

MEETING DATE 9/26/05

AGENDA ITEM Consideration of a Resolution to Approve the Classification Specification and Salary Plan for Information Systems Analyst and Rescind Resolution 2003-R066

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CCEA Bargaining Unit Classifications Effective January 10 2005

4% INCREASE PER CCEA MOU

Classification Title	Range	Step A	Step B	Step C	Step D	Step E
Account Clerk	368	15 583	16 380	17 219	18 098	19 025
Accountant	433	21 550	22 653	23 800	24 996	26 273
Accountant II	465	25 247	26 537	27 893	29 318	30 816
Accounting Technician	407	18 929	19 898	20 915	21 984	23 110
Administrative Clerk	366	15 429	16 218	17 048	17 919	18 836
Administrative Secretary	406	18 836	19 799	20 811	21 875	22 995
Air Conditioning/Heating Technician	451	23 570	24 749	26 014	27 343	28 740
Assistant Engineer	462	24 872	26 143	27 479	28 883	30 359
Assistant Planner	449	23 342	24 508	25 755	27 072	28 455
Associate Analyst	443	22 653	23 800	24 996	26 273	27 616
Associate Engineer	498	29 760	31 281	32 879	34 560	36 326
Associate Microcomputer Analyst (unclassified)	406	18 836	19 799	20 811	21 875	22 995
Associate Planner	477	26 803	28 173	29 612	31 125	32 716
Automated Enforcement Technician ⁷	396	17 919	18 836	19 799	20 811	21 875
Building & Safety Inspector	443	22 653	23 800	24 996	26 273	27 616
Building Engineer	485	27 893	29 318	30 816	32 391	34 046
Building Services Specialist	349	14 175	14 900	15 662	16 463	17 304
Bus Operator	391	17 478	18 371	19 312	20 299	21 336
Bus Operator/RPT	351	14 318	15 049	15 819		
Bus Operator X (see note e)	371	15 819				
Business Tax Inspector	408	19 025	19 998	21 020	22 095	23 226
Buyer	486	28 032	29 465	30 971	32 553	34 217
Cement Finisher	412	19 408	20 399	21 442	22 540	23 684
Clerk	317	12 085	12 702	13 352	14 035	14 752
Clerk Typist	336	13 286	13 965	14 679	15 429	16 218
Code Enforcement Analyst	471	26 014	27 343	28 740	30 209	31 753
Code Enforcement Officer	425	20 707	21 766	22 880	24 034	25 247
Communications Technician	443	22 653	23 800	24 996	26 273	27 616
Community Services Officer/RPT	322	12 390	13 023	13 689		
Computer Operator	416	19 799	20 811	21 875	22 995	24 151
Computer Programmer	454	23 917	25 121	26 405	27 754	29 172
Custodian	339	13 486	14 175	14 900	15 662	16 463
Data Entry Clerk	354	14 533	15 275	16 057	16 878	17 741
Engineering Drawing & Documents Technician	477	26 803	28 173	29 612	31 125	32 716
Engineering Technician	427	20 915	21 984	23 110	24 270	25 500
Equipment Maintenance Supervisor ⁶	458	24 389	25 627	26 937	28 313	29 760

CCEA Bargaining Unit Classifications Effective January 10 2005

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Classification Title	Range	Step A	Step B	Step C	Step D	Step E
Equipment Service Worker	368	15 583	16 380	17 219	18 098	19 025
Event Supervisor/RPT	474	26 405	27 754	29 172	N/A	N/A
Facilities Lead Worker ⁴	453	23 800	24 996	26 273	27 616	29 027
Facilities Maintenance Worker	390	17 391	18 280	19 215	20 198	21 230
Fire Prevention Specialist	492	28 883	30 359	31 910	33 541	35 255
Forensic Specialist	466	25 373	26 670	28 032	29 465	30 971
GIS Technician	460	24 628	25 884	27 207	28 597	30 059
Graphic Services Assistant	367	15 506	16 299	17 133	18 008	18 929
Graphic Services Coordinator	415	19 701	20 707	21 766	22 880	24 034
HVAC Maintenance Worker ⁴	420	20 198	21 230	22 316	23 458	24 628
Hazardous Materials Technician	414	19 603	20 604	21 658	22 767	23 917
Heavy Equipment Operator	408	19 025	19 998	21 020	22 095	23 226
Heavy Truck Driver	400	18 280	19 215	20 198	21 230	22 316
Help Desk Technician	381	16 628	17 478	18 371	19 312	20 299
Housing Assistant	428	21 020	22 095	23 226	24 389	25 627
Housing Specialist	463	24 996	26 273	27 616	29 027	30 511
Information Systems Analyst ⁸	487	28 173	29 612	31 125	32 716	34 388
Information Technology Analyst (unclassified)	445	22 880	24 034	25 247	26 537	27 893
Irrigation Maintenance Technician	390	17 391	18 280	19 215	20 198	21 230
Jailer	390	17 391	18 280	19 215	20 198	21 230
Laborer	353	14 461	15 200	15 977	16 794	17 653
Maintenance Carpenter	420	20 198	21 230	22 316	23 458	24 628
Maintenance Electrician	443	22 653	23 800	24 996	26 273	27 616
Maintenance Painter	419	20 097	21 125	22 205	23 342	24 508
Maintenance Plumber	443	22 653	23 800	24 996	26 273	27 616
Maintenance Worker I	362	15 124	15 987	16 710	17 564	18 463
Maintenance Worker II	374	16 057	16 878	17 741	18 648	19 603
Mechanic	423	20 502	21 550	22 653	23 800	24 996
Mechanic Assistant	397	18 008	18 929	19 898	20 915	21 984
Microcomputer Analyst (unclassified)	449	23 342	24 508	25 755	27 072	28 455
Occupancy Specialist ³ (unclassified)	325	12 576	13 220	13 895	14 606	15 352
Office Assistant/RPT	384	16 878	17 741	18 648		
Office Automation Specialist	393	17 653	18 556	19 505	20 502	21 550
Park Maintenance Crewleader	414	19 603	20 604	21 658	22 767	23 917
Park Patrol Officer ²	322	12 390	13 023	13 689	14 389	15 124
Parking Enforcement Officer	379	16 463	17 304	18 189	19 120	20 097

CCEA Bargaining Unit Classifications Effective January 10 2005
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Classification Title	Range	Step A	Step B	Step C	Step D	Step E
Parking Meter Technician	397	18 008	18 929	19 898	20 915	21 984
Payroll Technician	427	20 915	21 984	23 110	24 270	25 500
Permit Technician	384	16 878	17 741	18 648	19 603	20 604
Pest Control Technician	414	19 603	20 604	21 658	22 767	23 917
Plan Check Engineer	492	28 883	30 359	31 910	33 541	35 255
Plan Check Technician	429	21 125	22 205	23 342	24 508	25 755

CCEA Bargaining Unit Classifications Effective January 10 2005

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Classification Title	Range	Step A	Step B	Step C	Step D	Step E
Planning Technician	396	17 919	18 836	19 799	20 811	21 875
Police Records Technician ¹	366	15 429	16 218	17 048	17 919	18 836
Pool Maintenance Technician	443	22 653	23 800	24 996	26 273	27 616
Property Technician ⁵	398	18 098	19 025	19 998	21 020	22 095
Public Works Inspector	444	22 767	23 917	25 121	26 405	27 754
Records Management Coordinator	431	21 336	22 428	23 570	24 749	26 014
Recreation Coordinator	423	20 502	21 550	22 653	23 800	24 996
Redevelopment Project Specialist	492	28 883	30 359	31 910	33 541	35 255
Route Supervisor	428	21 020	22 095	23 226	24 389	25 627
Safety Services Communications Operator	413	19 505	20 502	21 550	22 653	23 800
Safety Technician	442	22 540	23 684	24 872	26 143	27 479
Sanitation Collector	368	15 583	16 380	17 219	18 098	19 025
Sanitation Crew Supervisor	420	20 198	21 230	22 316	23 458	24 628
Sanitation Dispatcher ²	418	19 998	21 020	22 095	23 226	24 389
Sanitation Driver	393	17 653	18 556	19 505	20 502	21 550
Sanitation Roll Off Driver	397	18 008	18 929	19 898	20 915	21 984
Scout Vehicle Operator	372	15 897	16 710	17 564	18 463	19 408
Secretary	384	16 878	17 741	18 648	19 603	20 604
Senior Account Clerk	386	17 048	17 919	18 836	19 799	20 811
Senior and Social Services Specialist	428	21 020	22 095	23 226	24 389	25 627
Senior Computer Programmer	464	25 121	26 405	27 754	29 172	30 663
Senior Computer Programmer Analyst	497	29 612	31 125	32 716	34 388	36 145
Senior Engineering Technician	444	22 767	23 917	25 121	26 405	27 754
Senior Forensic Specialist	503	30 511	32 070	33 708	35 431	37 242
Senior Irrigation Maintenance Technician	414	19 603	20 604	21 658	22 767	23 917
Senior Maintenance Worker	382	16 710	17 564	18 463	19 408	20 399
Senior Microcomputer Analyst (unclassified)	474	26 405	27 754	29 172	30 663	32 230
Senior Public Works Inspector	468	25 627	26 937	28 313	29 760	31 281
Senior Tree Maintenance Worker	384	16 878	17 741	18 648	19 603	20 604
Senior Welder	435	21 766	22 880	24 034	25 247	26 537
Sewage Lift Station Worker	377	16 299	17 133	18 008	18 929	19 898
Staff Assistant/Solid Waste Operations	462	24 872	26 143	27 479	28 883	30 359
Street Light Technician	443	22 653	23 800	24 996	26 273	27 616
Street Maintenance Crewleader	433	21 550	22 653	23 800	24 996	26 273
Structural Rehabilitation Specialist	461	24 749	26 014	27 343	28 740	30 209
Subdrain Crewleader	413	19 505	20 502	21 550	22 653	23 800

CCEA Bargaining Unit Classifications Effective January 10 2005

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Classification Title	Range	Step A	Step B	Step C	Step D	Step E
Subdrain Worker	379	16 463	17 304	18 189	19 120	20 097
Systems Application Specialist	497	29 612	31 125	32 716	34 388	36 145
Telecommunications Analyst (Unclassified)	474	26 405	27 754	29 172	30 663	32 230
Traffic Painter	396	17 919	18 836	19 799	20 811	21 875
Traffic Painting Crewleader	436	21 875	22 995	24 151	25 373	26 670
Traffic Signal Technician	476	26 670	28 032	29 465	30 971	32 553
Training and Safety Instructor	438	22 095	23 226	24 389	25 627	26 937
Transit Operations Supervisor	428	21 020	22 095	23 226	24 389	25 627
Transportation Dispatcher	418	19 998	21 020	22 095	23 226	24 389
Van Driver	353	14 461	15 200	15 977	16 794	17 653
Veteran s Complex Maintenance Coordinator	394	17 741	18 648	19 603	20 604	21 658
Warehouse Supervisor	400	18 280	19 215	20 198	21 230	22 316
Warehouse Worker/Delivery Driver	370	15 740	16 545	17 391	18 280	19 215
Web Master (unclassified)	514	32 230	33 877	35 608	37 428	39 340
Welder	417	19 898	20 915	21 984	23 110	24 270

¹Effective July 1 2002

²In accordance with adopted Budget 2002 2003

³Effective July 14 2003

⁴Effective July 28 2003

⁵Effective February 23 2004

⁶Salary Approved in FY 2005 2006 adopted budget

⁷Approved in FY 2005-2006 adopted budget

⁸Approved in FY 2005 2006 adopted budget

Notes

- a Employees appointed to RPT positions in the classifications listed above are paid at steps A B or C within the listed range
- b Skill or assigned bonuses provided in the MOU are in addition to above rates
- c Employees appointed to Confidential positions in a classification listed above receive an additional 3 days

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(24 hours) floating holiday credit pursuant to previous Council Resolution

- d Bus Operator X is a one-step entry level appointment from which the employee moves to A step of Bus Operator in six months

Title INFORMATION SYSTEMS ANALYST**Definition**

The positions assigned to this unclassified classification are responsible for systems analysis and administration. Incumbents in these positions support microcomputers in the client-server environment and combine skills in Database Administration, Mail Server Administration, Security Administration, and/or Network Administration. The classification handles research, design, setup, configuration, management, troubleshooting, and documentation of complex hardware, software, and infrastructure projects. Will assist in determining overall strategic architectural direction for microcomputer related hardware and software. Duties include end user client support of microcomputers, server-side network, e-mail, security, database, web/internet, and communications support. Information Systems Analysts will support Technical Services, Development, and other Departmental City staff and work with consultants as needed.

Supervision Received And Exercised

This position reports to the Technical Services Manager. This position may assist in the supervision of Help Desk Technicians or Interns.

Essential Job Duties

The following tasks are essential for this position. Incumbents in the position may not perform all of these tasks, and/or may perform similar related tasks not listed here.

- 1 Assists in setting technical direction for architecture of City computer, server, network, e-mail, security, database, and web hardware, software, and communications strategy.
- 2 Assists in maintaining backups and in disaster recovery planning and preparation. Sets up and maintains alternate data processing sites and work-arounds during outage situations. Acts as disaster recovery worker and may staff the EOC during activation.
- 3 Provides user support for computer, network, e-mail, security, database, and web systems. This may be over the telephone or by remote access in Help Desk format. This may include software, hardware and communications products. Develops documentation, user manuals, and policy and procedure information.
- 4 Assists users with microcomputer applications software such as word processors, spreadsheets, electronic mail, graphics and specialized functional software for City Departmental use.
- 5 Evaluates, recommends and installs microcomputer hardware and software products. Defines optimal configuration for products. Tests and compares new products.
- 6 Configures, implements and maintains external connectivity and remote communications to the network file servers and clients.
- 7 Creates limited software applications for City departments, typically involving a relational database and having a graphical user interface, following City standards and procedures for software development.

- 8 Serves as primary contact for microcomputer, network, e mail, security, database, and web hardware and software vendors
- 9 Provides technical assistance to Technical Services, Development staff project consultants, and support personnel in other City departments
- 10 Perform feasibility analysis and evaluate potential solutions
- 11 Prepare reports, documentation and plans for design and system, enhancements
- 12 Plan, prioritize and schedule work and tasks for project team members
- 13 Prepare or evaluate training materials and manuals
- 14 Act as Security Administrator in setting up and maintaining complex internal and external security hardware and software This includes ongoing reporting, intrusion investigation, and education of the user community on security issues Develop and update documentation, policies, and procedures
- 15 Act as a Network Administrator in setting up, troubleshooting, and maintaining complex hardware, software, and communications networks This includes wired and wireless networks and extends to radio packet data and Voice over IP hardware and software Develop and update documentation, policies, and procedures
- 16 Act as a Systems Administrator in evaluating, recommending, setting up, configuring, and documenting server and specialized hardware and software products Set up and maintain infrastructure hardware and monitoring software Research, test, and compare new products
- 17 Acts as a Network & Security Administrator with the City's anti-virus, anti-spam, and anti-spyware efforts by updating software, researching, testing systems, and training users
- 18 Act as Systems Administrator in defining, testing, coordinating, and executing automated software distribution
- 19 Acts as a Database Administrator in setting up and maintaining departmental and enterprise databases Conducts testing, migration, monitoring, and backup of data Configures and troubleshoots client side access drivers and client software for databases Works with Development staff on major problems and migrations Troubleshoots security access issues to databases
- 20 Acts as a Mail Server Administrator in setting up and maintaining enterprise e-mail systems This includes internal and Internet mail flow, security, spam/virus prevention, application based mail engines, DNS, mail record, and remote access services Related mail technologies such as Instant Messaging, collaboration software, and PDA replication are included

Marginal Job Duties

The following tasks are typically performed by individuals in this classification but are considered less than essential

- 1 Acts as backup to the Telecommunications Analyst
- 2 Acts as a backup to the WebMaster

Minimum Knowledge, Skill and Ability

Knowledge of

- Network systems, protocols and applications
- Systems security protocol, policies and procedures
- Server administration, scripting and communication protocols, including Internet communication and e-mail protocols
- Industry standard computer, server, printer, communications, security, anti-virus/spam/spyware, database, and collaboration hardware and software products
- Computer software development techniques, including use of relational databases and application generation tools

Ability to

- Support network functions such as e-mail, file and print services, routers, firewalls, fax and modem services, host access, client/server software and Internet
- Troubleshoot complex computer, network, e-mail, security, database, web software, hardware and communications problems
- Develop and troubleshoot software applications, scripts, and replication of security information
- Deal with concurrent customer support situations
- Handle pressure from operational problems
- Perform end user training
- Evaluate hardware, software, and communications products, and communicate with user community at all levels
- Understand City wide requirements
- Use excellent time management skills
- Work in a team environment or independently as needed
- Communicate effectively verbally and in writing with all levels of staff
- Develop and present educational programs and/or workshops

Licenses and Certificates

Possession of a valid California Class C driver's license, if assigned to drive

Possession of MCSE certification relevant to technology installed in the City's technology environment

Possession of a security certification relevant to technology installed in the City's technology environment

The certification requirements may be waived by the Information Technology Director provided it is obtained within 6 months of hire or promotion

Training and Experience

Any combination of experience and education would qualify for this position. A typical way to obtain the knowledge, skills and abilities would be professional training, an MCSE, plus four years experience in a similar analyst position. Knowledge of Microsoft client & server operating systems, MS Office, Internet, mail, security, and database software, web, security technology products, and a college degree in Computer Science is highly desirable.

Physical Requirements and Working Conditions

- Require vision (which may be corrected) to read small print
- Require the mobility to stand, stoop, reach and bend. Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects

- Require the ability to stand for long periods
- Require the ability to walk long distances
- Perform work which involves the frequent lifting, pushing and/or pulling of objects which may approximate 50 pounds and may occasionally weigh up to 100 pounds
- Is subject to office environmental conditions

INFORMATION TECHNOLOGY LABOR MARKET SURVEY
SALARY SURVEY AND CLASSIFICATION STUDY

Information Systems Analyst			Salary Survey & Classification Study		
Survey City	Partial Hits	Top Monthly Salary	Classification Title	Comparable Duties?	Comments
Beverly Hills	1	\$5 428	Microcomputer Support Specialist II	Yes	Research current technology (s/w & h/w) install & test s/w & h/w project mgmt troubleshoot & maintain e mail system
	2	\$7 030	Network Administrator	Yes	Network administration user accounts file servers electronic mail servers print services fax services backup functions network connectivity & security
Santa Monica	3	\$4 766	Technical Services Specialist	Yes	Maintains tape storage libraries and backs up data on networked minicomputers microcomputers and servers maintains computers & network management systems installs microcomputer s/w & h/w in networked & stand alone configurations installs configures maintains & supports data communications equipment including switches & routers in networked environment
	4	\$6 923	Systems Administrator	Yes	Systems administration & maintenance for Novell Netware MS Windows NT Unix servers in a multi protocol networked environment responsible for City's e mail internet gateways and security manage & maintain relational databases e.g. SQL server implement & manage back up schedules procedures & tape libraries assist in product evaluation & selection maintain & manage user accounts e mail accounts print queries & network security
	5	\$6 923	Network Engineer	Yes	Administer automated deployment of software updates over the network researches & implements new technology install configure maintain & repair servers routers firewalls and switches for network security install configure & maintain microcomputer h/w s/w and peripheral devices & operating systems design network facilities consisting of hubs switches routers DSC/CSU's transceivers firewalls network cards etc for effective telecommunications between computer voice and video devices in local & remote locations
Burbank	6	\$4 800	Network Support Analyst II	Yes	Install & maintain virus s/w and pattern files & issue warnings to end-users network back up and restore operations apply patches install operating systems revisions repair maintain & upgrade h/w
	7	\$5 981	Network Support Analyst III	Yes	Disaster recovery & capacity planning network security complex server & network configuration & administration define test & coordinate automated s/w distribution advanced network analysis IP & VPN administration
Inglewood	8	\$4 290	Senior Computer Operator	Yes	Create security profiles & user identifications for system access monitor systems integrity & applications availability monitor proper functionality & connectivity of servers & routers

**INFORMATION TECHNOLOGY LABOR MARKET SURVEY
SALARY SURVEY AND CLASSIFICATION STUDY**

Information Systems Analyst			Salary Survey & Classification Study		
Survey City	Partial Hits	Top Monthly Salary	Classification Title	Comparable Duties?	Comments
	9	\$6 107	Network Administrator	Yes	Monitor & maintain various systems servers monitor server backups troubleshoot network systems & applications monitor network functions enhancements & improvements maintain data security develop & recommend solutions for network needs
	10	\$6 746	Systems Administrator	Yes	Install upgrade configure and support enterprise wide systems and network software (e g file servers print servers web servers directory services) systems & network security systems administration & systems integration project mgmt
Long Beach	11	\$4 884	Systems Support Specialist II	Yes	Customer service basic systems support security of operating systems
	12	\$5 406	Systems Support Specialist III	Yes	Customer/technical services systems support security of operating systems
	13	\$5 987	Systems Support Specialist IV	Yes	Infrastructure services supervision of systems support staff (I III) security of operating systems database management network maintenance
	14	\$6 622	Systems Support Specialist V	Yes	Infrastructure services supervision security of operating systems network administration project management
	15	\$7 332	Systems Support Specialist VI	Yes	Infrastructure services supervision security of operating systems network administration project management firewalls server administration research
Torrance	16	\$6 532	Information Technology Analyst	Yes	Maintain test troubleshoot support & provide on call support for LAN & WAN related s/w and equipment and resolving user problems serve as Systems Administrator for LANs & WANs maintain & configure systems to provide maximum usage & optimum performance use various network management applications & common industry diagnostic tools & technologies to monitor network activity & optimum performance install configure & maintain network facilities perform security audits & safeguarding of equipment & systems passwords backs up & stores data institute & maintain program to ensure system recovery in case of serious failure
West Hollywood	17	\$5 078	Information Technology Systems Analyst	Yes	Install & configure h/w & s/w research & test new technology and make recommendations e g recommend vendors support to e mail users basic network administrator functions system back ups manage & organize computer/network filing systems and applications
Pasadena					comparable classification no longer in use
Redondo Beach					no comparable position
Montebello					no response
Norwalk					no response

INFORMATION TECHNOLOGY LABOR MARKET SURVEY
SALARY SURVEY AND CLASSIFICATION STUDY

Information Systems Analyst			Salary Survey & Classification Study		
Survey City	Partial Hits	Top Monthly Salary	Classification Title	Comparable Duties?	Comments
Downey					no response
Gardena					no response
Culver City		\$4 932	Microcomputer Analyst		
		\$5 586	Senior Microcomputer Analyst		
Salary Average		\$5 931			
Salary Range #		\$34 220			
Salary Grade		487			

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