

**CITY OF HUNTINGTON BEACH  
PERSONNEL COMMISSION**



**Wednesday, December 21, 2017**

**Civic Center, Room B-8**

**5:30PM**

---

**AGENDA**

# AGENDA

Wednesday, December 21, 2016

## City of Huntington Beach PERSONNEL COMMISSION

5:30 PM - Meeting Room B-8  
Civic Center - 2000 Main Street  
Huntington Beach CA 92648

### MEETING ASSISTANCE NOTICE - AMERICANS WITH DISABILITIES ACT

In accordance with the Americans with Disabilities Act the following services are available to members of our community who require special assistance to participate in Personnel Commission meetings. If you require special assistance, 48-hour prior notification will enable the city to make reasonable arrangements. To make arrangements for an assisted listening device (ALD) for the hearing impaired, American Sign Language interpreters, a reader during the meeting and/or large print agendas, please contact the City Clerk's Office at (714) 536-5227, or request assistance from staff at the meeting.

---

#### 1. CALL TO ORDER

Commissioners: Edwards, Lane, Rivera, Storm, Thompson

Staff Liaison: Ken Domer, Assistant City Manager

Also present:

Michele Warren, Secretary to the Personnel Commission/Director of Human Resources

Mike Vigliotta, Chief Assistant City Attorney

JoAnn Diaz, Principal Personnel Analyst

Sandy Henderson, Personnel Analyst Senior

#### 2. PLEDGE OF ALLEGIANCE

#### 3. PUBLIC COMMENTS

The Personnel Commission welcomes public comments on all items on this agenda or of community interest. We respectfully request that this public forum be utilized in a positive and/or constructive manner. Please focus your comments on the issue or problem that you would like to bring to the attention of the Personnel Commission. Negative comments directed at individuals are not acceptable.

Three (3) minutes per person. Time may not be donated to others. No action can be taken by the Personnel Commission on this date unless agendized. This is the time to address the Personnel Commission regarding items of interest or on agenda items other than public hearings.

#### 4. APPROVAL OF MINUTES

- Meeting of October 19, 2016
- Meeting of November 28, 2016

For questions, please contact Sandy Henderson at (714) 960-8828

## 5. PUBLIC HEARING

Public Hearing conducted in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan. Reference materials included.

A. Discussion regarding proposed changes to the job class specification of **Fire Division Chief** in the Fire Department, updating the City's Classification Plan.

**Recommended Action:**

Approve the modifications/updates to the job class specification of **Fire Division Chief**.

B. Discussion regarding proposed changes to the job class specification of **Buyer** in the Finance Department, updating the City's Classification Plan.

**Recommended Action:**

Approve the modifications/updates to the job class specification of **Buyer**.

C. Discussion regarding proposed changes to the job class specification of **Water Equipment Operator** in the Public Works Department, updating the City's Classification Plan.

**Recommended Action:**

Approve the modifications/updates to the job class specification of **Water Equipment Operator** updating the City's Classification Plan.

D. Discussion regarding the proposed implementation of the class specification review project related to the Information Systems Department, approving the job class specification of **Information Technology Manager-Infrastructure**, amending the City's Classification Plan.

**Recommended Action:**

Approve the job class specification of **Information Technology Manager-Infrastructure** amending the City's Classification Plan.

E. Discussion regarding the proposed implementation of the class specification review project related to the Information Systems Department, approving the job class specification of **Information Technology Manager-Systems**, amending the City's Classification Plan.

**Recommended Action:**

Approve the job class specification of **Information Technology Manager –Systems** amending the City's Classification Plan.

F. Discussion regarding the proposed implementation of the class specification review project related to the Information Systems Department, approving the job class specification of **Information Technology Manager-Operations** in the Information Systems Department, amending the City's Classification Plan.

**Recommended Action:**

AGENDA - PERSONNEL COMMISSION

Wednesday, December 21, 2016

Page 3

Approve the job class specification of **Information Technology Manager-Operations** amending the City's Classification Plan.

**6. LABOR RELATIONS UPDATE**

**7. SECRETARY'S REPORT**

**8. COMMENTS FROM COMMISSIONERS**

Announcements, brief report regarding Commissioner activities and request information from Staff.

**ADJOURNMENT**

Meeting adjourned to the next regularly scheduled meeting of January 18, 2016.

**ITEM 4**

*MINUTES  
OCTOBER 19, 2016*

**ITEM 4**

*MINUTES  
NOVEMBER 28, 2016*

**ITEM 5 A**

*JOB CLASS SPECIFICATION  
FIRE DIVISION CHIEF*

**ITEM 5 B**

*JOB CLASS SPECIFICATON  
BUYER*

**ITEM 5 C**

*JOB CLASS SPECIFICATION  
WATER EQUIPMENT OPERATOR*

**ITEM 5 D**

*JOB CLASS SPECIFICATION  
INFORMATION TECHNOLOGY MANAGER-  
INFRASTRUCTURE*

**ITEM 5 E**

*JOB CLASS SPECIFICATION  
INFORMATION TECHNOLOGY MANAGER-  
SYSTEMS*

**ITEM 5 F**

*JOB CLASS SPECIFICATION  
INFORMATION TECHNOLOGY MANAGER-  
OPERATIONS*

**PERSONNEL COMMISSION**

**December 21, 2016**

# **ITEM 4**

# **Minutes**

# MINUTES

Wednesday, October 19, 2016

## City of Huntington Beach PERSONNEL COMMISSION

5:30 PM - Meeting Room B-8  
Civic Center - 2000 Main Street  
Huntington Beach CA 92648

---

Pending approval by Personnel Commission at the meeting on November 16, 2016  
(These minutes are not verbatim. A recording of the meeting is available in the Human Resources Department, lower level of City Hall, for one year following meeting date.)

### CALL TO ORDER

Commissioner Storm called the meeting to order at 5:30 PM.

### ROLL CALL

Commissioners present: Lane, Storm, Thompson

Commissioners absent: Edwards, Rivera

Others Present:

Michele Warren, Secretary to the Personnel Commission/Director of Human Resources

JoAnn Diaz, Principal Human Resources Analyst

Sandy Henderson, Personnel Analyst Senior

### PUBLIC COMMENTS

None

### APPROVAL OF MINUTES

The approval of the minutes from the meeting of September 21, 2016 has been continued to the next Personnel Commission meeting due to lack of quorum.

### PUBLIC HEARING

- a. Approve the job specification revisions of the position of **Police Records Administrator** in the Police Department amending the City's Classification Plan.

A motion was made by Commissioner Storm and second by Commissioner Thompson to approve the revised job specification as amended.

VOTE: The motion was carried

AYES: 3

NOES: 0

ABSENT: 2

ABSTAIN: 0

- b. Approve the job specification revisions of the position of **Code Enforcement Technician** in the Community Development Department amending the City's Classification Plan.

A motion was made by Commissioner Storm and second by Commissioner Lane to approve the revised job specification as amended.

VOTE: The motion was carried  
AYES: 3  
NOES: 0  
ABSENT: 2  
ABSTAIN: 0

### **LABOR RELATIONS UPDATE**

Michele Warren, Human Resources Director, reported that there has been no communication from SCLEA and that there are no pending grievance matters. She also reported that the Information Systems class review will be brought before the commission at the next personnel commission meeting. The commission will receive information on this prior to the next meeting so that the commissioners will be given time to review the information.

### **SECRETARY'S REPORT**

Ms. Warren stated there are no new items to report.

### **COMMENTS FROM COMMISSIONERS**

None

### **ADJOURNMENT**

The meeting adjourned at 5:38 PM to the next regularly scheduled meeting of November 16, 2016.

# MINUTES

Monday, November 28, 2016

## City of Huntington Beach PERSONNEL COMMISSION

5:30 PM - Meeting Room B-8  
Civic Center - 2000 Main Street  
Huntington Beach CA 92648

---

Pending approval by Personnel Commission at the meeting on December 21, 2016  
(These minutes are not verbatim. A recording of the meeting is available in the Human Resources Department, lower level of City Hall, for one year following meeting date.)

### CALL TO ORDER

Commissioner Rivera called the meeting to order at 5:30 PM.

### ROLL CALL

Commissioners present: Edwards, Lane, Rivera, Thompson

Commissioners absent: Storm

Others Present:

Michele Warren, Secretary to the Personnel Commission/Human Resources Director  
JoAnn Diaz, Principal Human Resources Analyst

### PUBLIC COMMENTS

None

### APPROVAL OF MINUTES

A motion was made by Commissioner Edwards and seconded by Commissioner Thompson to approve the minutes for the September 21, 2016 meeting.

VOTE:	The motion was carried
AYES:	4
NOES:	0
ABSENT:	1
ABSTAIN:	0

Meeting of October 19, 2016, deferred due to lack of quorum.

**PUBLIC HEARING**

- a. Approve the new job classification of **Senior Trial Counsel** in the Office of the City Attorney amending the City's Classification Plan.

A motion was made by Commissioner Thompson and seconded by Commissioner Lane to approve the new job classification as recommended.

VOTE:           The motion was carried  
AYES:           4  
NOES:           0  
ABSENT:        1  
ABSTAIN:       0

**LABOR RELATIONS UPDATE**

Michele Warren, Human Resources Director, stated issues with the Transparency Ordinance are being reviewed.

**SECRETARY'S REPORT**

Nothing to report.

**COMMENTS FROM COMMISSIONERS**

Nothing to report.

**ADJOURNMENT**

The meeting adjourned at 5:40 PM to the next regularly scheduled meeting of December 21, 2016.

**ITEM 5A**

**Fire**

**Division**

**Chief**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION

**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES

**SUBJECT:** REVISIONS TO FIRE DIVISION CHIEF CLASS SPECIFICATION

**DATE:** DECEMBER 21, 2016

---

The **Fire Division Chief** is an administratively appointed senior manager position in the Fire Department represented by the Fire Management Association (FMA). This position serves at the pleasure of the Fire Chief and oversees a variety of operational and administrative programs and activities.

The pending retirement of one of two incumbents provides the opportunity to update the class specification which has not been modified for more than a decade. Updates to the **Fire Division Chief** class specification are recommended to 1) refresh the job duties; 2) update the minimum qualifications; 3) provide notification of having to participate in the DMV Employee Pull Notice Program and 4) include language stating the obligation as a City employee to work as a Disaster Service Worker when necessary. The requested modifications are intended to update the classification to reflect the present hiring/appointment standards and do not materially change the fundamental nature of the work performed. The current pay grade remains the same.

The recommended changes to the job classification specification were reviewed by the Fire Chief and Human Resources. The City and FMA have met and conferred regarding the proposed changes to this classification. The recommendation presented is based upon the department's input and the meet and confer process.

At this time, staff requests the Personnel Commission approve the recommendation in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

---

**Job Class Title:** Fire Division Chief

**Pay Grade:** FMA026

**Affected Employees:** One

**Recommendation:** Approve changes to update the job class specification

**Attachment:** Fire Division Chief Job Class Specification

**Cc:** David Segura, Fire Chief  
Mark Daggett, FMA President

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: FIRE DIVISION CHIEF

PERSONNEL COMMISSION APPROVAL: DECEMBER 2016  
COUNCIL APPROVAL: OCTOBER 1995

JOB CODE: 0026  
EMPLOYMENT STATUS: REGULAR FULL-TIME  
UNIT REPRESENTATION: FMA  
FLSA STATUS: EXEMPT

**JOB SUMMARY**

Under direction, assists the Fire Chief in the administration and overall management of Fire Department programs and services; plans, directs, manages and coordinates the day-to-day activities of the Fire Operations Division or the Fire Prevention Division.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Fire Chief  
Supervises: Sworn and non-sworn professional, technical, and administrative support staff

**DISTINGUISHING CHARACTERISTICS**

The position of Fire Division Chief is appointed by the Fire Chief from the rank of Battalion Chief for an indeterminate length of time.

The Fire Division Chief is distinguished from Fire Battalion Chief, in that the Fire Division Chief assumes managerial control of a division in the Fire Department and serves as the Acting Fire Chief in his/her absence. The Fire Division Chief is distinguished from the Fire Chief in that the latter is responsible for the overall administration of the Fire Department.

**EXAMPLES OF ESSENTIAL DUTIES**

- Assists the Fire Chief in planning, implementing, and directing all phases of the operations of the Fire Department; assists the Fire Chief in formulating departmental operating policy in conformance with City Council policy and legislative mandate
- Administers the operations of a particular division within the parameters of established departmental policy
- Directs and actively participates in the planning, development, organization, supervision and coordination of all division activities and programs
- Responds to major firefighting, medical and hazardous material emergencies to exercise direct command control of fire resources, as required
- Determines and directs the deployment and assignment of apparatus, equipment and personnel
- Functions as the division personnel officer overseeing all testing and selection procedures; investigating all personnel problems, and planning and directing all training programs
- Administers the division budget and approves all expenditures
- Participates in the preparation of department budget; provides direction in the preparation of the Division's budget
- Ensures that an adequate system of files, records and reports of all division activities is maintained

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: FIRE DIVISION CHIEF**

- Assists in the development and implementation of department goals, objectives, policies, programs and procedures
- Prepares and presents a variety of reports, workshops, presentations and related communication to staff, executive management, City Council and the public
- Participates as a member of the City's negotiating team, meets with association representatives regarding MOU language interpretation and scope of bargaining issues
- Attends leadership, management, supervisory, and professional training, workshops, seminars, conferences, webinars to maintain currency regarding regulatory requirements and fire service best-practices related to areas of assignment
- Prepares and processes City Council agenda items, memos, forms, general correspondence, and spreadsheets
- Reports to work as scheduled, work a variety of schedules including evenings, weekends, and holidays, as required
- Performs other related duties as assigned

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

**Knowledge of:**

- Principles, policies, and procedures of fire science theory and their application to diverse emergency service operations including fire suppression, fire prevention, and fire investigation
- Contemporary leadership principles and practices applicable to a modern service oriented organization
- Principles and practices of collective bargaining and labor contract administration
- Federal, State, and local laws, regulations, ordinances, and policies related to fire administration and functions of the fire department
- Principles and practices of organization, administration and budget management;
- Principles and practices of disaster preparedness, response, and recovery.
- Modern and complex principles and practices of fire suppression and prevention;
- Fire ground tactics and strategy;
- Principles of incident safety and emergency incident management, specifically the Incident Command System (ICS);
- Automatic and mutual aid agreements;
- Hazardous materials incident management and confined space and technical rescue techniques.
- Methods and techniques of emergency medical response
- Current safety practices as they relate to equipment and procedures involved in the fire service.

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: FIRE DIVISION CHIEF**

- Principles and practices of supervision, training, and performance evaluation.
- Methods and techniques of public relations; customer service practices and techniques
- Principles and practices of record keeping, report writing and project management;
- English usage, spelling, grammar, and punctuation;
- Modern office procedures, methods, and equipment including computers and applicable software applications.
- Commission on Fire Accreditation International (CFAI) process
- Insurance Services Office Public Protection Classification (PPC) Program

**Ability to:**

- Plan, organize, prioritize, delegate, and coordinate work to completion in a timely manner
- Plan, direct, review, coordinate, control, and redirect activities and operations of a division of the Fire Department to ensure maximum productivity
- Determine and direct assignment of equipment, personnel and vehicles
- Function as the division personnel officer, overseeing all training programs and testing and selection procedures, and investigate personnel issues
- Serve as liaison for Fire Department computer software programs and information systems projects and activities related
- Analyze data, anticipate department challenges and industry trends, formulate plans and present options effectively and persuasively
- Function as the department head in the absence of the Fire Chief
- Work independently, and balance competing priorities;
- Employ creativity in developing solutions, identify alternatives, project outcomes and consequences of proposed actions, implement recommendations;
- Maintain confidentiality;
- Interpret and apply laws, rules, regulations, ordinances, municipal codes accurately and appropriately;
- Represent the department with tact and diplomacy;
- Be collaborative and deal constructively with conflict, and develop consensus;
- Prepare complex reports and conduct highly complex data and regulatory analysis;
- Supervise, train and evaluate staff;
- Plan, organize and direct a comprehensive fire service operation;
- Effectively administer negotiated labor agreements
- Communicate effectively in writing and conduct oral presentations with a wide variety of elected officials, executive management, supervisors, employees and the general public
- Report to work as required as scheduled; and work extended hours beyond the established schedule
- Follow directions, and accept evaluative and constructive recommendations for change and improvement
- Establish and maintain cooperative working relationships with those contacted in the course of work;
- Conduct work in a professional manner, exhibiting a strong work ethic and a high level of integrity and motivation

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: FIRE DIVISION CHIEF**

**Education:** Graduation from an accredited college or university with a bachelor's degree preferably in Fire Science, Public or Business Administration, or other related field. Master's degree desirable.

**Experience:** Seven (7) years' experience in fire suppression and/or fire prevention including three (3) years' command experience.

**License/Certificate:** A valid California Class C driver license and an acceptable driving record required.

**SPECIAL CONDITIONS**

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work performed indoors involves detailed concentration in an office environment. The work requires sitting at a desk or table for prolonged periods of time and daily use of a computer, keyboard, mouse, screen and related equipment. The incumbent sits, stands, walks, climbs, stoops, crouches, twists, bends, pushes, pulls, reaches, grasps, lifts and moves tools and equipment weighing 25 pounds or less. Must be able to read printed materials; hear and speak proficiently; communicate in person, before groups and via telephone. Walking and standing in and between work areas is necessary. When work is performed outdoors or on-scene at emergency incidents, there is full exposure to various weather and temperature conditions, loud noise levels, airborne particles, noxious odors, dust, grease, smoke, fumes and gases. May work in areas of limited and restricted entry and exit, and in high precarious places. Must don protective apparel including firefighter turnouts, goggles, face protector, safety shoes and self-contained breathing apparatus when responding to emergency scenes, disasters, or critical incidents. Requires operation of a motor vehicle to attend off-site meetings and training and respond to emergency incidents.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: FIRE DIVISION CHIEF**

**DATE: OCTOBER, 1975**

**JOB CODE: 0026**  
**EMPLOYMENT STATUS: REGULAR FULL-TIME**  
**UNIT REPRESENTATION: FMA**  
**FLSA STATUS: EXEMPT**

**DUTIES SUMMARY**

To administer the operations of a particular division within the Fire Department and to be responsible for the planning, organization, direction, control, coordination and budgeting of the activities and duties of that division.

**DISTINGUISHING CHARACTERISTICS**

The position of Fire Division Chief is appointed by the Fire Chief out of the rank of Battalion Chief for an indeterminate length of time.

**EXAMPLES OF ESSENTIAL DUTIES**

Administers the operations of a particular division within the parameters of established departmental policy; directs and actively participates in the planning, development, organization, supervision and coordination of all division activities and programs; determines and directs the deployment and assignment of apparatus, equipment and personnel; functions as the division personnel officer overseeing all testing and selection procedures; investigating all personnel problems, and planning and directing all training programs; administers the division budget and approves all expenditures; participates in the preparation of department budget; provides direction in the preparation of the Division's budget; ensures that an adequate system of files, records and reports of all division activities is maintained; acts as the department's liaison for computer software programs and information systems projects and activities; maintains and updates rules, regulations, orders, organizational, operational and Prevention manuals of the department; oversees and participates in the Code adoption process; participates in and oversees general sections of the department's strategic planning process; authors emergency operations planning and procedures; serves as a liaison with participating cities on operational policies related to the communications authority; serves as a fire protection advisor to other City departments on public and private developments; meets with business and industrial representatives to secure cooperation on Fire Department operations and measures; administers the

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: FIRE DIVISION CHIEF

DATE: OCTOBER, 1975

maintenance of department equipment and facilities and functions as a supply officer to the department; assumes command of the department in the absence of the Fire Chief; performs other duties as assigned.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:** Battalion and company operations, administrative techniques, and budget operations, fire prevention engineering, public relations, fire training, fire control, and emergency medical services.

**Ability to:** Analyze and investigate problems and develop appropriate solutions or take necessary actions; coordinate work groups and originate programs; assume command of the department in the absence of the Fire Chief.

**Education:** Associate of Arts degree in Fire Sciences or Administration or the equivalent in training and experience that provides the required knowledge and ability.

**Experience:** Seven (7) years of related experience including three (3) years of administrative and supervisory experience.

**Certification:** Valid California drivers license.

Revised: 4/25/06 iy

**ITEM 5B**

**Buyer**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION  
**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES  
**SUBJECT:** REVISIONS TO BUYER CLASS SPECIFICATION  
**DATE:** DECEMBER 21, 2016

---

The **Buyer** is a journey-level job classification in the Finance Department represented by the Municipal Employees Association (MEA).

The imminent retirement of the incumbents provided the opportunity to update the class specification. Modifications to the **Buyer** class specification are recommended to 1) refresh the job duties; 2) update the minimum qualifications; 3) reflect the appropriate certificates required to perform the work of the position; 4) include language stating the obligation as a City employee to work as a Disaster Service Worker when necessary and 5) provide notification of participation in the DMV Employee Pull Notice Program. The requested modifications are intended to update the classification to reflect the present hiring standards and do not materially change the fundamental nature of the work performed. The current pay grade remains the same.

The recommended changes to the job classification specification were reviewed by the Finance and Human Resources Departments. The City and MEA have met and conferred regarding the changes to this classification. The recommendation presented is based upon the department's input and the meet and confer process.

At this time, staff requests the Personnel Commission approve the recommendation in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

---

**Job Class Title:** Buyer  
**Pay Grade:** MEA112  
**Affected Employees:** None  
**Recommendation:** Approve changes to update job class specification

Att: Buyer Class Specification

Cc: Lori Ann Farrell, Chief Financial Officer  
Jim Slobojan, Finance Manager – Fiscal Services  
Judy Graham, MEA President

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: BUYER**

**PERSONNEL COMMISSION APPROVAL:**

**COUNCIL APPROVAL:**

**DECEMBER 2001**

**JOB CODE:**

**0112**

**EMPLOYMENT STATUS:**

**REGULAR FULL-TIME**

**UNIT REPRESENTATION:**

**MEA**

**FLSA STATUS:**

**NON-EXEMPT**

**JOB SUMMARY**

Under general supervision, purchases supplies, materials, equipment, and services in accordance with established policies and procedures.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Finance Manager – Fiscal Services

**DISTINGUISHING CHARACTERISTICS**

The Buyer performs journey level work in the cost-effective procurement of a wide variety of supplies, materials, equipment, and services used by all City departments

**EXAMPLES OF ESSENTIAL DUTIES**

- Identifies and contacts vendors, places orders with authorized vendors
- Maintains quality and price standards for items purchased
- Consults with department personnel on procurement needs
- Receives, examines, and processes departmental requests for supplies, materials, and services  
Generates and revises purchase orders including change orders
- Researches market for products and services; develops, reviews and analyzes specifications and standards for products
- Contacts vendors regarding procurement needs, specifications, bids and prices; invites, reviews and awards bids; investigates complaints
- Expedites delivery, billing and receiving documents
- Monitors and maintains contracts, leases and blanket purchase orders
- Negotiates agreements or contracts
- Troubleshoots problems with vendors, merchandise or deliveries
- Receives and responds to inquiries from other employees and vendors regarding procurement policies and procedures; may provide ongoing technical support, instruction, and assistance with the City's purchasing system as needed
- Provides purchasing support to the Emergency Operations team when the Emergency Operations Center is activated
- Assists with the management of the reprographics and mail room contract

## CITY OF HUNTINGTON BEACH

### CLASS SPECIFICATION



**TITLE: BUYER**

- Conducts vendor research
- Generates routine correspondence and/or develop Requests for Quotations or Proposals, formal bids and other solicitations for supplies, materials or contract work
- Coordinates the procurement card program; activates new cards; collects and reviews statements, reconciles statements to master invoice and process for payment
- Stays abreast of current state and federal regulations and business practices related to area of assignment
- Answers telephone, assists callers and handles problems or disputes as necessary
- Coordinates the storage and disposal of City surplus property; assists in preparing for the sale of surplus property
- Reports to work as scheduled, works a variety of schedules including evenings, weekends, and holidays as required; maintains regular and consistent attendance record
- Performs other related duties as assigned

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

#### **MINIMUM QUALIFICATIONS**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

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

- Modern principles, practices, and methods of public and governmental purchasing and procurement programs and processes and their application to municipal operations
- Applicable local, state and federal laws, regulations, policies and practices governing municipal purchasing operations
- Material specification and terminology Competitive bidding processes and practices;
- Administration of leases and contracts; basic mathematics
- General office procedures and practices
- Effective customer service practices.
- Methods and techniques of public relations
- Principles and practices of record keeping, report writing and project management
- English usage, spelling, grammar, and punctuation
- Modern office procedures, methods, and equipment including computers and applicable software applications.

##### **Ability to:**

- Research and utilize data and information to achieve cost effective results
- Negotiate contracts, agreements, and/or pricing schedules for services, supplies, and equipment
- Advise and explain purchasing policies, procedures, and standards
- Maintain accurate financial records and reports for informational, auditing, and operational use

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: BUYER**

- Manage multiple priorities and meet deadlines
- Operate personal computer and finance software applications
- Keep accurate and detailed records in an automated environment
- Communicate effectively, both orally and in writing
- Work independently, and balance competing priorities
- Employ creativity in developing solutions, identifying alternatives, projecting outcomes and consequences of proposed actions, and implementing recommendations
- Maintain confidentiality
- Interpret and apply laws, rules, regulations, ordinances, municipal codes accurately and appropriately
- Represent the department with tact and diplomacy
- Be collaborative and deal constructively with conflict and develop consensus
- Effectively administer negotiated purchasing agreements
- Report to work as required as scheduled; and work extended hours beyond the established schedule
- Follow directions, and accept evaluative and constructive recommendations for change and improvement
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Conduct work in a professional manner
- Travel to offsite locations within a reasonable time period

**Education:** An Associate's degree from an accredited college or university with coursework in business or public administration, purchasing, accounting, finance, or other related field.

**Experience:** Three (3) years' professional experience purchasing materials, equipment, supplies, and services. Government purchasing experience desirable.

**License/Certificate:** A valid California Class C driver license and an acceptable driving record required by time of appointment and throughout employment.

Certified Professional Public Buyer (CPPB) certificate issued by the National Institute of Governmental Purchasing or the Universal Public Procurement Certification Council desirable.

**SPECIAL CONDITIONS**

Employees regularly assigned/required to drive a City or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach City employees are required to perform assigned disaster service worker duties in the event of an emergency or disaster.

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: BUYER**

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is primarily performed indoors and involves detailed concentration in an office environment. The work requires sitting at a desk or table for prolonged periods of time and daily use of a computer, keyboard, mouse, screen and related equipment. The incumbent sits, stands, walks, climbs, stoops, crouches, twists, bends, pushes, pulls, reaches, grasps, lifts and moves tools and equipment weighing 25 pounds or less. Must be able to read printed materials; hear and speak proficiently; communicate in person, before groups and via telephone. Walking and standing in and between work areas is necessary. Requires operation of a motor vehicle to attend a variety of off-site meetings, workshops, training, and seminars.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUYER

PERSONNEL COMMISSION APPROVAL:

COUNCIL APPROVAL:

DECEMBER 2001

JOB CODE:

0112

EMPLOYMENT STATUS:

REGULAR FULL-TIME

UNIT REPRESENTATION:

MEA

FLSA STATUS:

NON-EXEMPT

**JOB SUMMARY**

Under general supervision, purchases supplies, materials and equipment, and services in accordance with established policies and procedures; ~~provides training, and performs other duties as required within the scope of the classification.~~

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Finance Manager – Fiscal Services

**DISTINGUISHING CHARACTERISTICS**

The Buyer performs journey level work in the cost-effective procurement of a wide variety of supplies, materials and equipment, and services used by all City departments of the City

**EXAMPLES OF ESSENTIAL DUTIES**

- Identifies and contacts vendors, places orders with authorized vendors
- Maintains quality and price standards for items purchased
- Consults with department personnel on procurement needs
- ~~Receives, examines, and processes departmental requests for supplies, materials, and services~~  
~~Receives and analyzes requisitions for materials, supplies and equipment including vehicles, computers and peripherals~~
- Generates and revises purchase orders including change orders
- Researches market for products and services; develops, reviews and analyzes specifications and standards for products
- Contacts vendors regarding procurement needs, specifications, bids and prices; invites, reviews and awards bids; investigates complaints
- Expedites delivery, billing and receiving documents
- Monitors and maintains contracts, leases and blanket purchase orders
- Negotiates agreements or contracts
- Troubleshoots problems with vendors, merchandise or deliveries
- ~~Receives and responds to inquiries from other employees and vendors regarding procurement policies and procedures; may provide ongoing technical support, instruction, and assistance with the City's purchasing system as needed~~

## CITY OF HUNTINGTON BEACH

### CLASS SPECIFICATION



**TITLE: BUYER**

- Provides purchasing support to the Emergency Operations team when the Emergency Operations Center is activated
- Assists with the management of the reprographics and mail room contract
- Operates personal computer for Conducts vendor research, to maintain current with state and federal regulations related to area of assignment
- Generates routine correspondence and/or develop Requests for Quotations or Proposals, formal bids and other solicitations for supplies, materials or contract work
- Coordinates the procurement card program; activates new cards; collects and reviews statements, reconciles statements to master invoice and process for payment
- Stays abreast of current state and federal regulations and business practices related to area of assignment
- Answers telephone, assists callers and handles problems or disputes as necessary
- Coordinates the storage and disposal of City surplus property; assists in preparing for the sale of surplus property
- Reports to work as scheduled, works a variety of schedules including evenings, weekends, and holidays as required; maintains regular and consistent attendance record
- Performs other related duties as assigned

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

#### **MINIMUM QUALIFICATIONS**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

#### **Knowledge of:**

- Modern principles, practices, and methods of public and governmental purchasing and procurement programs and processes and their application to municipal operations
- Applicable local, state and federal laws, regulations, policies and practices governing municipal purchasing operations
- governmental purchasing principles and practices; material specification and terminology
- Competitive bidding processes and practices;
- Administration of leases and contracts; basic mathematics
- General office procedures and practices
- Effective customer service practices.
- Methods and techniques of public relations customer service practices and techniques
- Principles and practices of record keeping, report writing and project management
- English usage, spelling, grammar, and punctuation
- Modern office procedures, methods, and equipment including computers and applicable software applications.

#### **Ability to:**

- Research and utilize data and information to achieve cost effective results

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUYER

- Negotiate contracts, agreements, and/or pricing schedules for services, supplies, and equipment
- Advise and explain purchasing policies, procedures, and standards
- Maintain accurate financial records and reports for informational, auditing, and operational use
- Manage multiple priorities and meet deadlines
- Operate personal computer and finance software applications
- Keep accurate and detailed records in an automated environment
- Communicate effectively, both orally and in writing
- Work independently, and balance competing priorities
- Employ creativity ~~is~~ in developing solutions, identifying alternatives, projecting outcomes and consequences of proposed actions, and implementing recommendations
- Maintain confidentiality
- Interpret and apply laws, rules, regulations, ordinances, municipal codes accurately and appropriately
- Represent the department with tact and diplomacy
- Be collaborative and deal constructively with conflict, and develop consensus
- Effectively administer negotiated purchasing agreements
- Report to work as required as scheduled; and work extended hours beyond the established schedule
- Follow directions, and accept evaluative and constructive recommendations for change and improvement
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Conduct work in a professional manner
- Travel to offsite locations within a reasonable time period

**Education:** ~~The equivalent~~ An Associate's degree from an accredited college or university with coursework in business or public administration, purchasing, accounting, finance, or other related field, of a high school diploma supplemented by the completion of college classes in business administration or a related field.

**Experience:** ~~Three (3) years' professional experience in purchasing a wide variety of commodities purchasing materials, equipment, supplies, and services. Government purchasing experience desirable.~~

**License/Certificate:** A valid California Class C driver license and an acceptable driving record required by time of appointment and throughout employment.

Certified Professional Public Buyer (CPPB) certificate issued by the National Institute of Governmental Purchasing or the Universal Public Procurement Certification Council desirable.

**SPECIAL CONDITIONS**

Employees regularly assigned/required to drive a City or personal vehicle in the course and scope

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: BUYER

of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach City employees are required to perform assigned disaster service worker duties in the event of an emergency or disaster.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is primarily performed indoors and involves detailed concentration in an office environment. The work requires sitting at a desk or table for prolonged periods of time and daily use of a computer, keyboard, mouse, screen and related equipment. The incumbent sits, stands, walks, climbs, stoops, crouches, twists, bends, pushes, pulls, reaches, grasps, lifts and moves tools and equipment weighing 25 pounds or less. Must be able to read printed materials; hear and speak proficiently; communicate in person, before groups and via telephone. Walking and standing in and between work areas is necessary. Requires operation of a motor vehicle to attend a variety of off-site meetings, workshops, training, and seminars.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

**ITEM 5C**  
**Water**  
**Equipment**  
**Operator**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION

**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES

**SUBJECT:** REVISIONS TO WATER EQUIPMENT OPERATOR JOB CLASSIFICATION SPECIFICATION

**DATE:** DECEMBER 21, 2016

---

The **Water Equipment Operator** is a journey-level job classification within the Utilities Division of the Public Works Department. Incumbents operate various maintenance vehicles and equipment as well as perform a broad spectrum of work related to the maintenance, repair, and installation of the City's water distribution systems.

A vacancy within the classification resulting from the promotion of an incumbent provided the opportunity to update the class specification. Modifications to the **Water Equipment Operator** class specification are recommended to 1) refresh the job duties; 2) update the minimum qualifications; 3) reflect the appropriate certificates required to perform the work of the position; 4) include language stating the obligation as a City employee to work as a Disaster Service Worker when necessary and 5) provide notification of having to participate in the DMV Employee Pull Notice Program. The requested modifications are intended to update the classification to reflect the present hiring standards and do not materially change the fundamental nature of the work performed. The current pay grade remains the same.

The recommended changes to the job classification specification were reviewed by the Public Works Department, Utilities Division, MEA and Human Resources. The recommendation presented is based upon the Department's input and the meet and confer process with MEA.

At this time staff requests the Personnel Commission to approve staff's recommendations in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

---

**Proposed Job Class Title:** Water Equipment Operator

**Action:** Update Existing Job Classification

**Affected Employees:** None

**Recommendation:** Approve changes to update the job class specification

Att: Water Equipment Operator Job Class Specification

cc: Travis Hopkins, Director of Public Works  
Brian Ragland, Utilities Manager  
Rudy Ocampo, Water Distribution Supervisor  
Judy Graham, MEA President

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: WATER EQUIPMENT OPERATOR**

<b>PERSONNEL COMMISSION APPROVAL:</b> <b>COUNCIL APPROVAL:</b>	<b>FEBRUARY 21, 2007</b> <b>APRIL 2, 2007</b>
<b>JOB CODE:</b> <b>EMPLOYMENT STATUS:</b> <b>UNIT REPRESENTATION:</b> <b>FLSA STATUS:</b>	<b>0364</b> <b>REGULAR FULL-TIME</b> <b>MEA</b> <b>NON-EXEMPT</b>

**JOB SUMMARY**

Under general supervision, operates a variety of maintenance vehicles and equipment to install, repair and maintain the City's water distribution systems.

**SUPERVISION RECEIVED**

Reports to: Water Distribution Supervisor

**DISTINGUISHING CHARACTERISTICS**

The Water Equipment Operator differs from Water Service Worker in that the Water Equipment Operator has primary responsibility for operating heavy-duty vehicles and equipment in the maintenance and repair of water distribution projects while the Water Service Worker serves as a member of the crew performing maintenance and repair of water distribution projects.

**EXAMPLES OF ESSENTIAL DUTIES**

- Operates various light to heavy equipment, including but not limited to backhoes, loaders, boom trucks, water trucks, dump trucks, forklifts and other equipment
- Excavates for water main installation, service lines, and other excavations as assigned and ensures all underground utilities are located before excavating
- Digs trenches with equipment and operates cranes to lay heavy pipes, valves and fittings; uses hydraulic stompers to remove concrete and asphalt and to compact trenches
- Uses various pneumatic tools during excavation and backfilling operations
- Participates in various water distribution operation and preventative maintenance projects and programs including but not limited to water valve exercise and rehabilitation, water service line, meter, and box replacement, fire hydrant maintenance and rehabilitation, water system flushing, and air release valve maintenance rehabilitation
- Assembles and prepares equipment and tools necessary to complete assignments
- Places safety barricades, delineators, and cones to designate job sites and direct traffic; performs traffic control in accordance with applicable work zone safety standards
- Preps work-site for excavation and permit confined space entry
- Performs pre-trip inspections; monitors and reports on the status of vehicle repairs and safety-related issues; oversees the cleaning of vehicles
- Responds to emergency calls for service on a call-out basis

**CITY OF HUNTINGTON BEACH**

**CLASS SPECIFICATION**



**TITLE: WATER EQUIPMENT OPERATOR**

- Observes standard operating procedures and safety practices
- May assume work of Leadworker during absence
- Reports to work as scheduled and works various hours, including nights and weekends as deemed necessary by manager/supervisor, to conform with changing priorities and meet deadlines
- Attends training; supports and actively promotes the City's safety programs; assists with periodic safety inspections; identifies and corrects safety hazards
- Performs other related duties as assigned

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:**

- Water distribution system maintenance and repair
- Principles and practices of heavy construction and excavation techniques
- Operation of vehicles, machinery, equipment and tools necessary for the maintenance of water systems
- Trenching, shoring, and confined space regulations
- California Department of Public Health (CDPH) potable water requirements, policies and procedures
- National Pollution Discharge Elimination System (NPDES) best management practices
- Underground Service Alert requirements and procedures.
- Traffic safety laws and regulations and proper vehicle operations;
- Occupational hazards and safety precautions applicable to operation of various types of heavy equipment

**Ability to:**

- Safely and properly operate heavy equipment; use hand and power tools
- Repair and install water system components
- Read and understand construction plans
- Follow safety practices and recognize hazards
- Read and follow work order and instructions; carry out work assignments as instructed
- Maintain accurate records
- Communicate effectively orally and in writing
- Establish and maintain cooperative work relationships with those contacted in the course of work

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: WATER EQUIPMENT OPERATOR**

**Education:** High school diploma or equivalent.

**Experience:** Two (2) years' experience constructing, repairing, and maintaining various components of water distribution, storage, treatment, or related systems.

**Certifications/License:** Possession of a valid California Class A driver license and a good driving record at the time of appointment and throughout employment

Grade 3 Water Distribution Operator Certificate issued by the California State Water Resources Control Board required at time of appointment/hire.

**SPECIAL CONDITIONS**

Positions in this classification are deemed safety sensitive under Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) drug and alcohol testing regulations.

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is primarily performed outdoors (field work) with exposure to the weather and may also include contact with hot and cold surfaces, loud noises from equipment and vehicle engines, vibrations, working in close proximity to moving mechanical parts (mechanical hazards), electrical current (electrical hazards), vehicular traffic and confined spaces. Exposure to exhaust from equipment and vehicles; potential natural irritants such as vegetation, dust, soil, tree pollens, and sawdust. May be exposed to chemicals including but not limited to, gasoline, diesel, motor oil, grease, ammonia, bleach, cleansers, volatile organic compounds, fertilizers and non-restricted pesticides. Must be able to stand for long periods and/or walk long distances; some walking may occur on sloping, slippery and/or uneven surfaces; requires mobility to sit, stand, kneel, crawl, climb, crouch, stoop, reach, and bend; requires ability to twist at the lower body, at the waist, and at the upper body. Requires mobility of both arms to reach and dexterity of hands to grasp and manipulate small and large objects or tools, from overhead to the ground positions. Work involves grasping, lifting, pushing, pulling, moving and dragging of objects which may weigh approximately 50 pounds and up to 100 pounds with the use of proper equipment or assistance. Requires hand, arm, and upper body strength to operate power equipment. Required to wear protective apparel including hardhats, gloves, goggles, respirators, face protectors, ear protection, aprons, coveralls, chain saw chaps, and steel toed shoes. Required to work at heights

**CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION**



**TITLE: WATER EQUIPMENT OPERATOR**

above ground level or in confined spaces. Incumbent may be required to respond to after-hours emergency situations.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

DRAFT

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: WATER EQUIPMENT OPERATOR

PERSONNEL COMMISSION APPROVAL:  
COUNCIL APPROVAL:

FEBRUARY 21, 2007  
APRIL 2, 2007

JOB CODE:  
EMPLOYMENT STATUS:  
UNIT REPRESENTATION:  
FLSA STATUS:

0364  
REGULAR FULL-TIME  
MEA  
NON-EXEMPT

**DUTIES JOB SUMMARY**

~~WITH~~ Under general supervision, operates a variety of maintenance vehicles and equipment to install, repair and maintain ~~city~~ the City's water distribution systems and performs other duties as required within the scope of the classification.

**SUPERVISION RECEIVED**

Reports to: Water Distribution Supervisor

**DISTINGUISHING CHARACTERISTICS**

The Water Equipment Operator differs from Water Service Worker in that the Water Equipment Operator has primary responsibility for operating heavy-duty vehicles and equipment in the maintenance and repair of water distribution projects while the Water Service Worker serves as a member of the crew performing maintenance and repair of water distribution projects.

~~The Water Equipment Operator is a single position job class with responsibility for operating a variety of equipment used to maintain the City's water distribution system. This position may have supervisory responsibility in the absence of the Leadworker.~~

**EXAMPLES OF ESSENTIAL DUTIES**

- Operates various light to heavy equipment, including but not limited to backhoes, loaders, boom trucks, water trucks, dump trucks, forklifts and other equipment
- Excavates for water main installation, service lines, and other excavations as assigned and ensures all underground utilities are located before excavating
- Digs trenches with equipment and operates cranes to lay heavy pipes, valves and fittings; uses hydraulic stompers to remove concrete and asphalt and to compact trenches
- Uses various pneumatic tools during excavation and backfilling operations
- Participates in various water distribution operation and preventative maintenance projects and programs including but not limited to water valve exercise and rehabilitation, water service line, meter, and box replacement, fire hydrant maintenance and rehabilitation, water system flushing, and air release valve maintenance rehabilitation
- Assembles and prepares equipment and tools necessary to complete assignments
- Places safety barricades, delineators, and cones to designate job sites and direct traffic; performs traffic control in accordance with applicable work zone safety standards

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



TITLE: WATER EQUIPMENT OPERATOR

- Preps work-site for excavation and permit confined space entry  
~~Establishes a safe work area and coordinates activities with employees, contractors or the general public as necessary~~  
~~Operates a variety of maintenance equipment including but not limited to backhoes, loaders, boom, water and dump trucks, forklifts and other water maintenance equipment~~  
~~Performs duties associated with equipment such as installation, repair and maintenance of water distribution lines~~
- Performs pre-trip inspections; monitors and reports on the status of vehicle repairs and safety-related issues; oversees the cleaning of vehicles
- Responds to emergency calls for service on a call-out basis, and works outside of normal business hours as needed
- Observes standard operating procedures and safety practices
- May assume work of Leadworker during absence
- Reports to work as scheduled and works various hours, including nights and weekends as deemed necessary by manager/supervisor, to conform with changing priorities and meet deadlines
- Attends training; supports and actively promotes the City's safety programs; assists with periodic safety inspections; identifies and corrects safety hazards
- Performs other related duties as assigned

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:**

- City water distribution systems  
~~Water distribution system maintenance and repair~~
- Principles and practices of heavy construction and excavation techniques
- Operation of vehicles, machinery, equipment and tools necessary for the maintenance of water systems
- Trenching, and shoring, and confined space regulations
- California Department of Public Health (CDPH) potable water requirements, policies and procedures
- National Pollution Discharge Elimination System (NPDES) best management practices
- Underground Service Alert requirements and procedures.
- Traffic safety laws and regulations and proper vehicle operations;
- machinery, equipment and tools necessary for the maintenance of water systems  
~~Occupational hazards and safety precautions applicable to operation of various types of heavy equipment~~

**Ability to:**

- Read and follow work orders and instructions  
Safely and properly operate heavy equipment; use hand and power tools

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: WATER EQUIPMENT OPERATOR**

- Repair and install water system components
- Read and understand construction plans
- Follow safety practices and recognize hazards
- Read and follow work order and instructions; Carry out work assignments as instructed
- Maintain accurate records
- Communicate effectively orally and in writing
- Establish and maintain cooperative work relationships with those contacted in the course of work

**Education:** The equivalent of a high school diploma; High school diploma or equivalent.

**Experience:** Two (2) years' experience constructing, repairing, and maintaining various components of water distribution, storage, treatment, or related systems. of general water maintenance experience.

**Certifications/License:** Possession of a valid California motor vehicle operator's Class A driver license and a good driving record at the time of appointment and throughout employment;

Grade 3 Water Distribution Operator Certificate issued by the California State Water Resources Control Board required at time of appointment/hire.

State of California Grade III Water Distribution certification within six months of hire.

**SPECIAL CONDITIONS**

Positions in this classification are deemed safety sensitive under Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA) drug and alcohol testing regulations.

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is primarily performed outdoors (field work) with exposure to the weather and may also include contact with hot and cold surfaces, loud noises from equipment and vehicle engines, vibrations, working in close proximity to moving mechanical parts (mechanical hazards), electrical current (electrical hazards), vehicular traffic and confined spaces. Exposure to exhaust from equipment and vehicles; potential natural irritants such as vegetation, dust, soil, tree pollens, and sawdust. May be exposed to chemicals including but not limited to, gasoline, diesel, motor oil, grease, ammonia, bleach, cleansers, volatile organic compounds, fertilizers and non-restricted pesticides. Must be able to stand

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: WATER EQUIPMENT OPERATOR**

for long periods and/or walk long distances; some walking may occur on sloping, slippery and/or uneven surfaces; requires mobility to sit, stand, kneel, crawl, climb, crouch, stoop, reach, and bend; requires ability to twist at the lower body, at the waist, and at the upper body. Requires mobility of both arms to reach and dexterity of hands to grasp and manipulate small and large objects or tools, from overhead to the ground positions. Work involves grasping, lifting, pushing, pulling, moving and dragging of objects which may weigh approximately 50 pounds and up to 100 pounds with the use of proper equipment or assistance. Requires hand, arm, and upper body strength to operate power equipment. Required to wear protective apparel including hardhats, gloves, goggles, respirators, face protectors, ear protection, aprons, coveralls, chain saw chaps, and steel toed shoes. Required to work at heights above ground level or in confined spaces. Incumbent may be required to respond to after-hours emergency situations.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

**physical tasks and environmental conditions**

Work involves moderate to heavy work in all types of weather, potential physical harm. There is frequent need to stand, sit, stoop, walk, lift heavy objects (up to 100 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

**ITEM 5D**  
**IT Manager**  
**Infrastructure**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION  
**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES  
**SUBJECT:** CREATION OF INFORMATION TECHNOLOGY MANAGER – INFRASTRUCTURE  
JOB CLASSIFICATION  
**DATE:** DECEMBER 21, 2016

---

The Information Services Department is seeking to amend the City's Classification Plan with the creation of the job classification of **INFORMATION TECHNOLOGY MANAGER - INFRASTRUCTURE**, represented by the Management Employees Organization (MEO). The proposed job classification is the result of the classification specification review project which was recently conducted for the Information Services Department.

The class specification was created based upon input from IS staff and the Chief Information Officer. The class specification title and content replaces the title and content of the class specification of Information Systems Communication Manager. The proposed class specification update/modification is required to better reflect the changes that have occurred in the software/hardware/systems/functions of information technology over the past eight to ten years. The current pay grade remains the same.

The City met with MEO to review and discuss the creation of this new job and its inclusion into the classification plan as a replacement for the IS Communication Manager class specification. The recommendation presented is based upon information and input from IS department staff and Human Resources and review and feedback from MEO as part of the meet and confer process.

At this time, staff requests the Personnel Commission to approve staff's recommendations in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

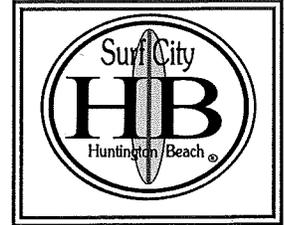
---

<b>Proposed Job Class Title</b>	<b>Information Technology Manager - Infrastructure</b>
<b>Action:</b>	<b>Create the recommended job classification for inclusion into the City's Classification Plan</b>
<b>Affected Employees:</b>	<b>None</b>
<b>Recommendation:</b>	<b>Approve the newly-created (replacement) job classification</b>

Att: Information Technology Manager – Infrastructure Job Classification Specification

cc: Behzad Zamanian, Chief Information Officer  
Scott Smith, MEO President  
Aaron Peardon, OCEA Representative

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE**

**PERSONNEL COMMISSION APPROVAL:**

**COUNCIL APPROVAL:**

**JOB CODE:**

**EMPLOYMENT STATUS:**

**REGULAR FULL-TIME**

**UNIT REPRESENTATION:**

**MEO**

**FLSA STATUS:**

**EXEMPT**

**JOB SUMMARY**

Under administrative direction, responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of multiple work units within the Information Systems Department.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Chief Information Officer

Supervises: Professional and technical staff

**DISTINGUISHING CHARACTERISTICS**

Differs from Chief Information Officer in that the Information Technology Manager – Infrastructure manages enterprise information technology network, infrastructure, data, and voice division while the Chief Information Officer is responsible for the overall management and coordination of the Information Systems Department and the short and long-term strategic planning for technology functions for the City.

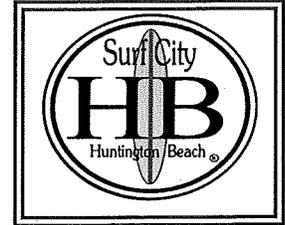
Differs from Senior Information Technology Analyst in that the Information Technology Manager – Communications exercises full supervisory and managerial authority over assigned operational functions within the department while the Senior Information Technology Analyst performs complex systems analysis and exercises lead responsibility for a limited work group or project.

**EXAMPLES OF ESSENTIAL DUTIES:**

- Manages the analysis, evaluation, design, and implementation of the infrastructure architecture.
- Designs, develops, and implements complex physical and logical networks.
- Develops and implements security guidelines, policies, and solutions. Design and implements enterprise storage and processing solutions

## CITY OF HUNTINGTON BEACH

### CLASS SPECIFICATION

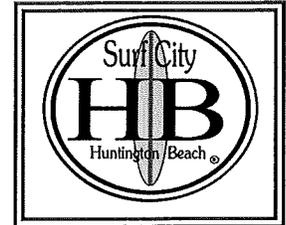


#### TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE

- Responsible for broadband and connectivity citywide
- Works closely with telecommunication vendors and internet service providers to develop and implement network connectivity solutions.
- Develops strategic plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results
- Manages the work of staff; determines organizational structure, staffing needs, and work strategies; supervises the work of professional, technical and/or other employees directly or through subordinate supervisors; to ensure adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Works with executive management on City-wide initiatives and prepares technical and non-technical data and information for presentation to stakeholders including the Executive Team, City Council, county-wide agency leaders and other officials regarding technology initiatives, strategies, policies and procedures.
- Formulates and develops plans, policies and project programs to meet short and long-term needs of the City
- Performs budget and project cost analyses; reviews and evaluates feasibility of major projects and initiatives; works with managers and technical staff to plan for implementation of new systems; participates in the study of new technology to determine its utility, consistency with technology standards, relevance for meeting City business and operational requirements and expected return on investment
- Directs and coordinates the planning, development, implementation and administration of a variety of projects, including cross-department and City-wide projects; coordinates project activities with other programs, departments and outside agencies; may serve as the initial project advisor or manager for major projects City wide
- Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities.
- Manages the information technology infrastructure, architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms.
- Designs, directs and oversees work unit quality assurance activities.
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs.

## CITY OF HUNTINGTON BEACH

### CLASS SPECIFICATION



### TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE

- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Directs the management of projects to enhance and/or upgrade technology services and utilization.
- Manages projects that vary in size and scope, and require varying levels of staff and resource support. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices
- Develops processes to ensure business continuity in the event of a disaster
- Assumes duties of Chief Information Officer when assigned
- Reports to work as scheduled; works a variety of schedules including evenings, weekends, and holidays as required
- Performs other related duties as assigned.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

#### **MINIMUM QUALIFICATIONS**

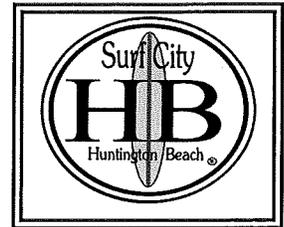
*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

#### **Knowledge of:**

- Local and Wide area networks (LAN/WAN)
- Physical/logical networks, Wi-Fi networks, and mobile broadband
- Data security, next generation firewalls, Cryptography, and event management (SIEM)
- Storage area network (SAN) and Fiber Channel (FC) networks
- Voice over IP (VoIP) phone systems
- E-mail and communication systems
- Data center systems including servers, uninterruptable power supplies, backup, disaster recovery, and monitoring systems.
- Mobility and remote access
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques
- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles and practices of effective management, supervision and leadership.

## CITY OF HUNTINGTON BEACH

### CLASS SPECIFICATION



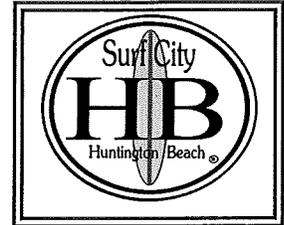
### TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE

- Computer hardware and software systems similar to those being used by the City's Information Technology Department, including business applications, operating systems, and network systems.
- Principles, practices and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks, and delegating assignments to project staff
- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Advanced operational characteristics of local and wide area network systems and operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer systems.
- Advanced principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials
- Advanced principles and practices of information technology documentation and record keeping
- Modern office procedures, methods and equipment.

#### **Ability to:**

- Oversee the development and maintenance of information systems
- Plan, organize and manage the work of information technology staff responsible for applications, systems and/or network analysis.
- Develop and maintain comprehensive procedures manuals and documentation.
- Develop and administer budgets
- Coordinate and administer a variety of information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop information technology designs, flow charts, report layouts and screen designs.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE**

- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**Education:** Bachelor's degree from an accredited college or university in computer science, information systems technology or other directly related field. Master's degree desirable.

**Experience:** Five (5) years' experience in a complex information technology systems environment with related experience in area of responsibility, including two (2) years direct supervisory experience.

**License/Certificates:** Possession of a valid class "C" California driver license with an acceptable driving record required time of appointment

System Security Certified practitioner (SSCP/ISC)  
Cisco Certified Network Associate (CCNA/CCNP)  
Systems, servers, and security certifications

**SPECIAL CONDITIONS**

Must be able to respond to emergency services call out

Must pass a background investigation

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

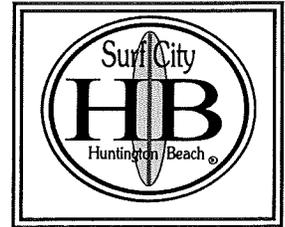
**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors. The incumbent sits for prolonged periods of time; standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and subordinates. Work is

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- INFRASTRUCTURE**

performed in a general office environment.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

DRAFT

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: INFORMATION SYSTEMS COMMUNICATIONS MGR DATE: MAY, 2003

JOB CODE: 0489  
EMPLOYMENT STATUS: REGULAR FULL-TIME  
UNIT REPRESENTATION: MEO  
FLSA STATUS: EXEMPT

**DUTIES SUMMARY**

Under general supervision, manages all facets of the City's voice and data networks, ensures voice and data backbone integrity, assists in establishment of communications standards, policies, and procedures, and performs other duties as assigned. **See Systems Environment attachment (pages 4 - 5.)**

**DISTINGUISHING CHARACTERISTICS**

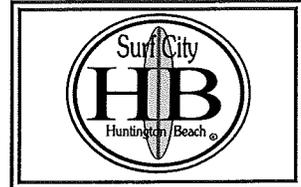
This is a management position reporting directly to the Director of Information Services.

**EXAMPLES OF ESSENTIAL DUTIES**

Serves as technical resource and leader in architecting LAN/WAN and voice environment stability, availability, growth, and components; supervises communications staff; stays current on latest innovations in voice and data trends, hardware and software; designs and implements strategies to ensure City data and voice security and integrity; assists in development and administers the communications budget, including forecasting needs for staff, equipment, materials and supplies; recommends adjustments as necessary; responsible for security of the network, voice and data, including security related hardware and software such as routers, firewalls, and monitoring and filtering software; maintains diagrams, charts, and documentation on all facets of the city's network and voice systems; responsible for citywide voice and data cable plant; stays current on federal, state, and local laws affecting the field of communications; prepares cost estimates and justification for new or enhanced system modifications; prepares technical specs and requests for proposals for vendor services; evaluates bids and makes recommendations on vendor selection; investigates, analyzes, and resolves network and voice system security and performance problems; recommends and implements changes and improvements; identifies and plans for staff training needs with an emphasis on cross training; provides EOC assistance as necessary, is available on a call out basis; and, works outside regular business hours as needed.

*The preceding duties have been provided as examples of the essential types of work*

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: INFORMATION SYSTEMS COMMUNICATIONS MGR DATE: MAY, 2003

*performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:** Operations, services, characteristics and activities of a comprehensive local and wide area network program; operations, services, characteristics and activities of a comprehensive voice system; network principles, practices and protocols; operational characteristics of computer systems, applications, and peripheral equipment; principles and practices of voice and data system testing, analysis, and security administration; methods and techniques of resolving complex network system compatibility and integration issues; operational characteristics of multiple operating systems and platforms; structured horizontal and vertical cabling systems; wireless analog and digital communications systems; principles of budget preparation and control; principles of basic supervision, training, and performance evaluation; and pertinent Federal, State, and local laws, codes, and regulations.

**Ability to:** Serve as technical resource in the development and implementation of strategic networked systems; voice and data; select, supervise, train, direct and coordinate the work of assigned staff; perform highly complex network and voice systems analysis, design, development and implementation duties; read, interpret and apply complex technical publications, manuals, and related documents; analyze and troubleshoot complex LAN/WAN and voice systems operating, hardware, and software problems; prepare clear and concise technical reports and diagrams; communicate clearly and concisely, orally and in writing, conveying complex technical information in easily understood terms; and, establish and maintain effective and cooperative working relationships with those contacted in the performance of duties.

**Education:** Bachelor's degree in computer science, information systems, or a closely related field. A Master's degree is preferred.

**Experience:** Five or more years performing the duties of a technical systems administrator or manager on complex voice and data networks of which, at least three years includes work in an administrative, supervisory capacity. Local government experience is preferred.

**Special Requirements:** Due to the nature and impact of the work performed and the accessibility to confidential and restricted information, an incumbent must be able to

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION

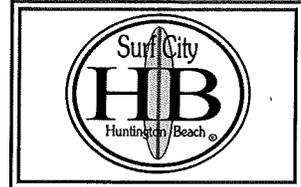


TITLE: INFORMATION SYSTEMS COMMUNICATIONS MGR DATE: MAY, 2003

carry a call out device and respond to emergency service calls on a 24 hour/7 day a week basis; complete a comprehensive background check with acceptable results; possess a valid California Driver's License and maintain an acceptable driving record; and, accept and adhere to City standards, policies, and procedures.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS** – Work involves sedentary to light work in an office environment. There is frequent need to sit for extended periods and to lift light objects (up to 15 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: INFORMATION SYSTEMS COMMUNICATIONS MGR DATE: MAY, 2003

CITY OF HUNTINGTON BEACH  
INFORMATION SYSTEMS DEPARTMENT  
JOB SPECIFICATION  
January 2008

**SYSTEMS ENVIRONMENT:**

**Network**

With approximately 1000 users, the City operates under a Windows 2003 network with all Cisco hardware, including a Cisco 6509 core switch and Cisco Pix Firewalls. Remote sites are connected via Frame Relay or fractional T-1 lines. The internal network consists of a mixture of 1Gb and 100Mb Fast Ethernet switches and routers. TCP/IP protocol is used with address resolution via DNS and WINS with DHCP. Critical devices are monitored via Cisco Works and Ipswitch Whatsup! Gold.

**Public Safety**

The Police Department operates under the county's 800MHz system and uses Intergraph's CAD/RMS running on Windows 2003 Servers utilizing Microsoft SQL Server. The City has an internal radio group responsible for maintaining the police radios which consist of ASTRO spectra 800's in police vehicles and portable XTS 3000's. MDCs in these vehicles consist of Motorola MW800s and Panasonic Toughbooks. Motorola is currently under contract to install an independent wireless network utilizing 802.11b & g to operate in conjunction with the existing 800MHz infrastructure. The Fire Department currently contracts with City of Anaheim for CAD services, uses Firehouse for RMS and Telestaff for scheduling.

**Business Systems**

The City utilizes JD Edwards OneWorld Xe ERP system on Windows 2003 server and MS SQL for all of the City's financials, Kronos for timecard/payroll system, and Cityview for the support of permitting, inspection, code enforcement, plan check, and business licensing. Office Automation is achieved through Microsoft Exchange 2003 Server and Office 2003 Professional. Citrix software provides thin client support for remote desktop applications. The City also runs a custom utility billing system called Utiligy which integrates with a Radex meter reading system and uses Crystal reports to produce bills and notices. Application development is performed with Microsoft Visual Studio 2005 utilizing technologies including C#, Visual Basic, JavaScript, XML, CSS, and AJAX.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: INFORMATION SYSTEMS COMMUNICATIONS MGR DATE: MAY, 2003

**Operations**

The City's current desktop and hardware standards include Windows 2000 Pro, Windows XP, and Sever 2003 running on Dell Power/Edge servers and Dell Optiplex workstations. The City utilizes a NetApp NAS Group for file sharing and database backups. Backups are performed with Syncsort Backup Express software and a Spectra Logic Gator 12000 tape library. The City is also implementing a NetApp SAN solution to enhance storage capabilities. The City also uses VMWare for server and workstation virtualization. Virus protection is provided by Symantec Anti-virus software.

**Geographic Information Systems:**

The City utilizes ESRI's ArcGIS software running on Windows Server 2003 and XP, with the data consisting of over 300 layers stored in an SDE database utilizing MS SQL Server 2005. The GIS currently hosts a COM based desktop application as well as an ArcIMS based Internet application. The GIS Division is currently developing web based applications in ASP.NET and ArcGIS Server.

**Web Site:**

Connectivity is over two channelized T-1's and content filtering is provided by 8E6 R2000. The City continually expands the uses for its website and plans to tie many of its business applications to the web, such as paying utility bills and the purchase of basic permits. The City has also implemented a robust intranet environment know as "SurfNet". Currently, the City uses Adobe Contribute for content management, Cold Fusion MX for website application development, and IIS 6.0 web servers that run on Windows 2003.

**ITEM 5E**  
**IT Manager**  
**Systems**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION  
**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES  
**SUBJECT:** CREATION OF INFORMATION TECHNOLOGY MANAGER – SYSTEMS JOB CLASSIFICATION  
**DATE:** DECEMBER 21, 2016

---

The Information Services Department is seeking to amend the City's Classification Plan with the creation of the job classification of **INFORMATION TECHNOLOGY MANAGER - SYSTEMS**, represented by the Management Employees Organization (MEO). The proposed job classification is the result of the classification specification review project which was recently conducted for the Information Services Department.

The class specification was created based upon input from IS staff and the Chief Information Officer. The class specification title and content replaces the title and content of the class specification of Business Systems Manager. The proposed class specification update/modification is required to better reflect the changes that have occurred in the software/hardware/systems/functions of information technology over the past eight to ten years. The current pay grade remains the same.

The City met with MEO to review and discuss the creation of this new job and its inclusion into the classification plan as a replacement for the Business Systems Manager class specification. The recommendation presented is based upon information and input from IS department staff and Human Resources, and review and feedback from MEO as part of the meet and confer process.

At this time, staff requests the Personnel Commission to approve staff's recommendations in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

---

**Proposed Job Class Title**      **Information Technology Manager - Systems**

**Action:**      **Create the recommended job classification for inclusion into the City's Classification Plan**

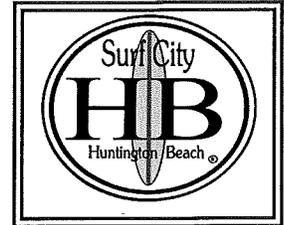
**Affected Employees:**      **None**

**Recommendation:**      **Approve the newly-created (replacement) job classification**

**Att:** Information Technology Manager – Systems Job Classification Specification

**cc:** Behzad Zamanian, Chief Information Officer  
Scott Smith, MEO President  
Aaron Peardon, OCER Representative

**CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

**PERSONNEL COMMISSION APPROVAL:**

**COUNCIL APPROVAL:**

**JOB CODE:**

**EMPLOYMENT STATUS:**

**REGULAR FULL-TIME**

**UNIT REPRESENTATION:**

**MEO**

**FLSA STATUS:**

**EXEMPT**

**JOB SUMMARY**

Under administrative direction, responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of multiple work units within the Information Systems Department.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Chief Information Officer

Supervises: Professional and technical staff

**DISTINGUISHING CHARACTERISTICS**

Differs from the Chief Information Officer in that the Information Technology Manager – Systems manages the enterprise information technology business systems and public safety systems divisions while the Chief Information Officer is responsible for the overall management and coordination the Information Systems Department and the short and long-term strategic planning for technology functions for the City.

Differs from Senior Information Technology Analyst in that the Information Technology Manager – Systems exercises full supervisory and managerial authority over assigned operational functions within the department while the Senior Information Technology Analyst performs complex systems analysis and exercises lead responsibility for a limited work group or project.

**EXAMPLES OF ESSENTIAL DUTIES:**

- Manages a team of application developers, programmer and business analysts in support of many enterprise applications including financial ERP, land management system, billing system, public safety systems and networks
- Oversees and manages large scale enterprise application implementation

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**

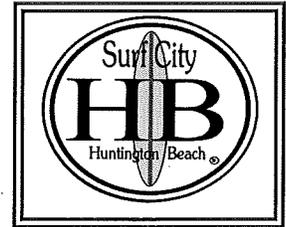


**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

- Manages operational planning, including planning projects and the allocation of manpower resources
- Collaborates and maintains communications with department managers and IS point of contacts
- Designs, implements and enforces business systems and enterprise applications portfolio, policies, procedures and best practices.
- Manages a team of application developers to develop automated solutions
- Oversees analysts and project managers to maintain a streamlined application implementation process citywide
- Designs and manages the enterprise software delivery process
- Works with application vendors on maintaining current applications and implement new systems and applications citywide.
- Develops strategic plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results
- Manages the work of staff; determines organizational structure, staffing needs, and work strategies; supervises the work of professional, technical and/or other employees directly or through subordinate supervisors; to ensure adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Works with executive management on City-wide initiatives and prepares technical and non-technical data and information for presentation to stakeholders including the Executive Team, City Council, county-wide agency leaders and other officials regarding technology initiatives, strategies, policies and procedures.
- Formulates and develops plans, policies and project programs to meet short and long-term needs of the City
- Performs budget and project cost analyses; reviews and evaluates feasibility of major projects and initiatives; works with managers and technical staff to plan for implementation of new systems; participates in the study of new technology to determine its utility, consistency with technology standards, relevance for meeting City business and operational requirements and expected return on investment
- Directs and coordinates the planning, development, implementation and administration of a variety of projects, including cross-department and City-wide projects; coordinates project activities with other programs, departments and outside agencies; may serve as the initial project advisor or manager for major projects City wide
- Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities.

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

- Manages the information technology infrastructure, architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms.
- Designs, directs and oversees work unit quality assurance activities.
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs.
- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Directs the management of projects to enhance and/or upgrade technology services and utilization.
- Manages projects that vary in size and scope, and require varying levels of staff and resource support. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices
- Develops processes to ensure business continuity in the event of a disaster
- Assumes duties of Chief Information Officer when assigned
- Reports to work as scheduled; works a variety of schedules including evenings, weekends, and holidays as required
- Performs other related duties as assigned.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:**

- Analysis, design, programming, and development of software applications
- Business process engineering, documentation and automation
- Enterprise resource planning software systems
- Developing interfaces and application integration methods and concepts
- Public safety systems and platforms
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



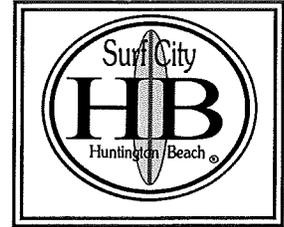
**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles and practices of effective management, supervision and leadership.
- Computer hardware and software systems similar to those being used by the City's Information Technology Department, including business applications, operating systems, and network systems.
- Principles, practices and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks, and delegating assignments to project staff
- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Advanced operational characteristics of local and wide area network systems and operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer systems.
- Advanced principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials
- Advanced principles and practices of information technology documentation and record keeping
- Modern office procedures, methods and equipment.

**Ability to:**

- Oversee the development and maintenance of information systems
- Plan, organize and manage the work of information technology staff responsible for applications, systems and/or network analysis.
- Develop and maintain comprehensive procedures manuals and documentation.
- Develop and administer budgets
- Coordinate and administer a variety of information technology projects.
- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop information technology designs, flow charts, report layouts and screen designs.
- Communicate technical information to a wide variety of users.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**Education:** Bachelor's degree from an accredited college or university in computer science, information systems technology or other directly related field. Master's degree desirable.

**Experience:** Five (5) years' experience in a complex information technology systems environment with related experience in area of responsibility, including two (2) years direct supervisory experience.

**License/Certificates:** Possession of a valid class "C" California driver license with an acceptable driving record required time of appointment

Project Management Program (PMP/PMI) certification  
Microsoft Certified Solution Developer (MCSD) certification  
Database Administration certification  
Programming and development certification  
Specialized application certification

**SPECIAL CONDITIONS**

Must be able to respond to emergency services call out

Must pass a background investigation

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

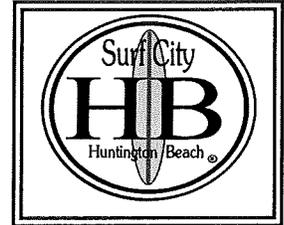
**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors. The incumbent sits for prolonged periods of time; standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or

**CITY OF HUNTINGTON BEACH**

**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- SYSTEMS**

body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and subordinates. Work is performed in a general office environment.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

DRAFT

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUSINESS SYSTEMS MANAGER

DATE: MAY, 2003

JOB CODE: 0500  
EMPLOYMENT STATUS: REGULAR FULL-TIME  
UNIT REPRESENTATION: MEO  
FLSA STATUS: EXEMPT

**DUTIES SUMMARY**

Under general supervision, manages all facets of the City's business systems applications, including financials, utility billing, permitting system, document imaging, GIS, office automation, and the internet/intranet. Assists in establishment of systems standards, policies, procedures and performs other duties as assigned. **See Systems Environment attachment (pages 4 – 5).**

**DISTINGUISHING CHARACTERISTICS**

This is a management position reporting directly to the Director of Information Services.

**EXAMPLES OF ESSENTIAL DUTIES**

Plans, organizes, and supervises the work of staff responsible for citywide business systems; develops and implements goals, objectives, policies, and priorities; identifies and implements opportunities for service delivery improvements; develops, directs, and review work staff plans; assigns tasks and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; takes corrective action as necessary; oversees management of numerous on-going business projects including research, identification of department and citywide needs, analyzes and makes recommendations, including provision of cost estimates and assists with procurement and full implementation of resulting projects; may act in the absence of the Director as assigned; responsible for security of business application environments; prepares and presents various technical reports and presentations; stays abreast of new trends and innovations in the field of technology with an emphasis on business applications available for local government needs; prepares cost estimates and justification for new or enhanced system modifications; prepares technical specs and requests for proposals for vendor services; evaluates bids and makes recommendations on vendor selection; investigates, analyzes, and resolves application performance problems; recommends and implements changes and improvements; keeps accurate documentation of all applications, release levels, problem logs, and related information; stays abreast of latest releases of pertinent software and evaluates benefits or potential issues prior to upgrades; oversees the development or purchase, installation, testing, documentation, training, and maintenance on all business systems applications; supervises, selects,

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUSINESS SYSTEMS MANAGER

DATE: MAY, 2003

trains, motivates, and evaluates staff; identifies, plans, and creates training plans for assigned staff with an emphasis on cross training; implements all facets of corrective action and discipline as needed; participates in the development and administration of the budget; forecasts needs for staffing, equipment, materials, supplies, and software; monitors and approves expenditures and recommends adjustments as necessary; and, works outside regular business and available on a call out basis as needed.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:** Operations, services, characteristics and activities of a comprehensive information technology program; principles, practices, methods and techniques of project management of simultaneous complex systems projects; business financial systems and operations; basic network principles, practices, and protocols; operational characteristics of computer systems, applications, and peripheral equipment; principles and practices of application installation, testing, troubleshooting, analysis, upgrade, problem resolution, and security administration; methods and techniques of resolving complex applications and integration issues; operational characteristics of multiple operating systems and platforms; principles and practices of website development and maintenance; wide variety of modern programming languages, operating systems, systems tools, and background platforms with emphasis on VB, ACCESS, C ++, SQL server, Crystal reports, Windows 98, 2000, and NT; principles of budget preparation and control; principles of basic supervision, training, and performance evaluation; and, pertinent Federal, State, and local laws, codes, and regulations.

**Ability to:** Perform highly complex applications analysis, design, development and implementation duties; select, supervise, train, lead, and coordinate the work of assigned staff; serve as lead project manager for complex applications projects; read, interpret and apply complex technical publications, manuals, and related documents; design, configure, and test highly complex application and system hardware and software; respond effectively to user base requests and inquiries; prepare clear and concise technical reports, presentations and diagrams; communicate clearly and concisely, orally, and in writing, conveying complex technical information in easily understood terms; and, establish and maintain effective and cooperative working relationships with those contacted in the performance of duties.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUSINESS SYSTEMS MANAGER

DATE: MAY, 2003

**Education:** Bachelor's degree in computer science, information systems, or a closely related field. A Master's degree is preferred.

**Experience:** Five or more years of progressive experience performing business systems management responsibilities for financials and other business applications, including administrative and supervisory responsibilities. A strong emphasis in business systems applications such as financials and local government experience is preferred.

**Special Requirements:** Due to the nature and impact of the work performed and the accessibility to confidential and restricted information, an incumbent must be able to carry a call out device and respond to emergency service calls on a 24 hour/7 day a week basis; complete a comprehensive background check with acceptable results; possess a valid California Driver's License and maintain an acceptable driving record; and, accept and adhere to City standards, policies, and procedures.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS** – Work involves sedentary to light work in an office environment. There is frequent need to sit for extended periods and to lift light objects (up to 15 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: BUSINESS SYSTEMS MANAGER

DATE: MAY, 2003

CITY OF HUNTINGTON BEACH  
INFORMATION SYSTEMS DEPARTMENT  
JOB SPECIFICATION  
January 2008

**SYSTEMS ENVIRONMENT:**

**Network**

With approximately 1000 users, the City operates under a Windows 2003 network with all Cisco hardware, including a Cisco 6509 core switch and Cisco Pix Firewalls. Remote sites are connected via Frame Relay or fractional T-1 lines. The internal network consists of a mixture of 1Gb and 100Mb Fast Ethernet switches and routers. TCP/IP protocol is used with address resolution via DNS and WINS with DHCP. Critical devices are monitored via Cisco Works and Ipswitch Whatsup! Gold.

**Public Safety**

The Police Department operates under the county's 800MHz system and uses Intergraph's CAD/RMS running on Windows 2003 Servers utilizing Microsoft SQL Server. The City has an internal radio group responsible for maintaining the police radios which consist of ASTRO spectra 800's in police vehicles and portable XTS 3000's. MDCs in these vehicles consist of Motorola MW800s and Panasonic Toughbooks. Motorola is currently under contract to install an independent wireless network utilizing 802.11b & g to operate in conjunction with the existing 800MHz infrastructure. The Fire Department currently contracts with City of Anaheim for CAD services, uses Firehouse for RMS and Telestaff for scheduling.

**Business Systems**

The City utilizes JD Edwards OneWorld Xe ERP system on Windows 2003 server and MS SQL for all of the City's financials, Kronos for timecard/payroll system, and Cityview for the support of permitting, inspection, code enforcement, plan check, and business licensing. Office Automation is achieved through Microsoft Exchange 2003 Server and Office 2003 Professional. Citrix software provides thin client support for remote desktop applications. The City also runs a custom utility billing system called Utiligy which integrates with a Radex meter reading system and uses Crystal reports to produce bills and notices. Application development is performed with Microsoft Visual Studio 2005 utilizing technologies including C#, Visual Basic, JavaScript, XML, CSS, and AJAX.

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: BUSINESS SYSTEMS MANAGER**

**DATE: MAY, 2003**

**Operations**

The City's current desktop and hardware standards include Windows 2000 Pro, Windows XP, and Sever 2003 running on Dell Power/Edge servers and Dell Optiplex workstations. The City utilizes a NetApp NAS Group for file sharing and database backups. Backups are performed with Syncsort Backup Express software and a Spectra Logic Gator 12000 tape library. The City is also implementing a NetApp SAN solution to enhance storage capabilities. The City also uses VMWare for server and workstation virtualization. Virus protection is provided by Symantec Anti-virus software.

**Geographic Information Systems:**

The City utilizes ESRI's ArcGIS software running on Windows Server 2003 and XP, with the data consisting of over 300 layers stored in an SDE database utilizing MS SQL Server 2005. The GIS currently hosts a COM based desktop application as well as an ArcIMS based Internet application. The GIS Division is currently developing web based applications in ASP.NET and ArcGIS Server.

**Web Site:**

Connectivity is over two channelized T-1's and content filtering is provided by 8E6 R2000. The City continually expands the uses for its website and plans to tie many of its business applications to the web, such as paying utility bills and the purchase of basic permits. The City has also implemented a robust intranet environment know as "SurfNet". Currently, the City uses Adobe Contribute for content management, Cold Fusion MX for website application development, and IIS 6.0 web servers that run on Windows 2003.

**ITEM 5F**

**IT Manager  
Operations**



**CITY OF HUNTINGTON BEACH  
INTER-DEPARTMENTAL COMMUNICATION  
HUMAN RESOURCES**

**TO:** PERSONNEL COMMISSION  
**FROM:** MICHELE WARREN, DIRECTOR OF HUMAN RESOURCES  
**SUBJECT:** CREATION OF INFORMATION TECHNOLOGY MANAGER – OPERATIONS JOB CLASSIFICATION  
**DATE:** DECEMBER 21, 2016

---

The Information Services Department is seeking to amend the City's Classification Plan with the creation of the job classification of **INFORMATION TECHNOLOGY MANAGER - OPERATIONS**, represented by the Management Employees Organization (MEO). The proposed job classification is the result of the classification specification review project which was recently conducted for the Information Services Department.

The class specification was created based upon input from IS staff and the Chief Information Officer. The class specification title and content replaces the title and content of the class specification of Information Systems Computer Operations Manager. The proposed class specification update/modification is required to better reflect the changes that have occurred in the software/hardware/systems/functions of information technology over the past eight to ten years. The current pay grade remains the same.

The City met with MEO to review and discuss the creation of this new job and its inclusion into the classification plan as a replacement for the IS Computer Operations Manager class specification. The recommendation presented is based upon information and input from IS department staff and Human Resources, and review and feedback from MEO as part of the meet and confer process.

At this time, staff requests the Personnel Commission to approve staff's recommendations in accordance with Personnel Rule 12 regarding amendments to the City's Classification Plan.

**STAFF RECOMMENDATION**

---

**Proposed Job Class Title**      **Information Technology Manager - Operations**

**Pay Grade:**

**Action:**      **Create the recommended job classification for inclusion into the City's Classification Plan**

**Affected Employees:**      **One**

**Recommendation:**      **Approve the newly-created (replacement) job classification**

**Att:** Information Technology Manager – Operations Job Classification Specification

**cc:** Behzad Zamanian, Chief Information Officer  
Scott Smith, MEO President  
Aaron Peardon, OCER Representative

**CITY OF HUNTINGTON BEACH**  
**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

**PERSONNEL COMMISSION APPROVAL:**

**COUNCIL APPROVAL:**

**JOB CODE:**

**EMPLOYMENT STATUS:**

**REGULAR FULL-TIME**

**UNIT REPRESENTATION:**

**MEO**

**FLSA STATUS:**

**EXEMPT**

**JOB SUMMARY**

Under administrative direction, responsible for planning, organizing, directing, staffing, and controlling technology functions and/or operations of multiple work units within the Information Systems Department.

**SUPERVISION RECEIVED AND EXERCISED**

Reports to: Chief Information Officer

Supervises: Professional and technical staff

**DISTINGUISHING CHARACTERISTICS**

Differs from the Chief Information Officer in that the Information Technology Manager – Operations manages an enterprise information technology customer service division including technical support and helpdesk operations while the Chief Information Officer is responsible for the overall management and coordination of the Information Systems Department and the short and long-term strategic planning for technology functions for the City.

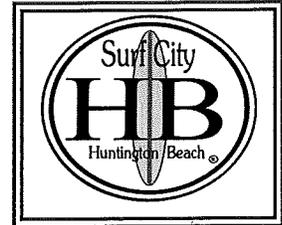
Differs from Senior Information Technology Analyst in that the Information Technology Manager – Systems exercises full supervisory and managerial authority over assigned operational functions within the department while the Senior Information Technology Analyst performs complex systems analysis and exercises lead responsibility for a limited work group or project.

**EXAMPLES OF ESSENTIAL DUTIES:**

- Manages a Help Desk operation starting with initial troubleshooting expanding to resolving complex issues relating to IT hardware, peripherals, and operating systems
- Creates specifications for hardware and operating systems standards; maintains posted standards guidelines, and implement industry best practices

**CITY OF HUNTINGTON BEACH**

**CLASS SPECIFICATION**

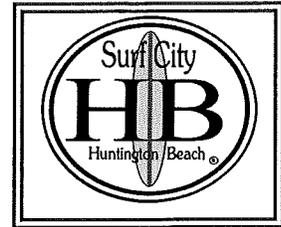


**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

- Creates and implements automated solutions to streamline the customer service function, and provide tools and training to all staff in delivering customer service adhering to adopted department performance guidelines
- Tracks all hardware and software inventory and manages the salvage process
- Manages the standard software delivery process, Windows and application updates, and remote support tools
- Manages the endpoint security software and policies, including desktop firewalls and antivirus/antimalware products
- Manages large computer and printer deployment projects; manages the creation, imaging, installation, and configuration of hardware and software resources
- Develops strategic plans, objectives and priorities for assigned work unit(s)/operational area(s); plans, develops and implements programs that utilize human and financial resources to achieve results
- Manages the work of staff; determines organizational structure, staffing needs, and work strategies; supervises the work of professional, technical and/or other employees directly or through subordinate supervisors; to ensure adequate resources to perform their duties; ensures that assigned operations and activities comply with organization goals and objectives.
- Works with executive management on City-wide initiatives and prepares technical and non-technical data and information for presentation to stakeholders including the Executive Team, City Council, county-wide agency leaders and other officials regarding technology initiatives, strategies, policies and procedures.
- Formulates and develops plans, policies and project programs to meet short and long-term needs of the City
- Performs budget and project cost analyses; reviews and evaluates feasibility of major projects and initiatives; works with managers and technical staff to plan for implementation of new systems; participates in the study of new technology to determine its utility, consistency with technology standards, relevance for meeting City business and operational requirements and expected return on investment
- Directs and coordinates the planning, development, implementation and administration of a variety of projects, including cross-department and City-wide projects; coordinates project activities with other programs, departments and outside agencies; may serve as the initial project advisor or manager for major projects City wide
- Develops and administers annual budget; approves and tracks expenditures; reviews, approves and researches costs for new hardware, software and other items; reviews, approves and prepares cost/benefit analyses, reports and recommendations.
- Manages the development of operational and/or functional standards, practices, policies and procedures; participates in the development and implementation of strategic department goals, policies and priorities.

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

- Manages the information technology infrastructure, architecture, systems, networks, software and resources for the assigned work unit/operational area, using various technology tools that may involve or cross multiple platforms.
- Designs, directs and oversees work unit quality assurance activities.
- Meets and consults with customers and vendors regarding service delivery needs; oversees and participates in the design, development, delivery and/or implementation of IT products to meet those needs.
- Assumes responsibility for procurement of services and goods required; develops specifications for requests for proposal pertaining to external services; reviews submissions and provides recommendations on vendor selection.
- Directs the management of projects to enhance and/or upgrade technology services and utilization.
- Manages projects that vary in size and scope, and require varying levels of staff and resource support. Prepares reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
- Attends leadership, management, supervisory and information technology training to stay abreast of industry best practices
- Develops processes to ensure business continuity in the event of a disaster
- Assumes duties of Chief Information Officer when assigned
- Reports to work as scheduled; works a variety of schedules including evenings, weekends, and holidays as required
- Performs other related duties as assigned.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

**MINIMUM QUALIFICATIONS**

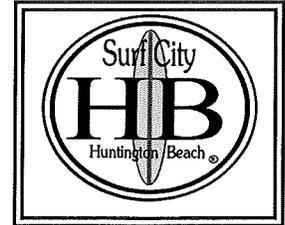
*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:**

- Customer service and helpdesk best practices
- Windows Operating Systems concepts and functions, browser platforms and tools, and Windows administration and library tools
- Antivirus and antimalware tools and endpoint security best practices
- Hardware and peripheral components, and hardware configuration industry guidelines
- Help Desk software and customer support best practices
- Microsoft imaging and deployment tools and concepts

**CITY OF HUNTINGTON BEACH**

**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

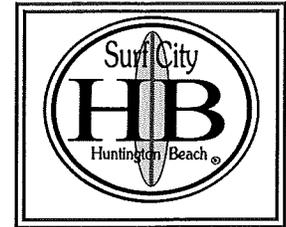
- Remote support tools, state management, and troubleshooting tools and techniques
- Theories, principles, and practices of information systems and related application areas, software and hardware, system development life cycle, system design, database management systems, techniques, and design using information engineering techniques
- Principles and practices of public administration, including budgeting, staff development, customer service and human resource management.
- Principles and practices of effective management, supervision and leadership.
- Computer hardware and software systems similar to those being used by the City's Information Technology Department, including business applications, operating systems, and network systems.
- Principles, practices and techniques of advanced project management, including organizing and managing a project, developing schedules, identifying critical paths, breaking down a project into individual tasks, and delegating assignments to project staff
- Advanced principles, methods and techniques used in designing, developing, testing and implementing information technology applications, systems and networks.
- Advanced operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information technology program.
- Advanced information technology development lifecycle and design principles using flowcharting techniques and prototype development tools.
- Advanced methods and techniques of evaluating business need requirements to provide technology solutions.
- Database concepts.
- Advanced operational characteristics of local and wide area network systems and operational characteristics of communication systems, equipment and devices.
- Tools and equipment used in testing the functionality of computer systems.
- Advanced principles and methods of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials
- Advanced principles and practices of information technology documentation and record keeping
- Modern office procedures, methods and equipment.

**Ability to:**

- Oversee the development and maintenance of information systems
- Plan, organize and manage the work of information technology staff responsible for applications, systems and/or network analysis.
- Develop and maintain comprehensive procedures manuals and documentation.
- Develop and administer budgets
- Coordinate and administer a variety of information technology projects.

CITY OF HUNTINGTON BEACH

CLASS SPECIFICATION



**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

- Gather and evaluate information in order to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.
- Develop information technology designs, flow charts, report layouts and screen designs.
- Communicate technical information to a wide variety of users.
- Interpret and apply complex and technical information pertaining to computer and network systems.
- Adapt quickly to changes in policies, procedures, assignments and work locations.
- Communicate effectively, both verbally and in writing.
- Establish and maintain effective working relationships with those encountered during the course of the work.

**Education:** Bachelor's degree from an accredited college or university in computer science, information systems technology or other directly related field. Master's degree desirable.

**Experience:** Five (5) years' experience in a complex information technology systems environment with related experience in area of responsibility, including two (2) years direct supervisory experience.

**License/Certificates:** Possession of a valid class "C" California driver license with an acceptable driving record required time of appointment

Possession of Information Technology Infrastructure Library (ITIL) certification

Possession of Microsoft Certified Systems Engineer (MCP)

Possession of Customer Service certification

Possession of Helpdesk certification

**SPECIAL CONDITIONS**

Must be able to respond to emergency services call out

Must pass a background investigation

Employees regularly assigned/required to drive a city or personal vehicle in the course and scope of work shall be required to participate in the DMV Employer Pull Notice program.

**Public Employee Disaster Service Worker:** In accordance with Government Code Section 3100, all Huntington Beach city employees are required to perform assigned disaster service worker duties in the event of an emergency or a disaster.

**CITY OF HUNTINGTON BEACH**

**CLASS SPECIFICATION**



**TITLE: INFORMATION TECHNOLOGY MANAGER -- OPERATIONS**

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Incumbents must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Work is performed indoors. The incumbent sits for prolonged periods of time; standing and walking to retrieve work files or to other departments or office locations; leaning, bending and stooping to perform work behind a desk or to retrieve information; pushing, turning or twisting to move chair or body from desk; reaching to place or retrieve files or open file drawers or cabinets; light grasping to hold a writing instrument or documents; firm grasping as needed to lift and carry work files or operate office equipment; finger dexterity to type on a computer keyboard; and, hearing and speaking to answer the telephone or answer questions of co-workers and subordinates. Work is performed in a general office environment.

Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION SYSTEMS COMPUTER OPERATIONS MANAGER**

**PERSONNEL COMMISSION APPROVAL: JANUARY 16, 2008**  
**COUNCIL APPROVAL: JUNE 4, 2007**

**JOB CODE: 0200**  
**EMPLOYMENT STATUS: REGULAR FULL-TIME**  
**UNIT REPRESENTATION: MEO**  
**FLSA STATUS: EXEMPT**

**DUTIES SUMMARY**

Under administrative direction from the Director of Information Services, plans, directs, manages and coordinates the staff and operations of the Computer Operations Division; responsible for desktop support, and critical City-wide backups; provides technical support to City hardware, software and users; ensures work quality and adherence to established policies and procedures; and coordinates activities with other departments, divisions, and outside agencies. **See Systems Environment attachment (pages 4 - 5.)**

**EXAMPLES OF ESSENTIAL DUTIES**

Plans, directs, manages, coordinates, and supervises the work of staff responsible for City-wide desktop support; develops, recommends and implements goals, objectives, policies, standards, procedures and priorities; implements opportunities for service delivery improvements; trains staff and ensures delivery of outstanding customer service to users and works closely with other information services workgroups in a support role as needed; develops, directs, and reviews work staff plans; assigns tasks and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; takes corrective action as necessary; oversees management of operations projects such as hardware and software research; ensures the installation, testing, troubleshooting, training, and documentation of hardware and software; responsible for overall management of critical City-wide backups operation including scheduling, media library, media supplies and media storage; manages contracts such as media storage; performs research, and stays abreast of latest technology equipment, software and innovations; provides cost estimates; procures materials and equipment; ensures the maintenance of various logs and databases to track pertinent information and City-wide inventory of hardware and software as required; prepares and presents various technical reports and presentations; establishes schedules and methods for providing operations services; responsible for helpdesk function to offer quality support services to users; prepares cost estimates and justification for new or enhanced system modifications; prepares technical specifications and requests for proposals for vendor

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION SYSTEMS COMPUTER OPERATIONS MANAGER**

services; evaluates bids and makes recommendations on vendor selection; recommends and implements changes and improvements; selects, trains, motivates and evaluates staff; creates training plans with an emphasis on cross training; develops and administers division budget; forecasts needs for staffing, equipment, materials, supplies and software; monitors expenditures; recommends adjustments as necessary; is available on a call out basis, working outside normal business hours as needed; ensures call out staffing for emergency purposes; and performs related duties and responsibilities as assigned.

*The preceding duties have been provided as examples of the essential types of work performed by positions within this job classification. The City, at its discretion, may add, modify, change or rescind work assignments as needed.*

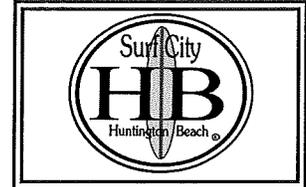
**QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

**Knowledge of:** Operations, services, characteristics and activities of a comprehensive information technology operations program; principles, practices, methods and techniques of project management; network principles, practices and protocols; operational characteristics of computer systems, applications, and peripheral equipment; principles and practices of hardware and software installation, testing, troubleshooting, analysis, upgrade, problem resolution, and security administration; methods and techniques of resolving complex hardware and desktop software malfunctions; operational characteristics of multiple operating systems and platforms; wide variety of modern operating systems, troubleshooting tools and techniques with an emphasis on the desktop including Windows 9x, 2000, XP and the complete suite of Microsoft office products; modern service request tracking systems and functionality; principles of budget preparation and control; principles of supervision, training and performance evaluation; pertinent Federal, State, and local laws, codes, and regulations.

**Ability to:** Analyze operations workload and systems utilization and make efficiency recommendations; prepare clear, concise reports, diagrams and presentations; perform highly complex hardware and software malfunction analysis, troubleshooting and problem resolution; select, supervise, train, direct, coordinate and evaluate the work of lower level staff; work effectively with all workgroups in a support role; read, interpret and apply technical publications, manuals, and related documents; design, configure, and test highly complex application and system hardware and software; respond effectively to user base requests and inquiries; communicate clearly and concisely, verbally and in writing, conveying complex technical information in easily understood

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION SYSTEMS COMPUTER OPERATIONS MANAGER**

terms; establish and maintain effective working relationships with those contacted in the course of work.

**Education:** Bachelor's degree in Computer Science, Information Systems, or a closely related field.

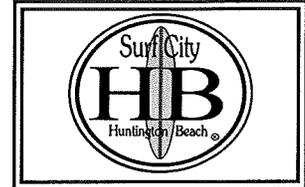
**Experience:** Five (5) or more years computer operations experience which must include three (3) years of administrative and supervisory experience.

**Licenses/Certifications:** Possession of a valid California driver's license and maintain an acceptable driving record.

**Special Requirements:** Due to the nature and impact of the work performed and the accessibility to confidential and restricted information, an incumbent must be able to carry a call out device and respond to emergency service calls on a 24 hour/7 day a week basis; complete a comprehensive background check with acceptable results; and, accept and adhere to City standards, policies, and procedures.

**PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS** – Work involves sedentary to light work in an office environment. There is frequent need to sit for extended periods and to lift light objects (up to 15 pounds) and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



TITLE: INFORMATION SYSTEMS COMPUTER OPERATIONS MANAGER

CITY OF HUNTINGTON BEACH  
INFORMATION SYSTEMS DEPARTMENT  
JOB SPECIFICATION  
January 2008

**SYSTEMS ENVIRONMENT:**

**Network**

With approximately 1000 users, the City operates under a Windows 2003 network with all Cisco hardware, including a Cisco 6509 core switch and Cisco Pix Firewalls. Remote sites are connected via Frame Relay or fractional T-1 lines. The internal network consists of a mixture of 1Gb and 100Mb Fast Ethernet switches and routers. TCP/IP protocol is used with address resolution via DNS and WINS with DHCP. Critical devices are monitored via Cisco Works and Ipswitch Whatsup! Gold.

**Public Safety**

The Police Department operates under the county's 800MHz system and uses Intergraph's CAD/RMS running on Windows 2003 Servers utilizing Microsoft SQL Server. The City has an internal radio group responsible for maintaining the police radios which consist of ASTRO spectra 800's in police vehicles and portable XTS 3000's. MDCs in these vehicles consist of Motorola MW800s and Panasonic Toughbooks. Motorola is currently under contract to install an independent wireless network utilizing 802.11b & g to operate in conjunction with the existing 800MHz infrastructure. The Fire Department currently contracts with City of Anaheim for CAD services, uses Firehouse for RMS and Telestaff for scheduling.

**Business Systems**

The City utilizes JD Edwards OneWorld Xe ERP system on Windows 2003 server and MS SQL for all of the City's financials, Kronos for timecard/payroll system, and Cityview for the support of permitting, inspection, code enforcement, plan check, and business licensing. Office Automation is achieved through Microsoft Exchange 2003 Server and Office 2003 Professional. Citrix software provides thin client support for remote desktop applications. The City also runs a custom utility billing system called Utiligy which integrates with a Radex meter reading system and uses Crystal reports to produce bills and notices. Application development is performed with Microsoft Visual Studio 2005 utilizing technologies including C#, Visual Basic, JavaScript, XML, CSS, and AJAX.

**Operations**

The City's current desktop and hardware standards include Windows 2000 Pro, Windows XP, and Sever 2003 running on Dell Power/Edge servers and Dell Optiplex workstations. The City utilizes a NetApp NAS Group for file sharing and database

CITY OF HUNTINGTON BEACH  
CLASS SPECIFICATION



**TITLE: INFORMATION SYSTEMS COMPUTER OPERATIONS MANAGER**

backups. Backups are performed with Syncsort Backup Express software and a Spectra Logic Gator 12000 tape library. The City is also implementing a NetApp SAN solution to enhance storage capabilities. The City also uses VMWare for server and workstation virtualization. Virus protection is provided by Symantec Anti-virus software.

**Geographic Information Systems:**

The City utilizes ESRI's ArcGIS software running on Windows Server 2003 and XP, with the data consisting of over 300 layers stored in an SDE database utilizing MS SQL Server 2005. The GIS currently hosts a COM based desktop application as well as an ArcIMS based Internet application. The GIS Division is currently developing web based applications in ASP.NET and ArcGIS Server.

**Web Site:**

Connectivity is over two channelized T-1's and content filtering is provided by 8E6 R2000. The City continually expands the uses for its website and plans to tie many of its business applications to the web, such as paying utility bills and the purchase of basic permits. The City has also implemented a robust intranet environment know as "SurfNet". Currently, the City uses Adobe Contribute for content management, Cold Fusion MX for website application development, and IIS 6.0 web servers that run on Windows 2003.