RESOLUTION NO. 2016-68

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ROHNERT PARK AUTHORIZING AND APPROVING JOB DESCRIPTION AND SALARY RANGE FOR INFORMATION SYSTEMS ANALYST, AND CHANGE IN SALARY RANGE FOR INFORMATION SYSTEMS OPERATIONS MANAGER

WHEREAS, staff has analyzed staffing needs, options and costs and recommends adding a new Information Systems Analyst position to assume responsibility for the complex technical management and support functions for the City's network systems and has created a job description for this position that meets the needs of the City; and

WHEREAS, staff has conducted a salary survey and recommends placement of the Information Systems Analyst position in existing Rohnert Park Employees' Association (RPEA) range 89-X of $5,952 - $7,234 per month; and

WHEREAS, in order to maintain internal equity, staff also recommends moving the Information Systems Operations Manager position from RPEA range 89-X to range 92-X of $6,246 - $7,592.

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Rohnert Park that it does hereby authorize and approve the Information Systems Analyst job description and salary range as provided for in Exhibit A, which is attached hereto and incorporated by this reference; and

BE IT FURTHER RESOLVED that the Information Systems Operations Manager position is approved at RPEA range 92-X; and
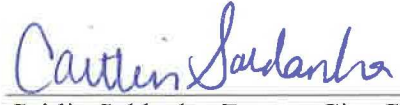
BE IT FURTHER RESOLVED that these changes as approved shall be allocated in the FY 2016-17 budget.

DULY AND REGULARLY ADOPTED this 28th day of June, 2016.

CITY OF ROHNERT PARK

Gina Belforte, Mayor

ATTEST:

Caitlin Saldanha, Deputy City Clerk

Attachment: Exhibit A

AHANOTU: _Aye_ CALLINAN: _Aye_ STAFFORD: _Absent_ MACKENZIE: _Aye_ BELFORTE: _Absent_

AYES: (3) NOES: (0) ABSENT: (2) ABSTAIN: (0)

City of Rohnert Park

INFORMATION SYSTEMS ANALYST
(Existing RPEA Range 89-X - $5,952 - $7,234)

DEFINITION
Performs a variety of complex technical management and support functions for City network systems; researches, analyzes and provides solutions to information systems problems; coordinates the evaluation, acquisition, installation and maintenance of hardware and software; provides end-user support to meet the information processing needs of City program areas; responsible for citywide networks, personal computers, telephones switches and systems, voicemail, and various administrative applications; performs other duties as required. The position requires a basic understanding of the 7 layers of the Network OSI reference model with the ability to troubleshoot basic network issues. The ability to troubleshoot and make repairs with uninterrupted attention until the systems are 100% back in compliance with production needs is required, as well as a proven analytical and problem-solving ability to effectively prioritize and execute tasks in a high-pressure, customer service-based environment. Incumbent will also work closely with Level 1 support on escalated issues.

DISTINGUISHING CHARACTERISTICS
The **Information Systems Analyst** class has overall responsibility for technical management and support functions for the City's network systems. Incumbent works with a great deal of independence and exercises considerable independent judgment in the performance of these duties. Incumbent will be responsible for overall customer satisfaction as it relates to their use of PCs, laptops, and other peripherals. This individual must be very customer-focused and have the ability to resolve technical issues in a timely and professional manner via phone, email, and, if necessary, in person. Good verbal and written communication skills are essential. The breadth of responsibility and complexity of technical problem resolution and related activities distinguish this class from the Information Systems Technician class.

SUPERVISION RECEIVED/EXERCISED
This class receives general supervision from the Information Systems Operations Manager and may function in a lead capacity within the Information Systems Department. May serve as Acting Information Systems Operations Manager when designated to act in the absence of the Information Systems Operations Manager.

ESSENTIAL JOB DUTIES
(These duties are a representative sample; position assignments may vary)

- Install and support LANs, WANs, network segments, Internet, and intranet systems.
- Install and support server operating systems, including Windows Active Directory, VMware, and other systems.
- Install and maintain network hardware and software.

- Analyze and isolate issues.
- Monitor networks to ensure security and availability to specific users.
- Evaluate and modify system's performance.
- Identify user needs.
- Determine network and system requirements.
- Maintain integrity of the network, server deployment, and security.
- Ensure network connectivity throughout a company's LAN/WAN infrastructure is on par with technical considerations.
- Install and support network management software and other network-related tools.
- Install and support backup, security, antivirus software, and other security-related tools.
- Perform network-address assignment.
- Assign routing protocols and routing table configuration.
- Assign configuration of authentication and authorization of directory services.
- Maintain network facilities in individual machines, such as drivers and settings of personal computers, as well as printers.
- Maintain network servers such as file servers.
- Administer servers, desktop computers, printers, routers, switches, firewalls, phones, personal digital assistants, smartphones, software deployment, security updates, and patches.
- May assist IS staff with developing user policies, procedures, and instructions.
- Develops hardware and software specifications and cost proposals.
- Supports telephone systems including voice-mail, local, and long-distance services, trunks, internal wiring, and switch programming. Maintains system user instructions.
- Maintains accurate records and system documentation; prepares periodic and special reports as required.
- Work closely with Information Systems Operations Manager and may act as a project manager for projects sponsored by other or affecting several departments.

CITY EMPLOYEES ARE EXPECTED TO:
- Provide outstanding and friendly customer service
- Create and maintain a respectful and collaborative working environment
- Communicate honestly and behave in a manner that is ethical, legal and fiscally responsible
- Demonstrate care for the organization, customers and co-workers
- Practice and encourage initiative and innovation to improve the workplace

QUALIFICATIONS
Education/Training/Experience
Sufficient education, training and experience to successfully perform the duties of the
Information Systems Analyst. A typical way of obtaining the required qualifications is:

- Possess the equivalent of a Bachelor's Degree in Information Systems, Computer Science or a closely related field from an accredited college or university;

- Three to five years of progressively responsible experience in a computer environment similar to that used by the City, including network design and administration, database applications, web-based and email-based applications, networked computers and printers; and

- Relevant work experience may be substituted for education on a year-for-year basis.

License/Certificate:
- Possession of a Class C California driver's license by date of appointment
- Possession of a certificate in networking technology or systems administration is highly desirable; examples include current MCSE, CCNA, or equivalent

Special Requirements:
- Per California State Law, smoking is not permitted inside City facilities/vehicles or within 20 feet of main entrances, exits, and operable windows

Knowledge of:
- Principles and techniques of personal computer and network systems, hardware and software installation, troubleshooting and maintenance
- Operating principles, methods, practices, options, and limitations of wide range of computer hardware related to a networked environment
- Principles and methods of systems analysis and application design methods and techniques, and their application in a municipal government setting
- Uses and limitations of a wide variety of software applications, including word processing, spreadsheets, presentation graphics, desktop publishing and e-mail/calendar
- Basic local and wide area network systems, including topologies and protocols
- Telephone, voicemail, document imaging and networking programs
- Research techniques, resources, methods and procedures
- Cabling practices and techniques; record keeping practices and principles
- Forms and documentation design methodologies
- Methods of instruction specifically regarding technical concepts and hardware/software usage
- Principles and practices of project management

Ability to:
- Install, configure, test and maintain a variety of computer systems and network software, hardware and peripheral equipment

- Analyze information systems needs and problems and develop new or modifying applications to meet such needs
- Analyze hardware and software acquisition requirements, evaluate available alternatives, including their fiscal impacts, and recommend cost effective solutions
- Effectively troubleshoot complex hardware and software problems to resolution
- Explain technical concepts to non-technical users and instruct others in the use of hardware and software applications
- Prepare clear and concise documentation, user procedures and report of work performed
- Use initiative and independent judgment within established policy guidelines
- Work independently with minimal direction
- Maintain confidentiality of information
- Learn and support new software and hardware in a demanding multi-tasking environment
- Read and comprehend computer hardware and software documentation to solve technical problems
- Interact effectively with those contacted in the course of work

Working Conditions
The Information Systems Analyst works primarily indoors in an office environment. Field assignments require the incumbent to drive to and from office buildings to install, maintain, and/or repair equipment. Incumbent communicates orally face-to-face, or uses the telephone, and, in writing, using a keyboard. When working in the office, the incumbent will sit for several hours at a time using a keyboard and video display. When installing equipment and/or making equipment repairs, the incumbent will use common hand tools such as a screwdriver, wire cutters and pliers. The incumbent must be able to discriminate among and match colors when installing cables and when adjusting colors on monitors. Equipment installation also involves working with arms above shoulder level, bending and stooping repeatedly or continually over time, and performing installation work in small, cramped closets, under desks, behind cabinets and while sitting on the floor. The incumbent will lift and move monitors, printers, servers, and other equipment weighing up to 40 pounds short and long distances without assistance.

FLSA Status: Exempt
Employee Unit: Rohnert Park Employees' Association (RPEA)
Approved By:
Approved: