applications currently used by the County.

Methods of user training.

Principles of supervision, training, and work coordination.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

Ability to:

Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Determine the information processing needs of user departments and develop appropriate systems and services to meet individual requirements.

Learn and effectively operate computer systems and department-specific software.

Analyze, design, code, test and implement complex application software, and implement and maintain systems software.

Conduct functional analysis to relate manual functions to computer applications.

Manage, create and delete devices, lines and controller and their descriptions.

Perform system backup, security and restoration work as required.

Develop and conduct technical training; write instruction and procedural manuals for the use and operation of electronic data processing systems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.

Work with sensitive, confidential information as required.

Effectively directs and supervises assigned staff.

Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

TYPICAL PHYSICAL REQUIREMENTS

Requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

MINIMUM QUALIFICATIONS

Experience:

Five years of experience performing systems analysis and design and/or programming for business applications using IBM mid-range computers, which includes one year of experience in a supervisory or management capacity.

Education:

Graduation from an accredited college or university with an Associate's degree in information systems, computer science or a closely related field. A Bachelor's degree with major course work in computer science or a related field is desirable.

Additional Requirements:

Possession of a valid California operator's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another state if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation Date: 03/09 (B/S Res. 09-99)
Revision Date: 12/18 (B/S Res. 18-570)

TECHNICAL SERVICES MANAGER

DEFINITION

To plan, organize and conduct activities related to the County computer, radio, telephone, and related technical systems; to review, evaluate, and prioritize service requests and prospective levels of service; and to perform related duties and responsibilities as required.

This is a management level position requiring application of effective management practices and skills in planning, organizing, coordinating and directing activities as they relate to the operation of centralized computer services, service requests, and coordination of the technical systems of the County.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the County Administrative Officer.

Exercises direction over clerical, technical and professional staff.

EXAMPLES OF ESSENTIAL FUNCTIONS

Assists the County Administrative Officer in the execution, coordination and implementation of policies and directives related to technical systems.

Recommends data processing, telephone, radio, and related equipment, personnel and supply requirements to accomplish effective processing of information.

Monitors developments related to information systems operations; evaluates their potential impact on County operations; recommends changes to enhance technical services support for County services and operations.

Consults with and advises the County Administrative Officer regarding the feasibility and cost effectiveness of technical services enhancements.

Confers with the County Administrative Officer in the development and operation of centralized data processing systems and applications.

Confers with staff regarding priorities and technical problems and makes decisions in collaboration with the County Administrative Officer regarding technical matters dealing with the application of new tasks to the various computer systems of the County.

Conducts in-service training programs for key County personnel to ensure a unified approach to data processing.

Monitors the County's Information Security Policy.

Manages assigned operations to achieve goals within budgeted funds and available personnel; plans and organizes programs and staff assignments; reviews progress and directs changes in priorities and schedules as needed to ensure work is completed in an efficient and timely manner.

Works with departmental representatives, equipment suppliers, and other agencies in developing and implementing new technical applications.

Collaborates with the County Administrative Officer to negotiate and monitor contracts with private and public agencies providing hardware, data and information processing services for the County.

Prepares long-range plans related to automation and communications and makes progress reports as required to the County Administrative Officer.

Represents the County and speaks before public bodies, groups and organizations and the general public on matters pertaining to technical services.

EMPLOYMENT STANDARDS

Knowledge of:

Management principles and techniques.

Extensive knowledge of centralized and distributed voice and data process, system architecture, and deployment.

Extensive knowledge of the principles and methods of systems and business process analysis.

Working knowledge of public purchasing, requisition practices and procedures, and contract negotiations and administration.

Select, train, motivate, develop, lead and evaluate assigned staff.

Deal tactfully, convincingly and effectively with department personnel, government officials and the general public.

Ability to:

Analyze and interpret complex data.

Direct cost-effective studies and recommend alternatives to the County Administrative Officer.

Develop and update rules, regulations and policies for the County's technical services.

Effectively assemble, organize and present in written and/or oral form reports containing alternative solutions and recommendations regarding specific resources, plans and policies.

TYPICAL WORKING CONDITIONS

Work is performed in a normal office environment.

TYPICAL PHYSICAL REQUIREMENTS

Requires the ability to walk, stand, climb, balance, bend, squat, crawl, twist and reach while performing duties; must be able to maintain effective audio-visual discrimination and perception needed for making observations and communicating with others.

MINIMUM QUALIFICATIONS

Experience:

Five years of professional data processing, programming and systems supervisory and/or administrative experience providing data processing services through system analysis, computer programming, and associated operational techniques.

Education:

High school or GED equivalency is required. Graduation from an accredited college or university with an Associate's degree in information systems, computer science, public administration, or a closely-related field.

Additional Requirements:

Possession of a valid California driver's license. Under certain circumstances, the Human Resources Director may accept a valid driver's license from another State if applicant acknowledges his/her intent to acquire a California driver's license within three months by signing an acknowledgement form.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.