

RESOLUTION NO. 21-086

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CARSON, CALIFORNIA, ADOPTING THE CLASSIFICATION OF INFORMATION TECHNOLOGY SUPPORT TECHNICIAN TO BE ADDED TO THE CITY'S CLASSIFICATION PLAN (RESOLUTION NO. 77-111), ADOPTING A CLASSIFICATION SPECIFICATION AND ASSIGNING A SALARY RANGE THEREFOR, AND ASSIGNING THE CLASSIFICATION TO THE AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES (AFSCME) LOCAL 809

WHEREAS, Section 503 of the City's Charter provides that the City Council shall determine, by ordinance or resolution, the amount and type of compensation to be paid to all City officers, department heads and employees; and

WHEREAS, Rule XI of the City's Personnel Rules provides that the Director of Human Resources and Risk Management ("Director") shall be responsible for the preparation of the City's compensation plan, that the compensation plan shall contain a list of the pay rates and pay ranges for classifications in the City service, and that the City shall meet and confer with any affected recognized employee organization prior to adoption of the compensation plan; and

WHEREAS, the Director is authorized and required 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 City department directors, which becomes effective upon approval by the City Council; and

WHEREAS, Rule III of the City's Personnel Rules provides that the Director shall be responsible for the preparation and maintenance of the City's classification plan, that the classification plan shall contain a compilation of job specifications for classifications in the classified service, and that modification to the classification plan, embodied in Resolution No. 77-111, shall be made only after the Director consults with the City's department directors and any affected recognized employee organization; 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 City desires to adopt the classification of **INFORMATION TECHNOLOGY (IT) SUPPORT TECHNICIAN** to meet the needs of the City Manager's Office Information Technology Division, and desires to adopt a classification specification to establish and describe the duties to be performed by said position; and

WHEREAS, the Director has consulted with the affected department director, and has completed the meet and confer requirement with the representatives of the affected recognized employee organization (AFSCME Local 809) pursuant to the City's obligations under the MMBA concerning the proposed adoption of the **IT SUPPORT TECHNICIAN** classification, and the representative(s) of the affected recognized employee organization have agreed to the proposed classification specification.

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, and are incorporated herein by this reference.

Section 2. The classification of **IT SUPPORT TECHNICIAN** is hereby adopted, to be added to the citywide classification plan, embodied in Resolution No. 77-111.

Section 3. The classification specification for **IT SUPPORT TECHNICIAN**, attached hereto as Exhibit A, is hereby adopted.

Section 4. The classification of **IT SUPPORT TECHNICIAN** is assigned to Salary Range 708 (\$3,780 - \$4,812), and the same shall be included in the City's compensation plan.

Section 5. The classification of **IT SUPPORT TECHNICIAN** is assigned to the American Federation of State, County and Municipal Employees (AFSCME) Local 809.

Section 6. This Resolution shall be effective immediately upon its adoption.

Section 7. The Chief Deputy City Clerk shall certify to the adoption of this Resolution and shall enter it into the book of original Resolutions.

[signatures on the following page]

PASSED, APPROVED and ADOPTED this 6th day of July, 2021.

LULA DAVIS-HOLMES, MAYOR

ATTEST:

JOHN CARROLL, CHIEF DEPUTY CITY CLERK

APPROVED AS TO FORM:

SUNNY K. SOLTANI, CITY ATTORNEY

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

I, John Carroll, Chief Deputy City Clerk of the City of Carson, California, do hereby certify that the whole number of members is four; that the foregoing resolution, being Resolution No. 21-086 was duly and regularly adopted by said City at a regular meeting duly and regularly held on the 6th day of July 2021, 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: _____
Chief Deputy City Clerk

EXHIBIT "A"

CLASSIFICATION SPECIFICATION – IT SUPPORT TECHNICIAN

CITY OF CARSON
IT Support Technician

City Council Reso. No: 21-086
Bargaining Unit: AFSCME Local 809
FLSA: Non-Exempt

CITY OF CARSON

Title: IT SUPPORT TECHNICIAN

Job Summary:

Under the direction of the Network and/or Systems Administrator, performs a variety of technical computer related duties including 1st level support and maintenance of computer systems.

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. Provides 1st level technical support to end users; maintenance, repair and troubleshooting of city software and hardware.
2. Operates a variety of computers and related equipment including microcomputer and peripheral equipment.
3. Modifies existing workstations and programs; to achieve greater efficiency; rectifies operation errors, 1st level network support, anti-virus, 1st level phone system support, and related systems.
4. Adds, removes, and troubleshoots City telephone system (Avaya).
5. 1st Level responder on all WIFI issues to staff.
6. Support, troubleshoot, and help maintain all multi-functional printers.
7. Respond to and complete routine incident support tickets.
8. Ensures adherence to city policies regarding use of computers and data access (e.g. updating software, set passwords, etc.) for the purpose of ensuring compliance with city policy and departmental guidelines.
9. Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
10. Interacts with the city's network (Active Directory, WIFI, etc.) for the purpose of troubleshooting workstations.
11. Maintains a variety of manual and electronic files and/or records for the purpose of documenting activities, providing reference and audit trails.
12. Assists with installing, modifying, testing and repairing equipment such as computer, network equipment, cables, printers, telecom handsets, monitors, workstations for the purpose of ensuring availability for use by city personnel.
13. Stocks computer parts, supplies and materials for the purpose of establishing an inventory of items commonly required repairing computer hardware.

14. Transports a variety of items (e.g. equipment, supplies, etc.) for the purpose of providing materials at job site or to bring equipment in for repairs.
15. Maintains current knowledge of computer equipment, systems and technologies
16. 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:

Bachelor's degree or equivalent preferred in a related field and one year of related professional or technical experience required. Two years of experience in computer support, network equipment and maintenance of computer hardware/software. Experience and/or education in a related field may be substituted on a year for year basis.

Knowledge of:

- Prioritization and organizational skillsets
- Specifications, uses, operation and service requirements of a variety of workstation computers and peripheral equipment.
- Principles and practice of providing technical assistance, training and work direction.
- Record-keeping techniques.
- Windows desktop software support experience.
- Strong knowledge of Windows 10, Office365, and have worked with Macintosh, and Windows Servers.
- Experience troubleshooting WIFI systems.
- Experience with Multi-functional printers (MFP) in corporate environment (Percut a plus).
- Experience supporting phone systems (Avaya a plus)

Skill and/or Ability to:

- Evaluate computer hardware and software
- Diagnose and correct deficiencies in operating systems.
- Operate and maintain a variety of computers and peripheral equipment
- Maintain records and logs
- Identify and analyze problems and take effective corrective action.
- Maintain confidentiality.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License:

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 the driving record.

Physical Requirements and Working Conditions:

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

- Require 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.
- Require the mobility to stand, stoop, reach and bend.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds and may occasionally weigh up to 100 pounds.
- Required to work at a computer terminal for prolonged periods.
- May be required to work around electrical current and/or moving technical parts.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.