CITY OF CARSON

~~08-065~~XX-XXX
Class Specification

AFSCME~~-~~

~~DIVISION SECRETARY – INFORMATION TECHNOLOGY~~ SYSTEMS COORDINATOR

Job Summary:
Under general supervision, provides secretarial support work in the Management Information Services division; receives and coordinates or responds to city employees' IT requests for a variety of computer related services.

Essential Duties and Responsibilities:
(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. ~~Responds to inquiries from city staff regarding the basic functions of software programs including, but not limited to, MS Word and Excel; conducts systems training as necessary.~~
2. ~~Screens and evaluates city employees' requests for computer services; provides minor troubleshooting including, but not limited to, accessing and updating RecWare Safari program.~~
1. Coordinates and prioritizes the referral of IT service requests ~~to~~for Computer Support Technicians & Interns utilizing internal Service Request system for IT staff.
2. First line IT support; screens and answers all IT requests via website, email, walkups, or phone calls. Provides first line troubleshooting for most crticial apps (passwords, Word, Excel, IFAS, Granicus, etc.) if possible before assigning request.
3. Responsible for coordinating, keeping track of, and inspecting City IT vehicles.
4. Create, document, and enforce IT Service Desk SLA's (Service Level Agreement).
5. Create, document, and enforce all IT Service Operational Work Flows.
~~3.~~6. Create, processes, documents, and enforces IT New Hire, User Change, and Termination processes. Ie. Ensure New Hires are added to AD, Email, appropriate ~~MIS staff~~distribution groups, apps, etc. Ensure Terms are taken out of same.
4. ~~Develops and updates templates and forms for citywide application.~~
7. Performs Audio Visual services for COUNCIL, CMSN, CMTE, & BDS meetings when scheduled (Schedule meetings for recording/live broadcasting in TelVue & Granicus)
8. Maintains City Council AV schedule for primary and secondary support.
9. Track attendance for Computer Support Technicians & Interns.
~~5.~~10. Maintains inventory of software, hardware, personal computers and peripherals~~.~~
~~6.~~ Performs data entry of purchase requests, ~~CARES~~budget items, intranet content, maintenance service requests and city's archived
11. items into document imaging system~~.~~
12. Assists with training for various staff to scan & archive documents into their perspective databases and training all staff to research the archived documents
13. Assists staff citywide with Granicus Legistar for City Council/Successor Agency/Public Financing Authority and Carson Reclamation Authority; Creates/updates staff report and agenda templates; creates/updates users accounts and security rights

Exhibit 5

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7.14. Performs a variety of word processing and general clerical tasks in support of the MISIT Manager, IT and GIS staff.

8.15. Prepares and types correspondence, agenda items, memoranda, reports and other materials from drafts and verbal instructions; proofreads for accuracy, spelling, and grammar.

16. Assists in budget preparation by compiling supportive data; Provides budget reports as necessary

17. Prepares and distribute meeting notices, agenda, and agenda items; Prepares and distributes action minutes

9.18. Maintains calendar for the MISIT Manager and the division; schedules training and reserves conference rooms and handles other logistical needs as required.

19. Assists with implementation of applications and/or programs.

10.20.   Compiles timesheets of division staff and checks them for accuracy and completeness; inputs payroll into city's computerfinancial system.

11.21.   Ensures prompt billing payments and orders supplies using the city's automated systems.

12.22.   Operates a variety of office machines and equipment including, but not limited to, personal computer and related software, calculator, fax and copier.

13.23.   Opens, sortsOpen, sort and routes all incoming mail and correspondence; maintains a variety of information, files and records.

14.24.   Maintains and updates records and filing systems including vendor information list; monitors contract renewals.

15.25.   Screens visitors and telephone calls.

26. Ensures accuracy of tape backups being sent off-site; Schedules retention and recall of tape backups and city council DVD's according to the Julian calendar

27. Technical support for the AV Room system for various meetings/presentations in the City Council chambers (main console, microphones, cameras)

28. Creates and updates city commercials/announcements via specialty software for the city cable channel & lobby

29. Troubleshoot & reset city issued iPads

30. Update and troubleshoot servers and workstations through remote desktop connection or VMware environment

31. Backup staff support for internet live-streaming; trim and/or time-stamp various city meetings

32. Performs Public Records Act Requests and general research in various programs

33. Helps Administers and supports custom built systems like Corporate Yard Fueling Systems and Calsense water conservation system

16.34.   Performs related duties as required.

Qualification Guidelines:
A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:
High school diploma or GED4 Year College Degree and three and a half (3 1/2five (5) years of

IT Systems Coordinator

current increasingly responsible full-time paid experience ~~performing clerical work including one (1) year experience using MS Word and Excel.~~ leading an IT HelpDesk. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Personal ~~computer and applicable~~computers: Laptops, Desktops, All-in-ones, etc.
- Smart Devices such as: iPads, iPhones, Androids, etc.
- Proficiant workstation hardware & software ~~applications~~ (troubleshooting
- Workstation Software: MS ~~Word and Excel) and databases~~Office, Windows 10, IE, Chrome, etc.
- Windows File Services, Printing, File/Folder Security Permissions
- Active Directory: Adding/removing accounts, Groups, etc.
- ITIL Principles
- Helpdesk Software (ie. ServiceDesk Plus, HappyFox, TopDesk, etc.)
- Helpdesk Deployment Software: Zoho, Freshdesk, Zendesk, KACE, etc.
- Project Management methodologies
- Resource Management (Inventory)
- Modern office procedures, methods, and equipment.
- Record-keeping and filing techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Letter and report writing techniques and procedures.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Proofreading techniques.
- Customer service principles.
- Basic mathematical concepts/functions.
- Division's functions and programs.

Skill and/or Ability to:

- ~~Type at a speed of 60 net words per minute.~~
- ~~Provide secretarial support to management and division staff.~~
- Proofread own work and the work of others.
- ~~Perform clerical work with speed and accuracy.~~
- Operate standard office machines including, but not limited to, computer and related software, typewriters, calculators, and copiers.
- ~~Transcribe from dictating equipment.~~
- Establish and maintain effective working relationships with others.
- Add, subtract, multiply and divide quickly and accurately.
- Understand and follow oral and written instructions.
- Effectively communicate orally and in writing.
- Exercise judgment and discretion.
- Collect and compile data.
- Learn city government organization, functions and policies.
- Learn, interpret and apply applicable city, state, and federal laws.
- Organize and complete work according to priority.

License and Certificate:

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Possession of a valid California Class C driver's license. ~~-~~Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record. ~~Typing certificate of 60 net words per minute obtained within the last 12 months is required at the time of application.~~

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require talking, hearing, and vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Perform work which is primarily sedentary and repetitive.
- Is subject to inside environmental conditions.
- May be required to work at a computer terminal for long periods of time.
- May be required to work evenings or weekends.

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