

RESOLUTION NO. 16-006

A RESOLUTION adopting changes to the represented positions within the Information Systems Division, including creation of a new position.

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF CAMAS AS FOLLOWS:

I

The titled job description of Information Systems Analyst shall be revised to Information Technology Systems Analyst/Programmer, and the changes and duties shall be outlined in any job description proscribed by the City, and may be revised from time to time. The salary scale for the Information Technology Systems Analyst/Programmer shall be set forth in the salary schedule attached. The new position description and salary schedule are attached hereto as Exhibit "A" and shall be effective as of April 1, 2016.

II

The titled job description of Information Systems Technician shall be revised to Information Technology Support Specialist, and the changes and duties shall be outlined in any job description proscribed by the City, and may be revised from time to time. The new position description is attached hereto as Exhibit "B" and shall be effective as of April 1, 2016.

III

There is hereby created in the Information Systems Division a new position entitled Information Technology Network Administrator. Such position shall be a union representative position in the CPEA bargaining unit, and shall perform such duties as shall be outlined in any job description proscribed by the City, as may be revised from time to time. The position description and salary schedule are attached hereto

## Exhibit "A"

City of Camas  
Union Status: Represented  
April 2016

### **INFORMATION TECHNOLOGY SYSTEMS ANALYST/PROGRAMMER**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

#### **JOB OBJECTIVES**

Under general supervision of the Technology Director, provides highly technical development and support for the City's database systems, applications and users in a LAN/WAN environment; performs a variety of advanced software analysis, programming and maintenance; provides general training to users on the City's main application and reporting systems; develops online resources and services; and performs a variety of duties relative to assigned area of responsibility.

#### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Ensure the integrity, security and effective performance of the City's applications and databases.

Perform database design, development, and maintenance of the City's databases; work with programmers and developers contracted to work on database enhancements, specialized programming, special projects, report writing and other duties as assigned. Develop programs, analyze user needs and requirements, design system structures and make modifications or improvements to applications and programs.

Support and maintain web application servers; Provide E-Commerce and web application development. Consult with others to establish design and access standards and procedures that ensure continuity of web content and site availability for staff and the public. Oversee and perform scripting and programming of web site features and applications. Programs in languages appropriate for web browsing and transaction applications (ex: HTML, PHP, ASP and Java Script).

Develop, program and oversee the maintenance and design of the City's official website and resources. Research, maintain and monitor the website for added or upgraded services to meet city goals and strategic initiatives. Recommend products or services, including costs, design and project proposals for improved or new services to the public.

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or system upgrades.

Plans, coordinates and completes assigned technology projects and systems deployment; oversees vendor support, including implementation of systems, licensing, upgrades and problem resolution.

Assist City staff with software applications, related programs, telecommunications, and support and train for both hardware and software systems. Recommend and implement solutions to assure minimum delay and effective operation for system users.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

## **City of Camas**

### **Information Technology Systems Analyst/Programmer**

Install, upgrade, patch applications and systems; analyze and resolve complex technology application and system issues.

Monitor, review and schedule assigned work orders support to optimize staff support services and system priorities.

Assist in maintaining user and application level instructional and support documentation. Update technical documentation, such as client and application specific installation configurations, problem fixes, and vendor support.

Perform network administration duties in the absence of other information systems staff.

Provide assistance in various information technology projects that affect the user environment.

Provide backup for computer support including hardware and software desktop support, including installing, configuring, and repairing computers and providing support to employees across the network.

### **SECONDARY FUNCTIONS**

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Communicate project design and recommendations to the Technology Department timely, coordinating and planning yearly project priorities with the team.

Support and troubleshoot the various audio/visual equipment in board and conference rooms throughout the City.

Performs other functions within the department as necessary or assigned by Director.

### **AUXILIARY FUNCTION STATEMENTS**

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Advanced networking technologies, data and voice communications systems, routers and firewall devices, image and data transmission, application development principles and database design, local area networks (LAN), and working knowledge of client/server applications, securities and internet/intranet applications.

Relational database theory and design fundamentals.

Website design and administration principles.

Principles of network operating systems and specialized applications of the City.

Operational characteristics of various computer systems, databases, applications and peripheral equipment including client-server software; Maintenance and repair techniques.

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### Information Technology Systems Analyst/Programmer

Advanced computer languages and programming practices (Visual Basic.Net, VBScript, ASP, PHP, Java Script).

Advanced database administration (SQL Server, MySQL, SQL, Access, Progress).

Advanced Methods and techniques of troubleshooting hardware and software configurations and problems.

Principles and practices of training and instruction.

Principals of Voice over Internet Protocol (VoIP), voice telecommunications and voicemail system support and security.

Modern office procedures, methods, troubleshooting and problem solving protocols.

#### **Ability to:**

Diagnose, install, configure and troubleshoot hardware and software problems in a complex network environment, identify solutions, make and implement recommendations.

Respond to after-hours network emergencies and outages timely.

Perform advanced network application/system administration, engineering, and system monitoring.

Support and maintain city databases, develop reports, forms and enhance the features for users.

Develop web applications (e-commerce, e-government, forms, applications, etc.) for continued enhancement to usability of the city's website for the public.

Participate in various information technology projects and computer support activities.

Develop and conduct training programs for client-server applications and programs.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Operate personal computers, printers and other peripheral equipment.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Education:**

Equivalent to a Bachelor's degree in computer science or related field

##### **Experience:**

Three years of increasingly responsible experience in database design and support, system and application administration and support, and programming and development including: web development, programming and database management, SQL/Access and application report writing, e-commerce, and intranet development

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### Information Technology Systems Analyst/Programmer

#### **Equipment used:**

Personal computers, network servers, LAN and WAN hardware (firewalls, routers, switches, etc.), network/phone diagnostic equipment, light hand tools, and general office equipment

#### **Computer Skills:**

Intermediate to advanced understanding of Windows (TCP/IP) network operating system and desktop support, DNS, Active Directory, Windows Servers, database design and administration

General firewall, VPN concepts and configuration, and understanding of VoIP telecommunications systems

Advanced skills in database systems (SQL) database management, ODBC connectivity and reporting tools

Specific skills in Windows Server, Visual Studio, web development and design, and other related basic tools preferred

Programming and scripting abilities such as Visual Basic.NET, VBScript, VB for Applications

Experience programming API's

#### **Certifications:**

Professional networking and/or programming certification such as Microsoft Certified Database Administrator (MCDBA) or Microsoft Certified Solutions Associate (MCSA) is preferred.

Possession of an appropriate, valid Driver's License is required.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office/field environment; exposure to computer screens.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.

Salary Scale effective April 1, 2016

Position							
	1	2	3	4	5	6	7
IT Systems Analyst/Programmer	5946	6124	6306	6498	6692	6893	7102

## INFORMATION TECHNOLOGY SUPPORT SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

Under general supervision of the Technology Director, to perform a variety of moderate to complex hardware and software maintenance, user support and training functions associated with the City's personal computers and basic network operations; provide specialized technical support for core City applications and systems, provide assistance in maintaining the City's network system; and to perform a variety of duties relative to assigned area of responsibility.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:*

Provide daily operational support for business applications software program(s) including responding to and resolving routine technology support issues from system users, data entry, printing and distributing reports.

Procure, install, configure, troubleshoot and repair all network or user-specific hardware and peripheral devices. Analyze and resolve service and support issues.

Install, configure upgrade and maintain computer and other devices' software including operating systems, client connectivity to the network and desktop applications. Analyze, research and resolve software conflicts and application error messages for end-users.

Troubleshoot and configure the users printing environment.

Assist users in optimizing their desktop environment; create icons and shortcuts and provide desktop training; assist in restoring or recovering files or corrupted data.

Monitor, review, schedule and communicate assigned work orders with departments and staff on technology work order status and work projects at the technician level and escalate timely unresolved technology support issues.

Maintain the City's information technology inventory and asset tag system; monitor hardware, track warranty and support information, software programs and maintain licensing compliance.

Work with vendors in requesting service on equipment under warranty, identifying hardware and software conflicts or problems, researching new products and ordering supplies.

## **CITY OF CAMAS**

### **Information Technology Support Specialist (*Continued*)**

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or service/system upgrades.

Monitor and repair all virus, spam and malware alarms and activity reported from devices on the City's network. Provide assistance in establishing network hardware and software environment standards; research hardware and software prices and recommend purchases as appropriate.

Provide assistance in various information technology projects that affect the user environment; provide user training in new technologies as needed.

Develops, maintains and updates technical documentation such as desktop configurations, procedures, problems and fixes, vendor support contracts/procedures and disaster recovery procedures; develops, updates and distributes user instructional documentation.

Assist in maintaining and updating the City's website.

#### **SECONDARY FUNCTION STATEMENTS**

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

Performs other functions within the department as necessary or assigned by Director.

#### **AUXILIARY FUNCTION STATEMENTS**

Follow all safety rules and procedures established for work area.

Perform related duties and responsibilities as required.

#### **QUALIFICATIONS**

##### **Knowledge of:**

Operational characteristics of various computer systems, applications and peripheral equipment including client-server software.

Methods and techniques of hardware and software configuration and installation.

Methods and techniques of troubleshooting hardware and software problems.

General knowledge of networking technologies, image and data transmission, telecommunications and client-server applications.

Modern office procedures, methods, troubleshooting and problem solving protocols.

Basic principles and practices of network administration.



## CITY OF CAMAS

### Information Technology Support Specialist (*Continued*)

General word processing, spreadsheet, database and reporting programs.

Web page development and programming.

#### **Ability to:**

Diagnose hardware and software problems, identify solutions, make and implement recommendations.

Diagnose and repair user printer issues on the network and local.

Respond to after-hours network emergencies and outages timely.

Install, configure and upgrade hardware and software in a mixed network environment.

Operate personal computers, printers and other peripheral equipment.

Participate in various information technology projects and computer support activities.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Education:**

Equivalent to an Associate's degree from an accredited college or university with major course work in information technology, computer science or a related field.

#### **Experience:**

Two years of increasingly responsible experience in the maintenance, installation and upgrading of computer hardware and software.

#### **Equipment used:**

Personal computers, laptops, tablets, mobile devices, network servers, LAN and WAN hardware (bridges, routers, switches, etc.), light hand tools, and general office equipment.

#### **Computer Skills:**

Intermediate to advanced Windows (TCP/IP) network operating system, wireless configuration and desktop/client support. General knowledge of TCP/IP, DNS, Active Directory, Windows Server, General firewall, VPN concepts and configuration. Advanced skills in Microsoft Office, mail systems and strong troubleshooting/analytical skills required. Experience with HTML, FTP and client applications a plus.

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Information Technology Support Specialist *(Continued)*

**Certifications:** Professional networking and/or technology certifications preferred

Possession of an appropriate, valid driver's license is required

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office/field environment; exposure to computer screens.

**Mobility:** Light lifting; sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings..

## **INFORMATION TECHNOLOGY NETWORK ADMINISTRATOR**

*Class specifications are intended to a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **JOB OBJECTIVES**

Under general supervision of the Technology Director, plans, designs and develops the City's information technology network. Acquires, installs, implements and maintains the City's network systems including WAN/LAN development and management, securities and virus monitoring, wireless and mobile technologies design and support, server hardware and operating system updates and maintenance, and updates and support for the communications systems and servers. Organizes, documents and monitors the City's network infrastructure for reliable technology operations throughout the city.

### **ESSENTIAL FUNCTION STATEMENTS**

*The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here.*

Plan, engineer and maintain the City's enterprise data, voice and video networks and systems. Design, install, maintain and upgrade all network hardware and software; including, servers, routers, switches, firewalls, phone system and equipment, voicemail, and equipment; Provide advanced level support and technical expertise in networking technology.

Administer the operation of all LAN/WAN-related network services according to industry standards and security best practices.

Assume responsibility for administering the City's central VoIP system, voicemail and related telecommunication and internet services of the City; maintain system databases; establish and configure user accounts and work with vendor on outsourced support and service related issues;

Monitor and evaluate network and system performance. Manage network traffic including printing, file sharing and connectivity to external agencies. Maintain secure transfer of data throughout City locations via internal and external networks. Maintain the wireless infrastructure and mobile or remote connectivity to the City's network.

Establish and maintain the backup, version-control and viral defenses of the City. Monitor and support the City's disaster recovery technology plan, implementation and testing.

Research and evaluate new technologies. Consult with Technology Department staff on identified potential new technologies or services. Develop proposals, including time, equipment and costs for implementation of new services or system upgrades.

Communicate with department staff to report and resolve software, hardware and operational problems and security violations. Communicate and recommend improvements (work flow/productivity/cost savings) with emergent technologies to Technology Director.

Work closely with external vendors and monitor and control all remote access to City systems and resources.

## **City of Camas**

### *Information Technology Network Administrator (Continued)*

Update technical documentation, such as client and application specific installation configurations, problem fixes, and vendor support. Maintain the City's information technology inventory and asset tag system; monitor hardware, warranty and support information, software programs and licensing compliance.

Monitor, review, schedule and communicate assigned work orders.

Provide assistance on technology projects and participates on project teams as assigned.

### **SECONDARY FUNCTIONS**

Performs other duties as assigned that support the overall objective of the position and goals of the Department.

Communicate project design and recommendations to the Technology Department timely, coordinating and planning yearly project priorities with the team.

Provide backup for computer support including hardware and software desktop support; including installing, configuring, and repairing computers and providing support to employees across the network.

Assist in coordinating training programs, training computer end-users in using network and computer resources and in providing training on technology upgrades or new resources.

Performs other functions within the department as necessary or assigned by Director.

### **AUXILIARY FUNCTION STATEMENTS**

Follow all safety rules and procedures established for work area

Perform related duties and responsibilities as required.

### **QUALIFICATIONS**

#### **Knowledge of:**

Advanced networking technologies, Ethernet and TCP/IP, data and voice communications systems, wireless and mobile network systems and securities, image and data transmission, local area networks (LAN), VMware, Storage area networks, Hypervisor, client/server applications and internet/intranet applications.

Advanced network administration, engineering, and system monitoring, including advanced methods and techniques of troubleshooting hardware and software configurations and problems.

Advanced knowledge of network, system and securities, system oversight and management of network resources.

Working knowledge of network equipment (routers, etc.) and VoIP phone/voicemail systems.

Operational characteristics of various computer systems, databases, application development and peripheral equipment including client-server software. Maintenance and repair techniques.

Standard computer languages, relational database architecture and reporting; SQL and HTML languages and others.

Basic principles and practices of training and instruction.

## **City of Camas**

### *Information Technology Network Administrator (Continued)*

Modern office procedures, methods, troubleshooting and problem solving protocols.

#### **Ability to:**

Adapt to changes in work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, and timely response to priority technology network support.

Configure, install, troubleshoot, diagnose and repair hardware and software in a complex network environment, identify solutions, make and implement recommendations.

Provide back up support and maintenance for the city databases and monitor server resources.

Participate in various information technology projects and computer support activities.

Respond to after-hours network emergencies and outages timely.

Manage time and schedule activities effectively. Respond to requests and inquiries from network users and provide assistance as needed.

Operate personal computers, printers and other peripheral equipment.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality of sensitive files and materials accessed, discussed or observed.

Establish and maintain effective working relationships with those contacted in the course of work.

#### **Education and Experience Guidelines**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

##### **Education:**

Equivalent to a Bachelor's degree in computer science or related field

##### **Experience:**

Three years of increasingly responsible experience in networking/systems design and maintenance including: experience in planning, overseeing and monitoring enterprise data, voice and video networks and systems; maintaining servers, routers, switches, firewalls, phone and voicemail systems and equipment; and providing advanced level support and technical expertise in networking technology

##### **Equipment used:**

Personal computers, network servers, LAN and WAN hardware (bridges, routers, switches, etc.), network/phone diagnostic equipment, light hand tools; and general office equipment

##### **Computer Skills:**

Advanced Windows (TCP/IP) network operating system and desktop support.

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### Information Technology Network Administrator (Continued)

Advanced understanding of TCP/IP, DNS, Active Directory, Windows Servers and administration.

Advanced firewall, VPN concepts and configuration, and understanding of VoIP telecommunications systems required.

Knowledge of Windows servers, Linux, MS SQL Server.

Advanced skills in database systems, database management, ODBC connectivity and reporting tools are preferred.

MS-SQL database administration and support preferred.

#### **Certifications:**

Professional networking certification (ie MCSE, CCNP, etc.) strongly desired. Other combinations of education, experience and other certifications and training will be considered.

Possession of an appropriate, valid Driver's License is required.

#### **PHYSICAL DEMANDS AND WORKING CONDITIONS:**

*The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.*

**Environment:** Office/field environment; exposure to computer screens.

**Mobility:** Sitting for prolonged periods of time; extensive use of computer keyboard.

**Vision:** Visual acuity to read computer screens.

**Other Factors:** Incumbents may be required to work extended hours including evenings and weekends. Incumbents may be required to travel outside City boundaries to attend meetings.

Salary Scale effective April 1, 2016

Position							
	1	2	3	4	5	6	7
IT Network Administrator	5946	6124	6306	6498	6692	6893	7102