

RESOLUTION NO. 19-110

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, AMENDING THE CLASSIFICATION PLAN, RESOLUTION NO. 77-111, BY CREATING THE SYSTEMS COORDINATOR POSITION AND ADOPTING THE CLASSIFICATION SPECIFICATION, AND APPROVING THE RECLASSIFICATION OF THE DIVISION SECRETARY – INFORMATION TECHNOLOGY TO THE SYSTEMS COORDINATOR POSITION

WHEREAS, the City Council adopted the Fiscal Year 2018-2019 budget on June 19, 2018, for the General Fund and Special Fund Revenue Funds of the City via Resolution No. 18-069; and

WHEREAS, the Meyers-Milias-Brown Act (the MMBA) (Government Code § 3500 et seq.) imposes on public employers and recognized employee organizations a “mutual obligation” to meet and confer regarding wages, hours, and other terms and conditions of employment, and thereby freely exchange information, opinions, and proposals to reach an agreement on matters within the scope of representation; and

WHEREAS, the Director of Human Resources and Risk Management is authorized and directed under provisions of Sections 2797.1 and 2797.3 of the Carson Municipal Code to prepare and recommend position classification and compensation plans, after consultation with the affected Directors, which becomes effective upon approval by the City Council; and

WHEREAS, Rule III of the City of Carson Personnel Rules provides that modification to the classification plan, embodied in Resolution No. 77-111, shall be made only after the Director of Human Resources and Risk Management consults with the affected Directors and affected recognized employee organizations; and

WHEREAS, the City has reviewed the needs and services of the Information Technology Department and determined that, to improve its services to the public and the efficiency of the Information Technology Department, a new position of **SYSTEMS COORDINATOR** is necessary; and

WHEREAS, the City has further determined that the employee in the position of **DIVISION SECRETARY - INFORMATION TECHNOLOGY** should be reclassified to the **SYSTEMS COORDINATOR** position; and

WHEREAS, the Director of Human Resources and Risk Management, has consulted with the affected parties, and has met and conferred with the representatives of the affected recognized employee organizations pursuant to its obligations under the MMBA, concerning the new classification specification and the reclassification of the **DIVISION SECRETARY - INFORMATION TECHNOLOGY** to **SYSTEMS COORDINATOR**.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, HEREBY FINDS, DETERMINES AND RESOLVES AS FOLLOWS:

Section 1. The above recitals are true and correct.

Section 2. The new classification specifications for **SYSTEMS COORDINATOR**, attached hereto as Exhibit A, assigned to the AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME), Local 809, is hereby adopted.

Section 3. The reclassification below is hereby approved:

| Job Classification Change | | | |
|-------------------------------|---|-------------------------------|---|
| Existing Classification Title | Existing Salary Range | Proposed Classification Title | Proposed Salary Range |
| Division Secretary | range 335 \$4,330 - \$5,517 per month | Systems Coordinator | range 341 \$5,017 - \$6,391 per month |

Section 4. The following amendment will be made to the City's FY 2018-2019 budget:

| <u>Description</u> | <u>Approximate Increase</u> |
|---|-----------------------------|
| Division Secretary to Systems Coordinator | \$600.00 |

Section 5. The City Clerk shall certify to the adoption of this resolution and shall keep a copy of this resolution attached to the FY 2018-2019 budget on file, and deem it effective as of May 14, 2019, the same shall be in force and effect.

PASSED, APPROVED and ADOPTED this 14th day of May, 2019.

MAYOR ALBERT ROBLES

ATTEST:

CITY CLERK DONESIA GAUSE

APPROVED AS TO FORM:

CITY ATTORNEY

STATE OF CALIFORNIA)
COUNTY OF LOS ANGELES) ss.
CITY OF CARSON)

I, Donesia Gause, City Clerk of the City of Carson, California, do hereby certify that the whole number of members is five; that the foregoing resolution, being Resolution No. 19-110 was duly and regularly adopted by said City at a regular meeting duly and regularly held on the 14th day of May 2019, and that the same was passed and adopted by the following vote:

AYES: COUNCIL MEMBERS:

NOES: COUNCIL MEMBERS:

ABSTAIN: COUNCIL MEMBERS:

ABSENT: COUNCIL MEMBERS:

By: _____
City Clerk

CITY OF CARSON

City Council Reso. No:

~~08-065XX-XXX~~

Class Specification

Bargaining Unit:

AFSCME

FLSA: Non-Exempt

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 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 critical 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.~~ 6. Create, processes, documents, and enforces IT New Hire, User Change, and Termination processes. I.e. 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.~~ 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

TechnologyIT Systems Coordinator

- ~~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 ~~computer~~financial 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, sorts~~Open, 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 GED~~4 Year College Degree and ~~three and a half (3 1/2)~~five (5) years of

TechnologyIT 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.~~
- ~~Proficient 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:

TechnologyIT Systems Coordinator

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.