Council Meeting
October 16, 2007

Honorable Mayor and Members
of the City Council
City Hall
Torrance, California

SUBJECT: Reclassification of Computer Operations Technician to Information Technology Specialist.

RECOMMENDATION

The Human Resources Director and the Civil Service Commission recommend that your Honorable Body allocate Don Merrill, incumbent in the classification Computer Operations Technician, to the classification of Information Technology Specialist in light of the findings that he meets the criteria for position reclassification.

FUNDING

Not Applicable.

BACKGROUND AND ANALYSIS

During the budget cycle for FY 2005-06, funds were allocated for an Information Technology Specialist position in the Communications and Information Technology Department. The incumbent Computer Operations Technician, Don Merrill, under filled the position. Mr. Merrill had been performing duties supporting primarily the centralized mainframe computing environment but as the City moved to a "client/service" environment with greater reliance on networks utilizing PC's, the type of work Mr. Merrill performed evolved to meet the changing environments. At the request of the Information Technology Director, a study of the Computer Operations Technician position was conducted; the level of responsibility, duties performed and the current knowledge and abilities required to perform the duties of this position were evaluated. The study revealed that the incumbent's responsibilities and duties as a Computer Operations Technician have evolved to duties requiring technical knowledge and abilities typically performed at the Information Technology Specialist level.

At their meeting of October 8, 2007, the Civil Service Commission unanimously approved the recommendation that Don Merrill be allocated to the classification of Information Technology Specialist.

The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment C) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated under the provisions of Civil Service Rule [XXI] Section 6.

A thorough analysis which included the completion of a job analysis questionnaire by the incumbent, concurrence of the IT Director and a review by the Human Resources staff that considered the level of responsibility and knowledge, skills and ability requirements to perform the duties of the position was conducted. All relevant factors have been adhered to in consideration of the allocation of the incumbent to the proposed classification without examination.

In addition, the Torrance Municipal Code Section 14.2.3, Change in Classification Plan (Attachment D), states that the Human Resources Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission and forward to the City Council for final approval.

Respectfully submitted,
CIVIL SERVICE COMMISSION
Thomas L. Doty, Chair

ELAINE M. WINER
Human Resources Director

By _____
Melody P. Lawrence
Human Resources Manager

CONCUR:

_____
Elaine M. Winer
Human Resources Director

NOTED:

_____
LeRoy J. Jackson
City Manager

Attachments:
(A) Information Technology Specialist Class Specification
(B) Computer Operations Technician Class Specification
(C) Policy on Transfer of Incumbent Employees Without Examination
(D) Torrance Municipal Code Section 14.2.3 Change in Classification Plan
(E) Civil Service Commission Item #8 October 8, 2007

ATTACHMENT A

Code: 1517
City of Torrance

September 2002
Civil Service

Information Technology Specialist

Definition

Under direction, installs and maintains computer systems, networks and related equipment; conducts training and develops training materials, administers the City's network infrastructure and information systems, and performs related work as required.

Distinguishing Characteristics

The Information Technology Specialist is the entry-level class in the information technology series. Incumbents are distinguished from the Information Technology Analyst in that the IT Specialist is not primarily responsible for Citywide major applications, and does not act as a project manager. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Work requires incumbent to exercise some judgment in selecting appropriate actions within established guidelines to follow; significant deviations require prior approval. Interpretation of general administrative or operational policies is necessary. Work is reviewed upon completion for overall results.

Supervision Exercised/Received:

Information Technology Specialists receive direction from the Training and Support Services Manager, the Information Technology Manager or higher-level information technology staff.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all inclusive.

- Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Assists in the planning and coordination of software and applications upgrades.
- Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors;
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.
- Responds to trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
- Conducts individual and group training sessions, demonstrates computer programs and explains program and training objectives.
- Analyzes user training needs and develops computer based training or selects the appropriate applications.

- Develops, prepares and evaluates training program outlines, training manuals, instructions, reference manuals and other materials for various computer programs in use by the City; and prepares documentation materials as required.
- Prepares course training schedules, and reports based on user participation.
- Provides training in City procedures as they relate to computerized applications.

Examples of Other Duties:
The following duties represent duties that are generally performed by this position, but are not considered principal job duties:

- Supports older technology during the transition phases.
- Monitors and distributes helpdesk calls.
- Assists with report programming.
- Tests new equipment, software, or technologies.
- Replaces data communications equipment when needed.
- Performs related duties as required.

Qualification Guidelines

Knowledge of:
- Computers and peripheral equipment including operating systems and basic operations functions, system and memory configurations and software currently in use by the City.
- Operation of local area networks (LAN) and wide area networks (WAN).
- Computer programming in languages currently in use by the City of Torrance.
- Data processing terminology.
- Data communications equipment and networks.
- Safety precautions necessary when working in a data processing environment.
- Methods, materials and equipment used for installing and cleaning computers and peripheral equipment.
- Proper English usage, spelling, grammar and punctuation.
- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

Ability to:
- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Shift priorities as departmental workload demands require.

- Clearly and concisely communicate orally and in writing to non-technical audience.
- Follow oral and written instructions accurately.
- Establish rapport quickly and effectively with groups and individuals and maintain effective working relationships with those encountered in the course of work both internal and external to the City.

License or Certificate

Satisfactory completion of at least one of the Microsoft Certificate exams for the operating system currently in use by the City. Certification as a Microsoft Certified Systems Engineer (MCSE) is desirable. MCSE certification must be related to products and versions currently in use by the City.

Education and Experience:
Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Two years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Special Requirements
Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems.

Career Ladder Information

Experience gained in this classification may serve to meet the minimum requirements for promotion to Information Technology Analyst.

ATTACHMENT B

City of Torrance
Class Code: 1523

April 1990
(Revised)

Computer Operations Technician

Definition
Under supervision, operates computer systems and related peripheral equipment; prints output and operates forms handling equipment; installs and maintains data communication equipment; monitors computer system and data communications network; and does related work as required.

Distinguishing Characteristics
Distinguished from the Lead Computer Operations Technician in that the Lead Computer Operations Technician's primary responsibilities involve operating the system console, controlling work flow and providing technical guidance to computer operations technicians.

Examples Of Duties
- Operates computer systems in accordance with written or oral instructions;
- transfers data, initiates batch jobs, prints output and mounts magnetic media on tape and disk drives;
- loads printers, using stock or special forms;
- bursts, decollates, and heat seals completed printed output;
- monitors system processing and error listings to maintain control of hardware and software malfunctions;
- notifies the supervisor or lead operations technician in case of systems errors;
- installs terminals, personal computers and printers at user locations;
- analyses terminal, personal computer and printer problems at user's location and initiates appropriate corrective action;
- observes network operation and monitors network for errors;
- replaces data communications equipment when needed;
- routinely cleans the computer equipment and computer tapes.

Minimum Qualifications

Knowledge of:
- Computer systems and operations functions, including personal computers;
- Characteristics of computer terminals;
- Safety precautions necessary when working in a data processing environment;
- Data communications equipment;
- Data communications networks;
- Personal computer operating systems currently in use by the City;
- Troubleshooting personal computer malfunctions;
- Computer equipment cleaning method, materials and equipment.

Ability to:
- Monitor activity and components of data communications networks;
- Analyze network problems and recommend appropriate action;
- Follow oral and written instructions accurately;
- Correctly load and unload magnetic media on tape and disk drives;
- Detect software and hardware malfunctions and regulate the quality of printed output.

Experience
One year of experience operating a mini or mainframe computer system utilizing magnetic tape and disk. Experience on VAX computer systems is preferred.

Education
Possession of a certificate in data processing is desirable.

ATTACHMENT C

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Civil Service Rule [XXI], Section 6.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.

2. That the incumbent has been in the position for a sufficient period of time to become proficient in performing the duties of the new class.

3. That the change of duties has occurred gradually over time.

4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.

5. That the salary level of the new position is a consideration in making a determination.

6. That no current eligible list exists for the new class.

ATTACHMENT D

SECTION 14.2.3. CHANGE IN CLASSIFICATION PLAN

The Personnel Director, under the direction of the City Manager, shall make recommendations concerning class specifications and position allocations to the Civil Service Commission. The Commission shall submit its action on such recommendation to the City Council. The City Council shall make the final decision.

a) Any employee shall have the right to the consideration of any request he may have with respect to a change in the classification of his position. He shall submit his request in writing to his department head, who shall make recommendations and comments as to what action should be taken. The request, with departmental recommendations, shall be submitted to the Personnel Director for review with a copy of such recommendation returned to the employee.

b) A department head or a representative of a recognized employee organization may initiate a request for a study of an individual position or positions by submitting such request to the Personnel Director for review and recommendation.

Attachment E

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, California

SUBJECT: Reclassification of Computer Operations Technician to Information Technology Specialist.

RECOMMENDATION

The Human Resources Director recommends that your Honorable Body allocate Don Merrill incumbent in the classification Computer Operations Technician to the classification of Information Technology Specialist in light of the findings that he meets the criteria for position reclassification.

BACKGROUND

Staff in Communications and Information Technology (CIT) Department provides support to Departments throughout the City including software and applications, system and network administration and functions, and the City's Internet and intranet web sites. As Department needs change, staff must continually upgrade their skills and learn about new applications and systems in order to maintain support.

The Information Technology Director requested a study of the Computer Operations Technician position. Human Resources staff evaluated the level of responsibility, duties performed and the current knowledge and abilities required to perform the duties of this position. The study revealed that the incumbent's responsibilities and duties as a Computer Operations Technician were primarily performed in a centralized mainframe computing environment. Over many years beginning in the early 1990's, the City's computing environment evolved into what is known as a "client/service" environment. The duties performed by the Computer Operations Technician have evolved to duties requiring technical knowledge and abilities typically performed at the Information Technology Specialist level. The incumbent in the position of Computer Operations Technician is Don Merrill.

The Human Resources Director recommends that the incumbent be allocated to the classification of Information Technology Specialist in light of the findings that he meets the criteria for position reclassification.

ANALYSIS OF FACTORS RELATIVE TO THE ALLOCATION OF INCUMBENTS TO THE CLASSIFICATION OF INFORMATION TECHNOLOGY SPECIALIST

The Civil Service Commission Policy on Transfer of Incumbent Employees Without Examination (Attachment 3) establishes six criteria for considering a transfer of incumbents to positions that are reclassified or reallocated under the provisions of Civil Service Rule [XXI] Section 6.

The methodology of the study included the completion of a job analysis questionnaire by incumbent and a thorough analysis of the level of responsibility and knowledge, skills and ability requirements in the performance of the duties.

An analysis of each of the factors relative to the allocation of the incumbent to the new classification is explained below.

Criterion #1

"Determination of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training."

The incumbent, Don Merrill is performing the duties described in the class specification for Information Technology Specialist and has the experience and education required. In addition, the incumbent has acquired the knowledge needed to effectively support systems and applications of assigned user departments.

The classification of Information Technology Specialist requires two years of performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, and graduation from a recognized two-year college with an AA degree in computer science or a related field. The incumbent has the experience and education to satisfy the qualifications required in the new classification.

The incumbent currently receives direction from an Information Technology Analyst that is similar to the reporting relationship for Information Technology Specialists.

Criterion #2

"That the incumbents have been in the position for a sufficient period of time to have become proficient in performing the duties of the new class."

The incumbent is currently performing the duties of the classification of Information Technology Specialist and has been performing the duties for a minimum of 2 years.

The Incumbent has been provided training opportunities including training by consultants on specialized applications, internal training conducted by Systems Analysts and Information Technology Analysts and cross training between incumbents.

Criterion #3

"That the change of duties has occurred gradually over time."

The incumbent previously performed duties that were narrowly defined to support mainframe applications, personal computers and software and software applications. As the use of networks and Web based applications increased, the duties performed by the incumbent evolved. In addition, as new applications and systems have been implemented, the necessary training has been provided to the incumbent.

Criterion #4

"That there is no evidence the change was created as a subterfuge to circumvent the examination process."

The study revealed that the change of duties described in this report has occurred with no intent to circumvent the examination process. The incumbent assumed more duties as the applications and systems he supports evolved.

Criterion #5

"That the salary level of the new position is a consideration in making a determination."

The salary range for the classification of Computer Operations Technician is $19.06 at the first step and $23.15 at the top step in addition, longevity pay would be added up to 10%. The salary range for the Information Technology Specialist is $25.12 to $33.64. The difference between the top steps of the ranges is 45%. The incumbent would be placed on step 4 of the new class.

Criterion #6

That no current eligible list exists for the new class.

There is currently no eligible list for the classification of Information Technology Specialist

Summary

Based on analysis of the factors, clearly all of the factors have been adhered to in consideration of allocation of incumbents to the proposed classification without examination.

Respectfully submitted,
HUMAN RESOURCES DEPARTMENT

By _____
Melody P. Lawrence
Human Resources Manager

CONCUR:

_____
Elaine M. Winer
Human Resources Director

NOTED:

_____
Viet Hoang
Acting Civil Service Manager

Attachments:
(1) Information Technology Specialist Class Specification
(2) Computer Operations Technician Class Specification
(3) Policy on Transfer of Incumbent Employees Without Examination

ATTACHMENT 1

Code: 1517
City of Torrance

September 2002
Civil Service

Information Technology Specialist

Definition

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Distinguishing Characteristics

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Supervision Exercised/Received:

Information Technology Specialists receive direction from the Training and Support Services Manager, the Information Technology Manager or higher-level information technology staff.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all inclusive.

- Performs system and network administration and functions such as, user adds, moves and deletes, backup and restore, preventive maintenance, and upgrades.
- Provides project recommendations and input for implementation strategies.
- Assists in the planning and coordination of software and applications upgrades.
- Installs, upgrades, and configures personal computers and peripherals including modems, printers, disk drives, memory and other system boards, keyboards, and monitors;
- Securely integrates City systems with outside entities using various communication links.
- Monitors systems and peripheral equipment, system processing and error listings to maintain control of hardware and software malfunctions.
- Assists with HTML and Web development and in the maintenance of the City's Internet and intranet web sites.
- Responds to trouble calls, analyzes problems with software and hardware and takes appropriate action to correct problems.
- Assists users with computers, network, and application related issues and may provide training in areas such as database, security and LAN administration.
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Qualification Guidelines

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- Safety precautions necessary when working in a data processing environment.
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- City policies and procedures affecting departmental operations.
- Public relations and customer service techniques, including telephone etiquette.
- City and Department Mission including strategic goals and objectives.
- General City operations.
- Applicable local, State and Federal laws and regulations.

Ability to:
- Install, operate, configure, diagnose and repair computers, related software and peripheral equipment.
- Monitor activity and components of data communications network.
- Detect software and hardware malfunctions and regulate the quality of printed output.
- Load and unload magnetic media on tape and disk drives.
- Determine users needs and problems, understand program requirements and develop effective solutions.
- Prepare documentation materials using proper spelling, grammar and punctuation.
- Read and understand software documentation and present technical concepts and procedures.
- Assist in the preparation of program estimates and meet deadlines.
- Act independently, exercise sound judgment within established guidelines and maintain confidentiality.
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- Shift priorities as departmental workload demands require.

- Clearly and concisely communicate orally and in writing to non-technical audience.
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License or Certificate

Satisfactory completion of at least one of the Microsoft Certificate exams for the operating system currently in use by the City. Certification as a Microsoft Certified Systems Engineer (MCSE) is desirable. MCSE certification must be related to products and versions currently in use by the City.

Education and Experience:
Any combination of education and experience that would have provided the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Two years of technical experience performing a full range of computer support and networking activities including software and hardware installation, applications support, trouble-shooting, LAN administration, or in conducting training or preparing user documentation involving data processing systems or software currently in use by the City and graduation from a recognized two-year college with an AA degree in computer science or a related field.

Special Requirements
Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to perform installation work involving exertion of a moderate amount of physical effort to stoop, crouch and lift in the performance of duties; ability to perform duties in a safe manner; ability to lift objects up to 50 lbs.; sufficient hand/eye coordination to perform repetitive movements such as installing and setting up computer equipment and using office equipment and supplies. Tasks require color and visual perception and discrimination, as well as oral communications ability. May be subject to uncomfortable working conditions such as performing work in confined spaces.

The duties of this position may require the employee to be available at times other than regularly scheduled work hours to perform system back-ups and to assist in resolving operational problems.

Career Ladder Information

Experience gained in this classification may serve to meet the minimum requirements for promotion to Information Technology Analyst.

ATTACHMENT 2

City of Torrance
Class Code: 1523

April 1990
(Revised)

Computer Operations Technician

Definition
Under supervision, operates computer systems and related peripheral equipment; prints output and operates forms handling equipment; installs and maintains data communication equipment; monitors computer system and data communications network; and does related work as required.

Distinguishing Characteristics
Distinguished from the Lead Computer Operations Technician in that the Lead Computer Operations Technician's primary responsibilities involve operating the system console, controlling work flow and providing technical guidance to computer operations technicians.

Examples Of Duties
- Operates computer systems in accordance with written or oral instructions;
- transfers data, initiates batch jobs, prints output and mounts magnetic media on tape and disk drives;
- loads printers, using stock or special forms;
- bursts, decollates, and heat seals completed printed output;
- monitors system processing and error listings to maintain control of hardware and software malfunctions;
- notifies the supervisor or lead operations technician in case of systems errors;
- installs terminals, personal computers and printers at user locations;
- analyses terminal, personal computer and printer problems at user's location and initiates appropriate corrective action;
- observes network operation and monitors network for errors;
- replaces data communications equipment when needed;
- routinely cleans the computer equipment and computer tapes.

Minimum Qualifications

Knowledge of:
- Computer systems and operations functions, including personal computers;
- Characteristics of computer terminals;
- Safety precautions necessary when working in a data processing environment;
- Data communications equipment;
- Data communications networks;
- Personal computer operating systems currently in use by the City;
- Troubleshooting personal computer malfunctions;
- Computer equipment cleaning method, materials and equipment.

Ability to:
- Monitor activity and components of data communications networks;
- Analyze network problems and recommend appropriate action;
- Follow oral and written instructions accurately;
- Correctly load and unload magnetic media on tape and disk drives;
- Detect software and hardware malfunctions and regulate the quality of printed output.

Experience
One year of experience operating a mini or mainframe computer system utilizing magnetic tape and disk. Experience on VAX computer systems is preferred.

Education
Possession of a certificate in data processing is desirable.

ATTACHMENT 3

POLICY OF THE CIVIL SERVICE COMMISSION

SUBJECT: POLICY ON TRANSFER OF INCUMBENT EMPLOYEES WITHOUT EXAMINATION

The following criteria shall be adhered to by the Civil Service Commission when considering requests for transfers of incumbents when positions are reclassified or reallocated under the provisions of Civil Service Rule [XXI], Section 6.

1. Determinations of status of a position shall be based on a classification study which compares the duties and level of responsibility of the new class and the old class as to factors of importance, consequence of error, supervision given and received, and level of education and training required.

2. That the incumbent has been in the position for a sufficient period of time to become proficient in performing the duties of the new class.

3. That the change of duties has occurred gradually over time.

4. That there is no evidence the change was created as a subterfuge to circumvent the examination process.

5. That the salary level of the new position is a consideration in making a determination.

6. That no current eligible list exists for the new class.