

RESOLUTION NO. 3554-2012

RESOLUTION OF THE FORT BRAGG CITY COUNCIL APPROVING POSITION CLASSIFICATION AND SALARY FOR TECHNOLOGY SUPPORT TECHNICIAN

WHEREAS, it is the desire of the City Council to enhance the City's capacity to deliver secure and effective technology resources to City staff and residents; and

WHEREAS, the establishment of a Technology Support Technician position will help with the management of the City's technology resources and provide operational support for the City; and

WHEREAS, in order to initiate a recruitment for the Technology Support Technician, the classification and a salary level must be authorized by the City Council; and

WHEREAS, the proposed job description for the Technology Support Technician position is included as Exhibit A and incorporated herein; and

WHEREAS, based on the approved organization of the Administrative Services Department as presented in the FY 12-13 Budget, the City Council finds that the Technology Support Technician position will provide the critical operational support necessary to carry out the mission and organizational goals of the City.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Fort Bragg does hereby approve the Technology Support Technician position classification, and the proposed FY 2012-13 compensation plan for the Technology Support Technician position in the Administrative Services Department is established as follows:

Technology Support Technician (Confidential; Non-bargaining)

	Step 1	Step 2	Step 3	Step 4	Step 5
Annual	52,000.00	54,600.00	57,330.00	60,196.50	63,206.33

The above and foregoing Resolution was introduced by Councilmember Courtney, seconded by Councilmember Hammerstrom, and passed and adopted at a regular meeting of the City Council of the City of Fort Bragg held on the 25th day of June, 2012, by the following vote:

- AYES:** Councilmembers Courtney, Deitz, Gjerde, Hammerstrom, and Mayor Turner.
- NOES:** None.
- ABSENT:** None.
- ABSTAIN:** None.



DAVE TURNER,
Mayor

ATTEST:

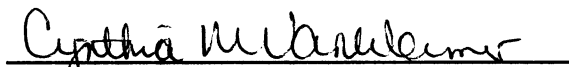

Cynthia M. VanWormer, CMC
City Clerk

EXHIBIT "A"

CITY OF FORT BRAGG JOB DESCRIPTION

JOB TITLE: TECHNOLOGY SUPPORT TECHNICIAN

REPORTS TO: ASSISTANT TO THE CITY MANAGER: **Non-Bargaining**

*Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

POSITION SUMMARY:

The Technology Support Technician is a full-time, non-bargaining, confidential, non-exempt position reporting directly to the Assistant to the City Manager. Under general direction, and with minimal supervision, responsibilities encompass a comprehensive and complex range of duties primarily associated with City technology resources and include maintaining technology infrastructure, networks, desktop computers, web site, phone systems and dispatch communication systems; responding to and assisting City staff with technical support of desk top computers, software, applications and operating systems to diagnose and resolve unique, non-recurring problems; making recommendations for the selection, modification and acquisition of network, applications and related equipment to ensure compatibility and compliance with existing systems. Work is performed with little supervision and requires initiative and judgment.

ESSENTIAL FUNCTIONS:

Regularly sits for long periods at a computer; frequently walks, bends, twists, stoops and crouches while working at desk; constantly uses both hands/arms in reaching, handling, grasping, and keyboarding while using a variety of office equipment; frequently climbs two flights of stairs; frequently uses a telephone and computer to communicate with coworkers and public; regularly stands to use a variety of office equipment; occasionally lifts and carries items up to 50 pounds from one place or building to another; occasionally lifts above shoulder and head; regularly communicates in oral and written form with co-workers and general public, requiring hearing ability adequate to receive information and instructions verbally and over the phone and the ability to speak and instruct articulately; frequently works with small objects, requiring 20/20 corrected vision and fine motor skills; frequently makes use of hand-eye and mind-eye coordination, and repetitive motions with wrists, hands and fingers; occasionally drives a motor vehicle.

Frequently compiles, analyzes, interprets and prepares reports; frequently exercises independent judgment within established guidelines; frequently works long hours; occasionally works evenings, holidays and weekends.

TYPICAL DUTIES AND RESPONSIBILITIES:

Duties and responsibilities may include, but are not limited to:

- Oversees technology services provided to City staff through planning and coordinating with other departments.
- Monitors budgets, contracts and agreements.
- Enforces software licensing agreements.
- Provides technical support to and consults with City staff in the effective use of technology to improve staff efficiency and the deliverance of City services.
- Develops and maintains an effective protocol for reporting and resolving software, hardware, and operational problems

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- Maintains professional competencies and understanding of technology advancements.
- Maintains a secure, reliable technology network.
- Plans, develops, and implements system security, standards, contingency plans, internal control procedures, and the design of system configurations.
- Manages network resources to ensure compatibility with City standards.
- Collects, analyzes, and monitors network utilization for planning and development solutions.
- Establishes guidelines, standards, policies, and work priorities regarding current and future network projects.
- Assists in developing wiring and connective plans.
- Installs, maintains and repairs hardware, including wiring components and peripherals such as printers, scanners, etc.
- Performs on-site diagnosis of problems pertaining to computer and networking equipment and, where appropriate performs on-site repairs to networking equipment or recommends repairs or replacements.
- Maintains, upgrades and monitors City web site.
- Performs research and analysis, conducts studies and prepares recommendations on a variety of issues such as web site design, implementation of new technologies, etc.
- Makes recommendations for equipment purchases to ensure compatibility and compliance with equipment standards.
- Organizes and maintains a variety of complex records and files related to the technology assets, system operations and functions, including material of a confidential nature.
- Prepares written reports, memoranda, letters, resolutions, policies and instructional material.
- Performs other related duties and responsibilities as assigned.

MATERIALS, EQUIPMENT AND TOOLS:

Computer terminal, keyboard, personal computer and programs such as Microsoft Windows Server, Microsoft Office, and Anti-Virus and Malware programs. Telephone, scanner FAX machine, calculator, copier, postage meter, variety of printers. Various hand held tools, including but not limited to screw drives, pliers, etc.

MINIMUM SKILLS, KNOWLEDGE AND ABILITIES:

Knowledge of:

- Microsoft Windows Server, and communication protocols; SNA, TCP/IP, SPX/IPX, Ethernet, NetBEUI, and NetBIOS.
- Network management software, research techniques, methods and procedures, and Microsoft Office products.
- Software licensing agreements and related requirements.
- Web site design and maintenance.
- Components and capabilities of microcomputers and data processing systems.

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- Data communication and network protocols.
- Office practices and procedures, including the utilization of word processing and spread sheet applications.
- Principles of sound business and project management.

Ability to:

- Read technical drawings/schematics.
- Perform skilled work in the installation and maintenance of computer equipment.
- Use tools and electronic test equipment.
- Communicate effectively orally to gather information and explain policies or procedures.
- Prepare clear, concise and complete analyses, proposals, reports and other written materials.
- Recommend, design, install, maintain and administer LAN, WAN and other related systems and peripherals.
- Install and configure a variety of microcomputer hardware, peripherals and data communication equipment.
- Plan and organize work to meet schedules and timelines.
- Work independently and exercise sound judgment.
- Organize and maintain a variety of complex records and files related to technology assets, operations and functions, including material of a confidential nature.
- Work cooperatively and effectively with others including City staff and the general public.
- Estimate equipment, materials, and other resource needs to assist in budget preparation.

MINIMUM EDUCATION/EXPERIENCE:

- High School Diploma or equivalent; and
- Three years of full time experience in the installation and maintenance of local and wide area networking and telecommunication equipment; and
- Possession of a valid Class C or higher California driver's license.

DESIRABLE EXPERIENCE/EDUCATION: [NEED TO DISCUSS THIS SECTION]

- Bachelor's Degree from an accredited college in Computer Science, Business Administration or related field.
- Network Engineering Certification.
- Two years of increasingly responsible and complex experience in network and information technology support functions.

NOTE: *Accommodations may be made for some of the essential functions/requirements listed for qualified individuals who require and request such accommodation, due to a qualifying disability.*

Revision: 06/2012

Approved by:

Human Resources: _____ **Date:** _____

Department Head: _____ **Date:** _____

Approved by: _____ **Date:** _____
(City Manager Signature)

I have read and understand the contents of the job description:

Employee Signature: _____ **Date:** _____