



## CITY COUNCIL STAFF REPORT

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**TO:** Honorable Mayor and City Council                      **DATE:** June 28, 2021

**FROM:** Matthew Bronson, City Manager

**PREPARED BY:** Karla Mattocks, Management Analyst-Human Resources

**SUBJECT:** Authorization to Establish the Job Classification of Information Technology Assistant and Affirm the Salary Range

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### **RECOMMENDATION**

Amend the Classification and Compensation Plan to add the job classification of Information Technology Assistant and affirm the salary range.

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### **BACKGROUND**

The scope of projects handled by the City of Grover Beach has grown substantially in recent years and staff anticipates a further increase in department workload related to upcoming projects. Currently the Information Technology program in the Administrative Services Department consists of one full time Information Technology Specialist and one part time Intern position. The addition of a full-time Information Technology Assistant (full time) in the FY 2021-23 Proposed Budget is intended to provide City staff with support and problem resolution on a variety of hardware and software issues related to computers, cell phones, and phone system. This will also allow the Information Technology Specialist to focus on more advanced initiatives necessary to successful City operations.

Staff has discussed the proposed addition of Information Technology Assistant position with representatives from the bargaining group Service Employees International Union Local 620 through the meet and confer process and no concerns were raised.

### **FISCAL IMPACT**

There is no fiscal impact as the cost is already included in the operating budget pending approval of the FY 2021-23 Proposed Budget by the Council on June 28.

### **ALTERNATIVES**

The City Council has the following alternatives to consider:

1. Amend the Classification and Compensation Plan to authorize the position of Information Technology Assistant and affirm the salary range; or
2. Provide alternate direction to staff.

### **PUBLIC NOTIFICATION**

The agenda was posted in accordance with the Brown Act.

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**ATTACHMENTS**

1. Attachment 1 – Resolution to Amend the Classification and Compensation Plan to add the job classification of Information Technology Assistant and affirm the salary range, Exhibit A – Job Classification Information Technology Assistant position, Exhibit B – Salary Schedule for Information Technology Assistant.

RESOLUTION NO. 21-

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF GROVER BEACH, CALIFORNIA, AMENDING THE CLASSIFICATION AND COMPENSATION PLAN TO ADD INFORMATION TECHNOLOGY ASSISTANT JOB CLASSIFICATION.**

**WHEREAS**, the representatives of the City and the Service Employees Union International Group have met and conferred and agreed to the to the addition of the Information Technology Assistant Job Classification and

**WHEREAS**, the membership of the aforementioned groups have ratified the changes set forth in Exhibit A and Exhibit B; and

**WHEREAS**, the City Council has reviewed and approved of the changes set forth therein.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF GROVER BEACH, CALIFORNIA, DOES DELARE, DETERMINE, AND ORDER AS FOLLOWS:**

That the City Council of the City of Grover Beach does hereby adopt this Resolution ratifying the above-referenced job classification.

On motion by Council Member \_\_\_\_\_, seconded by Council Member \_\_\_\_\_, and on the following roll-call vote, to wit:

- AYES: Council Members –
- NOES: Council Members –
- ABSENT: Council Members –
- ABSTAIN: Council Members –
- RECUSED: Council Members –

the foregoing Resolution was **PASSED, APPROVED**, and **ADOPTED** at a regular meeting of the City Council of the City of Grover Beach, California this 28<sup>th</sup> day of June 2021.

**\*\*DRAFT\*\***

\_\_\_\_\_  
JEFF LEE, MAYOR

Attest:

\_\_\_\_\_  
WENDI B. SIMS, CITY CLERK

## CITY OF GROVER BEACH

## INFORMATION TECHNOLOGY ASSISTANT

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a class. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of individuals within the position.*

**DEFINITION:**

Under general supervision, performs a variety of duties in support of computer software, hardware and phone installation and problem resolution to City staff.

**DISTINGUISHING CHARACTERISTICS:**

Provides computer software, hardware, and phone problem resolutions to City staff through the computer help desk. Identifies, diagnoses, and resolves basic to intermediate level one problems for users of City owned computer software applications and hardware, the City communications network, and the Internet. Maintains a current inventory of all computer hardware and software supported by the Information Technology division. Acts as the first point of contact for technology related problem resolution and performs other duties as assigned.

**SUPERVISION RECEIVED/EXERCISED:**

Receives direct supervision from the It Specialist and Administrative Services Director.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Provide users with support and problem resolution on a variety of hardware and software issues related to computers, cell phones, and phone system.
- Diagnose and resolve network or local printer problems, computer hardware problems, e-mail, Internet, and local-area network access problems.
- Respond and triage user inquiries and problems with technology products and services.
- Tests new or upgraded hardware and software for compatibility with existing standards.
- Set up and configure end-user computer hardware, software, and peripherals.
- Provide hands on training on the use of computer, peripheral, and communications hardware and software.
- Develop instructions, documentation, and procedure manuals.
- Coordinate timely repair of computer equipment covered by third-party vendor. maintenance agreements.
- Assist in the install of local area network cabling systems and equipment such as network interface cards, hubs, and switches.
- Perform and maintain hardware inventories.
- Assist Administrators during network and computer set-ups and as needed.
- Develop instructions, documentation and procedure manuals for user departments.
- Performs related duties similar to the above in scope and function as required.

**PHYSICAL, MENTAL, AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Hearing sufficient to provide telephone and personal service is required. The ability to lift, drag, and push files, paper, and documents weighing up to 50 pounds also is required. *Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.*

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

*Any combination of training and experience that provides the knowledge, skills and abilities may be qualifying. A typical way of qualifying would be:*

High school diploma or G.E.D. with College-level coursework in computer science or information technology; an Associate's degree in computer science or information technology is preferred.

**and**

One year providing end-user support for current PC desktop and application software or one year of experience in installing, upgrading, troubleshooting, and repairing computers in a network environment;

**License/Certificate:**

A valid California class C driver's license and a satisfactory driving record

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Computer hardware systems and software applications, network technology, data storage systems, and other peripheral equipment. Computer applications related to the work, including word processing, internet, networks, database management, spreadsheet, and graphic applications. Familiar with techniques for providing a high level of customer service to City personnel, City officials, government agencies and businesses in person, over the telephone, in writing and via email. Basic organization and function of public agencies. Records management and filing principles and practices. Policies, procedures, regulations, and processes related to the Information Technology Division. Organization and time management skills.

**Ability to:**

Operate, identify, troubleshoot, and resolve a wide range of computer and phone related problems for users effectively and efficiently. Communicate effectively, both verbally and written, with customers, co-workers, and vendors in a courteous and professional manner. Establish effective, professional working relationships with clients and co-workers. Perform research and analysis necessary to develop and make appropriate written and/or oral recommendations for hardware/software configurations and for interfacing with other computer information systems. Deliver technical customer support over the phone and in person. Communicate technical

information to non-technical personnel. Identify, troubleshoot, and resolve a wide range of technical computer-related problems. Make the distinction between level one and level two problems. Read and understand technical information. Ability to obtain an A+ certification. Work occasional overtime. Meet physical requirements necessary to perform required duties safely and effectively.

**Skill to:**

Operate standard office equipment, including a computer and variety of word processing and software applications.

*Approved & Adopted: June 28, 2021*

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Management Analyst/Human Resources

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

City Manager

*City of Grover Beach*  
STAFFING DETAIL & SALARY SCHEDULE  
Information Technology Assistant

Compensation Plan - Monthly Salary  
Ranges

**Proposed Salary Schedule**

<u>Section 4- Competitive Service</u>		A	B	C	D	E
<b>Information Technology Assistant</b>		3712	3898	4092	4297	4512