

City of Culver City, California
City Council Agenda Item Report

Meeting Date: 10/23/06		Item Number: <u>A-5</u>	
AGENDA ITEM: Approval of the Revised Classification Specification for Help Desk Technician.			
Contact Person/Dept.: Amy Webber		Phone Number: 310-253-5652	
Fiscal Impact: Yes ☐ No ☒		General Fund: Yes ☐ No ☐	
Public Hearing: ☐		Action Item: ☒ Attachments: ☒	
Public Notification: Master Notification List (10/18/2006) and Culver City Employees Association (10/18/2006)			
Department Approval: Serena Wright (10/12/2006)		City Manager Approval: Jerry B. Fulwood (10/18/2006)	
City Controller Approval: Mary V. Noller (10/18/2006)			

RECOMMENDATION:

Staff recommends the City Council approve the Classification Specification for Help Desk Technician.

BACKGROUND/DISCUSSION:

The Help Desk Technician classification specification has been revised to indicate the responsibilities performed by the previous incumbent and to align it with other Information Technology ("IT") classifications.

This classification is currently vacant giving the Personnel Department, in coordination with IT, the opportunity to reevaluate the duties and responsibilities of the position. In reviewing the classification specification, it was observed that the position was listed in the classified service. The Culver City Municipal Code §3.05.015 states that professional and technical employees in the information technology field are exempt from the classified service.

In addition, the modified minimum knowledge and experience requirements encompass what is needed to perform the duties successfully given the inherent changing environment of IT and service they provided to City departments.

Accordingly, the following changes are being proposed:

- Change the classification status;
- Add an essential job duty to identify the current working environment;
- Add specific knowledge and experience requirements; and
- Clarify and update language throughout the classification specification.

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In order to be successful in this position it is necessary for candidates to have experience in a server/network environment. By requiring at least two (2) years of experience to supplement the current requirement of possessing either an accredited Associate of Arts degree or a technical certificate, it will ensure that candidates have the necessary skill set to be able to perform the essential functions of the classification.

These changes, as outlined above, reflect the current working environment of the position and are needed to meet the demands of additional servers, responsibilities for disaster recovery of critical information, and the complex networking and wireless systems used by the City.

On September 6, 2006, the Civil Service Commission approved the revised classification specification for Help Desk Technician.

FISCAL ANALYSIS:

The fiscal issues associated with this classification are not reflected. This position was shown to be significantly below the labor market average within the salary survey that was conducted. A separate report addressing the salary survey will be forwarded to the City Council.

ATTACHMENTS:

1. Revised Classification Specification for Help Desk Technician
2. Information Technology Department Organizational Chart
3. Municipal Code § 3.05.015 Classified Service; Applicability

MOTION:

That the City Council:

Approve the Revised Classification Specification for Help Desk Technician.