



City of Woodland

REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR
AND CITY COUNCIL

DATE: January 29, 2008

SUBJECT: Revised Job Descriptions

Report in Brief

The City Council is requested to approve revisions in the job descriptions for Information Systems Manager and Human Resources Analyst I/II.

Background

Staff has requested revisions to the current job descriptions for a variety of reasons. Specifically, the resignation of the Information Systems Manager prompted a review of this position, primarily to include all technology services responsibilities.

Discussion

The primary revision to the Information Systems Manager job description includes a title change to Technology Services Manager and an overall update of the essential functions of the position. Specifically, "Manage the design, acquisition, implementation, operation and maintenance of all technology systems and services within the City's technology infrastructure, including voice and data communications, networking components, computer hardware and software, operating systems, database and Geographic Information Systems, Internet-based services (including web site and e-Commerce functionality), and audio/video systems. Develop and implement a disaster recovery plan. Analyze departments' operational requirements, industry trends, and information from other sources to develop City-wide goals, objectives, and policies as they relate to the effective use of technology. Conduct comprehensive feasibility studies, business process analyses and detailed technical designs. Collaborate with City departments to develop and implement a comprehensive, long range strategic technology plan for the City. Establish processes, procedures, standards and priorities for Technology Services projects, resources, acquisitions and maintenance/support. Prepare and administer the Technology Services Division's operational and project budgets, and monitor expenditures. Evaluate cost effective delivery of technology services and establish standard

operating procedures.” There is no change in salary and the Mid-Management Association has approved the changes to the job description.

The primary revision to the Human Resources Analyst job description is a change in the qualifications section to broaden the experience requirement to read “Two years of Human Resource Analyst I experience is preferred. Four years of analytical work experience involving multiple program coordination may be substituted for the two years of Human Resources work experience.” The Confidential unit approves this revised job classification and there is no change to salary.

Fiscal Impact:

There is no salary change for the Technology Services Manager or the Human Resources Analyst I/II classifications.

Public Contact

Posting of the City Council agenda.

Recommendation for Action

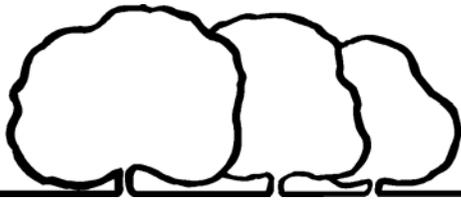
Staff recommends that the City Council approve the revisions in the job descriptions for the Technology Services Manager and the Human Resources Analyst I/II classifications.

Prepared by: Amy Buck, Human
Resources Manager

Reviewed by: Sue Vannucci, Director of
Administrative Services

Mark G. Deven
City Manager

Attachments



TECHNOLOGY SERVICES MANAGER

DEFINITION

To plan, organize, and manage all Technology Service functions for the City. Advises City departments, the City Manager, and City Council on all areas related to Technology Services design, acquisition, maintenance, and support.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Finance Director or his/her designee. Responsibilities include the direct or indirect supervision of professional, technical, and clerical personnel. Exercises discretion and independent judgment with respect to assigned duties.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class; not an all-inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS:

Manage the design, acquisition, implementation, operation and maintenance of all technology systems and services within the City's technology infrastructure, including voice and data communications, networking components, computer hardware and software, operating systems, database and Geographic Information Systems, Internet-based services (including web site and e-Commerce functionality), and audio/video systems. Develop and implement a disaster recovery plan. Analyze departments' operational requirements, industry trends, and information from other sources to develop City-wide goals, objectives, and policies as they relate to the effective use of technology. Conduct comprehensive feasibility studies, business process analyses and detailed technical designs. Collaborate with City departments to develop and implement a comprehensive, long range strategic technology plan for the City. Establish processes, procedures, standards and priorities for Technology Services projects, resources, acquisitions and maintenance/support. Prepare and administer the Technology Services Division's operational and project budgets, and monitor expenditures. Evaluate cost effective delivery of technology services and establish standard operating procedures. Regular and consistent attendance.

OTHER JOB FUNCTIONS:

Administer contracts with external service providers. Work with vendors to ensure optimum operational effectiveness of the City's Technology Services environment. Select, train, supervise and evaluate personnel. Promotes safety in the workplace. Ensure City-wide adherence to security and data confidentiality guidelines. Serve in a stand-by status after regular working hours and respond to emergency call-outs as

needed. Make independent decisions on actions to be taken during a call-back. Identify, coordinate and provide information technology training to city staff to improve operational business processes. Builds and maintains positive working relationships with city staff and the public using good customer service principles. Monitors personnel to ensure their use of good customer service principles. Prepare and deliver professional reports, correspondence and memoranda as required. Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Current computer industry technology, practices, trends and terminology (including communications and computer system operations, administration, maintenance and networking). Operation and maintenance of technology components including switches, routers, firewalls, servers, computers, workstations, terminals, printers, monitors, hard drives, video cards, memory, modems and related software such as operating systems, relational databases, word processing, spreadsheet, Internet browsers and utilities. Principles, procedures, practices, and techniques related to complex data processing operations in a networked computing environment. Methodology for business process analysis, systems analysis and design, project management/implementation and software development/maintenance. System implementation, administration and maintenance of client-server hardware, network operating systems, communication devices, Internet capabilities and wireless technology. Principles, practices and techniques related to database management, geography/cartography and GIS application/design. Implementation and maintenance of Internet capabilities through web page development, programming languages, graphics programs, and other utilities. Operation and configuration of video conferencing, video and sound systems, projectors and other equipment used for presentation capabilities. Principles and practices of business administration, organization, planning and budgeting. Basic principles and practices of governmental accounting and auditing procedures along with their application to municipal operations. Research, business letter writing and basic report preparation. Safe work practices. Job planning, prioritizing and scheduling. Supervisory and personnel management duties and responsibilities.

Skill to:

Plan, organize, design, and evaluate technology services and activities. Analyze situations, identify problems, reason logically and creatively, make decisions, and take appropriate action. Prepare accurate correspondence, reports, maps, diagrams, graphs, charts, exhibits, displays and other descriptive material. Train and monitor City staff in the operation of existing or new applications or systems including explaining concepts to non-technical users. Collect, organize and analyze data. Develop cooperative relations with other City departments, businesses, and the general public. Lead and/or participate in the City's continuous improvement efforts to ensure high value for customers served at minimum cost.

Ability to:

Manage the operation and maintenance of a wide variety of technology systems. Communicate effectively, both orally and in writing. Establish and maintain cooperative working relationships with those contacted in the performance of required duties. Perform duties independently and with minimal supervision.

MINIMUM EDUCATION AND EXPERIENCE:

Education:

Bachelor's Degree from an accredited college or university with major course work in computer science, information technology or a closely related field. Master's Degree or advanced technical certification desired.

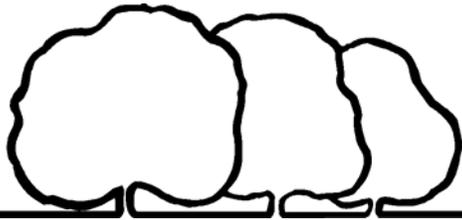
Experience:

Five (5) years of increasingly responsible experience in governmental or private sector operations, including responsibility for complex and sophisticated technology operations, to include, networking, design, programming and systems development, including a minimum of two (2) years in a supervisory capacity.

License or Certificate:

Possession of a valid California Driver's License.

Council Action:



HUMAN RESOURCES ANALYST I / II

DEFINITION

To provide analytical support to the Human Resources Department involving recruitment and selection, benefits administration, classification and compensation, training and development, employee and labor relations.

SUPERVISION RECEIVED AND EXERCISED

General direction is provided by the Human Resources Manager. Responsibilities may include supervision of Human Resources professional, technical and clerical staff. Exercises discretion and independent judgment with respect to assigned duties. The Human Resources Analyst I is an entry level position and will perform basic analytical assignments to assist the department. The Human Resources Analyst II is a journey level position and will perform the most complex assignments in support of the department.

EXAMPLES OF DUTIES

The following are typical illustrations of duties encompassed by the job class, not an all inclusive or limiting list:

ESSENTIAL JOB FUNCTIONS

Researches, analyzes and prepares reports on a broad range of human resources issues, including salary and benefit surveys, personnel practices, statistical data and other projects. Plans and coordinates all facets of recruitment and selection activities, ensuring fair employment practices are followed. Develops, evaluates and validates selection instruments such as written, oral, and performance examinations. Conduct compensation and classification studies and provide written reports with recommendations. Provide information and assistance to City departments, staff, and the general public on human resources laws, policies, and practices. May analyze legislation and regulations related to personnel programs and recommend a course of action. Assist with the management of City self insured plans. Assist with the resolution of employee complaints. May assist with disciplinary and other such investigations. May prepare background materials for labor negotiations. May assist with departmental policy development. May serve as staff to the City's Personnel Board, in the absence of the Human Resources Manager. Regular and consistent attendance.

OTHER JOB FUNCTIONS

May represent the department before the City Council, community, outside agencies and at professional meetings as requested. Assist with the development and administration of the Human Resources budget. Assist with the coordination and development of City-wide employee training programs. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles, methods and practices of human resources management, local government organization, and administration, including recruitment/selection, classification/compensation, and employee/labor relations. Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs, in the area of human resources. Codes, ordinances, resolutions, employment laws, recent developments, current literature and sources of information. English grammar, spelling, punctuation, and vocabulary.

Skill to:

Conduct research and analyze projects and programs. Prepare complete and accurate reports while applying a high degree of independent judgment. Delegate responsibility; schedule and program work on a long-term basis. Communicate effectively, orally and in writing; make effective public presentations. Efficiently operate a personal computer. Establish and maintain effective working relationships with employees and the public.

Ability to:

Collect, compile, and analyze information and data and prepare reports with recommendations. Exercise sound and independent judgment in the solution of personnel problems; understand, interpret and apply personnel rules and regulations. Tactfully and effectively interact with all people regardless of race, ethnicity, sex, age or economic status. Deal patiently and tactfully with other employees, department directors, bargaining groups, elected officials, outside agencies, and citizens.

Minimum Experience and Education

Human Resources Analyst I Experience:

One year of technical human resources work experience or closely related field is preferred.

Human Resources Analyst II Experience:

Two years of Human Resource Analyst I experience is preferred. Four years of analytical work experience involving multiple program coordination may be substituted for the two years of Human Resources work experience.

Education:

Bachelor's degree from an accredited college or university with major work in personnel management, public administration, business, psychology or a related field is required.

License or Certificate:

Required upon hire, possession of a valid California Driver's License.

Council Action: