



## Town Council Agenda Report

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Date: March 10, 2020 Item No. 8

To: Honorable Mayor and Town Council

Subject: ADOPT RESOLUTION NO. 2020-08 - A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF APPLE VALLEY, CALIFORNIA, AMENDING JOB CLASSIFICATIONS FOR THE TOWNS INNOVATION AND TECHNOLOGY DEPARTMENT

From: Douglas Robertson, Town Manager

Submitted by: Douglas Robertson, Town Manager

Budgeted Item:  Yes  No  N/A

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### RECOMMENDED ACTION

That the Town Council adopt the attached Resolution No. 2020-08, a Resolution of the Town Council of the Town of Apple Valley, California, amending the job classifications for the Town's Innovation and Technology Department.

### BACKGROUND

The Human Resources Department has updated the following job classifications to reflect changes from the recently completed Classification and Compensation study. These changes consist of updating language within the job description to maintain consistency with the change in department title.

### FISCAL IMPACT

None

### ATTACHMENTS

- A. Resoultion 2020-08
- B. Innovation and Technology Officer job description
- C. Innovation and Technology Specialist job description
- D. Innovation and Technology Technician job description

**RESOLUTION NO. 2020 – 08**

**A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF APPLE VALLEY AMENDING JOB CLASSIFICATIONS FOR THE INNOVATION AND TECHNOLOGY DEPARTMENT FOR THE TOWN OF APPLE VALLEY**

**WHEREAS**, the Town Council of the Town of Apple Valley has established job classifications for the Innovation and Technology Department for the Town of Apple Valley; and

**WHEREAS**, the Town Council of the Town of Apple Valley wishes to amend job classifications for the Department of Innovation and Technology for the Town of Apple Valley.

**NOW, THEREFORE, BE IT RESOLVED THAT:**

1. Amend job classifications in accordance with Exhibits A, B and C.
2. Said job classifications shall be established effective March 10, 2020.
3. All resolutions, parts of resolutions in conflict herewith are hereby amended to be consistent herewith.

Unless otherwise noted, the effective date of this Resolution shall be March 10, 2020.

**APPROVED** and **ADOPTED** by the Town Council of the Town of Apple Valley and signed by the Mayor and attested to by the Town Clerk this 10<sup>th</sup> day of March 2020.

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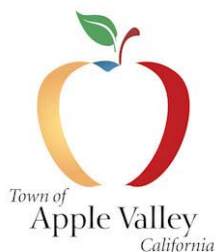
Scott Nassif, Mayor

**ATTEST:**

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La Vonda M-Pearson, Town Clerk

## Attachment B



FLSA: EXEMPT\*

### INNOVATION AND TECHNOLOGY (IT) OFFICER

#### SUMMARY

Under administrative direction, plans, organizes, and directs the activities and operations of the Town's Department of Innovation and Technology (IT) and the information technology and GIS operations for all Town departments; provides expert professional assistance and guidance to Town management staff and the Town Council on technology strategy, long-term technology initiatives and uses of technology to solve operational needs and problems; coordinates with other Town departments, divisions, outside agencies, and the general public; manages the effective use of technology and information systems to improve organizational productivity, customer service, and public access to Town information; oversees the selection, development, implementation and maintenance of the Town's technology systems and business applications; provides supervision of staff and administration of technology-related contract agreements; and performs related work as assigned.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Business Development and Communication and exercises general supervision over professional and technical staff.

**ESSENTIAL FUNCTIONS** - *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

#### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provide overall management and definition of the Town's IT operations and direction of the Town's technology and information systems and services including computer operations, technical support, systems analysis, programming, database management, geographic information systems, network and telecommunication systems, technology training and other related technologies.
- Oversee the information and data integrity of the Town and its related agency's information technology functions.

- Review all technology-based and manual systems for business process improvement and improved uses of technology including GIS, mobile devices, and other innovative technologies.
- Review and evaluate information such as status reports and requests for services to determine compliance with Town and department policies, state and federal laws.
- Oversee and/or participate in project management for both new system implementations and enhancements to existing systems and services; mediate between departments and divisions regarding competing priorities or goals.
- Direct, oversee, and participate in the development of IT's Annual Work Plan.
- Develop and enforce the development and implementation of IT policies and procedures, and short and long-term objectives.
- Stay informed of technology standards in line with legal and industry best practices and assesses new and emerging technologies to determine applicability to Town business services.
- Manage subordinate staff, set work priorities, create work schedules, conduct performance evaluations, reward and/or discipline employees.
- Direct, oversee, and participate in the selection and management of consultants and vendors working on information technology projects.
- Oversee the preparation and administration of the IT operation budget, including budgeting for requested technology and information systems for other Departments; oversees and reviews the purchase of all technology-related hardware, software, and solutions.
- Maintain confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a mid-level management classification, serving as the Chief Information Officer that oversees, directs, and participates in activities within IT., including short- and long-range planning, development and administration. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of IT with those of other departments and agencies and managing and overseeing the functions of IT. The incumbent is accountable for developing Departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

Bachelor's degree in Information Technology or a closely related field AND eight years professional information technology experience, including five years of supervisory or management experience; OR an equivalent combination of education, training, and experience.

### **LICENSE AND CERTIFICATION REQUIREMENTS**

Valid California class C driver's license with satisfactory driving record and automobile insurance.

**Knowledge of:**

- Town policies and procedures.
- Principles and practices of public administration, work planning, budget administration, effective employee supervision, administrative management, and project management.
- Knowledge of current technology trends and capabilities as they relate to hardware and software solutions to meet the business needs and goals of the Town.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking and telecommunication environments.
- Geographic Information Systems management, development, administration and implementation, including the use of the Esri ArcGIS server, desktop, and online platform.

Relational database management; principles of general business practices and processes with data systems and relational database systems.

**Ability to:**

- Perform complex computer, network, telecommunication, and geographic information system operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operate, install, maintain, configure, and troubleshoot a variety of highly technical computer equipment and peripherals.
- Implement comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpret and apply applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Research, develop, and recommend cost-effective technical system improvements.
- Adequately prepare and maintain records, reports, documentation and system procedures.
- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Establishing and maintaining cooperative working relationships with Town Manager, department heads, managers, supervisors, employees, external public and private agencies, consultants, vendors, suppliers, and the general public.
- Applying safe work practices.

**PHYSICAL DEMANDS**

Work is performed in an office environment and in close proximity to other workers. May be exposed to excessive noise levels. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing and walking. May be required to lift and carry items weighing up to 75 pounds. Incumbent must be able to see and hear in the normal range with or without correction and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and attend night meetings after regular working hours.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.

## Attachment C



FLSA: Non-Exempt\*

### Innovation and Technology (IT) Specialist

#### SUMMARY

Under limited supervision, performs a variety of advanced technical duties in support of the Town's technology systems; assists in the planning, coordination, implementation and support business applications, and network and telecommunication systems; coordinates assigned activities with other departments and divisions, outside agencies, and the general public; provides backup and escalated help desk support; and performs related work as required.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Innovation and Technology Officer. May exercise functional supervision over technical staff, vendors, and consultants as directed.

**ESSENTIAL FUNCTIONS** - *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

#### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assists in the day-to-day operations, administration, implementation and maintenance for multiple assigned network and telecommunications systems, and business applications such as websites, Audio/Visual and Broadcasting, Enterprise Resource Planning (ERP), relational databases such as Microsoft SQL, and Geographic Information Systems (GIS).
- Implements, configures, maintains and provides advanced help desk support and troubleshooting of computer, network and telecommunications systems, including related hardware such as routers, switches, servers, peripheral equipment such as printers, and security related devices, business applications and software, data and voice connections at various sites, including lease lines, landlines, and mobile devices, cabling, and other technology systems as assigned.
- Monitors, evaluates, and analyzes the Town's technology systems performance, needs, and requirements; isolates the cause of system failures; maintains operational efficiency and load balancing of the systems; tracks possible problem areas affecting response time and prepares

recommendations for correction of problems and improvement in performance; performs diagnostic testing and analysis; develops and recommends application and resource priorities; ensures that the operational, environmental, and application software are kept up with current release levels.

- Assists in developing justifications and recommendations for acquisition of computer hardware and software; preparing of specifications for bid documents and evaluations of proposals; reviewing and evaluating contracts and proposals.
- Assists in developing and implementing backup policies and procedures; performs and maintains system and data backups in accordance to established retention policies.
- May develop applications, scripts, and macros to enhance, expedite, and automate various tasks; utilize SQL scripting and reporting software such as SQL Reporting Services and Crystal Reports, to create ad-hoc queries and reports.
- Researches, evaluates, and recommends the purchase of equipment and supplies.
- Maintains inventory, tracks, and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
- Assists in developing, implementing, maintaining, and enforcing the Innovation and Technology Department's operational policies and procedures.
- Participates in the development and management of budgets as directed.
- Provides necessary instruction to end users on the Town's technology systems; develops training documentation and performs formal and informal training sessions as assigned;
- Attends and participates in professional group meetings and conferences; stays abreast of current trends, technologies and developments in the fields of information technology, computer software programs and networking systems.
- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
- Maintains confidentiality of work-related issues and Town information.
- Performs other duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the professional-level class in the innovation and technology series that implements, administers and supports multiple assigned business applications, and network and telecommunication systems. Assists the Innovation and Technology Officer with the planning and development of the Town's technology systems, policies, and procedures. This class is distinguished from Innovation and Technology Supervisor in that the latter has supervisory and management responsibilities over assigned Innovation and Technology Department functions and staff.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience Guidelines**

Minimum of an Associate degree in computer science, information technology, business administration, GIS, or a related field, and four (4) years of recent related responsible computer systems, systems analysis, network management, or related experience. Bachelor's degree in one of these fields or possession within probationary period (12 months) is desired.

### **LICENSE AND CERTIFICATION REQUIREMENTS**



- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- May require Microsoft Certified Systems Engineering, Cisco Certified Network Associate, and/or Geographic Information Systems Professional

**Knowledge of:**

- Operational characteristics, services, and activities of information technology.
- Advanced level of Microsoft desktop and server operating systems, mobile operating systems, and related network and telecommunications.
- Modern and complex principles and practices of computer systems, network and telecommunication systems, and audio/visual systems management, analysis, design, programming, and maintenance.
- Complex network and telecommunication systems configuration and troubleshooting, cabling and inter-networking principles.
- Relational database management, SQL scripting, database reporting, data processing management and general administration practices and techniques.
- GIS operations and related solutions such as ArcGIS and AutoCAD.
- Standard Website and Web Application development languages.
- Research techniques, and principles and procedures of record keeping and technical report writing.
- Modern office practices, methods, and procedures.
- Technical and business applications, including current releases of Microsoft Office, system monitoring, and other software required to accomplish the essential functions listed.
- Techniques for providing a high level of customer service to public and Town staff, in person, in writing, and over the telephone.
- Techniques for dealing effectively with the public, vendors, contractors.
- Principles and practices of effective employee supervision
- Project management techniques and principles
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- Applicable Federal, State, and local laws, codes, and regulations.
- English usage, grammar, spelling, vocabulary, and punctuation.

**Skill in:**

- Performing complex computer, network, and telecommunication system operations, monitoring, installation, repair, and maintenance work involving the use of independent judgment and personal initiative.
- Operating, installing, maintaining, configuring, and troubleshooting a variety of highly technical computer equipment and peripherals.
- Implementing comprehensive computer, network, and telecommunication operations-related projects and training programs.
- Analyzing problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of established goals.
- Interpreting and applying applicable policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Researching, developing, and recommending cost-effective technical system improvements.
- Adequately preparing and maintaining records, reports, documentation and system procedures.
- Effectively planning, organizing, and prioritizing tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.

- Operating modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Using tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

#### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions up to 75 pounds.

#### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

#### **WORKING CONDITIONS**

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.

## Attachment D



FLSA: Non-Exempt\*

### Innovation and Technology (IT) Technician

#### SUMMARY

Under general supervision, performs a variety of technical duties in support of the Town's technology systems; provides frontline help desk support to end users; troubleshoots hardware and software problems associated with the Town's computers and related equipment; installs hardware equipment and software applications; and performs related work as required.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Innovation and Technology Officer and/or higher-level technical staff, as assigned. May exercise functional supervision over volunteer and intern staff as directed.

**ESSENTIAL FUNCTIONS** - *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

#### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Provides help desk support, troubleshooting, and follow-up support of the Town's computer, network, and telecommunication systems, including peripheral equipment such as printers and mobile devices, cabling, and business applications such as websites, Audio/Visual and Broadcasting, Enterprise Resource Planning (ERP), and Geographic Information Systems (GIS).
- Implements, maintains and troubleshoots computer systems and related hardware and software, and other technology equipment as assigned.
- Performs routine tasks, including maintenance and servicing on computer hardware, changing printer toner; establishes and adheres to maintenance schedules.
- Assists in the administration, maintenance, and support of system and user-end security, physical access security, and security camera systems; system and data backups, and other systems as assigned.

- Maintains inventory, tracks, and receives a variety of computer and telecommunication systems equipment, software applications, supplies, training materials, and related needs; adheres to established purchasing procedures.
  - Provides basic instruction to end users on the Town's technology systems. Develops training documentation and performs formal and informal training sessions as assigned.
  - Researches, evaluates, and recommends the purchase of equipment and supplies.
  - May develop applications, scripts, and macros to enhance, expedite, and automate various tasks.
  - Stays abreast of current trends, technologies and developments in the fields of information technology, computer software programs and networking systems.
  - Informs users and enforces the Innovation and Technology Department's operational policies and procedures.
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- Provides emergency and on-call support response to reduce down-time, correct errors, monitor vendor activity, off hours scheduled maintenance, and system failures or on an as needed basis; may be required to carry a Town-supplied cell phone during on-duty and off-duty hours.
  - Maintains confidentiality of work-related issues and Town information.
  - Performs other duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

This is the journey-level technical support class in the innovation and technology series that provides first-response and follow-up help desk support. Assists in the maintenance and support of assigned business applications, and network and telecommunications systems. Responsibilities include monitoring all open help desk incidents, and troubleshooting of hardware and software applications. Provides backup administration and support for multiple assigned business applications, and network and telecommunication systems. This class is distinguished from the Innovation and Technology Specialist in that the latter has higher-level technical responsibilities and authority.

#### **MINIMUM QUALIFICATIONS**

##### **Education, Training, and Experience Guidelines**

High school diploma OR GED equivalent and two (2) years of recent technology experience with hardware and software operations. Associate Degree in computer science, information technology, business administration, GIS, or a related field is desired

#### **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

#### **Knowledge of:**

- Operational characteristics, services, and activities of information technology.
- Applications and functions of, and maintenance methods and procedures of computer hardware, software, and peripheral devices.
- Microsoft desktop and server operating systems, mobile operating systems, and related networking environments.
- Network and telecommunication systems configuration and troubleshooting, cabling and inter-networking principles.
- Principles and procedures of record keeping and technical report writing.

- Modern office practices, methods, and procedures.
- Business applications, including current releases of Microsoft Office and other software required to accomplish the essential functions listed.
- Techniques for providing a high level of customer service to public and Town staff, in person, in writing, and over the telephone.
- Occupational hazards and standard safety practices necessary in the area of computer operations.
- English usage, grammar, spelling, vocabulary, and punctuation.

**Skill in:**

- Analyze and troubleshoot computer, network, and telecommunication hardware and software; provide logical and innovative solution.
- Effectively plan, organize, and prioritize tasks and projects; organize own work and workspaces, set priorities, and meet deadlines.
- Adequately prepare and maintain records, reports, documentation and system procedures.
- Understand and follow oral and written instructions.
- Operate modern office equipment including computer, network, and telecommunication equipment, and business applications.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions up to 75 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work on evenings, weekends, and holidays. Participates in an after-hours emergency response program for on-call and callback assignments, and after hour Town Meetings and events.

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