

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SUNNYVALE AMENDING THE CLASSIFICATION PLAN OF THE CIVIL SERVICE ADDING THE REVISED CLASSIFICATION TITLE OF WEB AND COMMUNICATIONS SPECIALIST; AND TO ADD THE NEWLY ESTABLISHED CLASSIFICATION OF NETWORK TECHNICIAN AND ADDING THE CLASSIFICATION SPECIFICATIONS THEREFORE

WHEREAS, at the request of the Information Technology Department, the Human Resources staff has proposed an amendment to the Classification Plan of the Civil Service of the City of Sunnyvale to add the newly-established job classification of “Network Technician” and to add the classification specifications therefore; and

WHEREAS, the Human Resources staff has proposed an amendment to the Classification Plan of the Civil Service of the City of Sunnyvale to amend the classification title of “Web Specialist” to “Web and Communications Specialist” and to add the classification specifications therefore;

WHEREAS, the City Council having considered such proposals and recommendations;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SUNNYVALE THAT:

1. The City Council hereby amends the Classification Plan of the Civil Service by adding the new job classification title of “Network Technician” and by adding the corresponding classification specification to read as set forth in Exhibit A attached hereto.
2. The City Council hereby amends the Classification Plan of the Civil Service by revising the classification title of “Web Specialist” to “Web and Communications Specialist” and by adding the corresponding classification specification as set forth in Exhibit B attached hereto.
3. Except as herein modified, the Classification Plan, Resolution No. 143-77, as amended, shall remain in full force and effect.
4. This resolution shall take effect at the beginning of the first pay period after February 25, 2014.

Adopted by the City Council at a regular meeting held on _____, 2014, by the following vote:

AYES:
NOES:
ABSTAIN:
ABSENT:

ATTEST:

APPROVED:

City Clerk
(SEAL)

Mayor

APPROVED AS TO FORM:

City Attorney

EXHIBIT A



CITY OF SUNNYVALE
Established Date: TBD

NETWORK TECHNICIAN

Class Code:
2420

Bargaining Unit: Sunnyvale Employees Association

SALARY RANGE

\$31,718.50 - \$40,481.70 Hourly
\$2,537.48 - \$3,238.54 Biweekly
\$5,497.87 - \$7,016.83 Monthly
\$65,974.48 - \$84,201.94 Annually

DEFINITION:

Under general direction of an assigned supervisor or manager monitors and supports various aspects of telecommunication technology that may include one or more citywide systems of data, voice, video networks, and structured cabling system; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The position of Network Technician is a technical classification that installs, and maintains related telecommunications infrastructure systems and has a detailed understanding of telecommunications theory and practice. The Network Technician is distinguished from the Network Engineer in that the Network Engineer requires a higher level of technical and specialized network system expertise with both hardware and software systems.

ESSENTIAL JOB FUNCTIONS:

(May include, but are not limited to, the following):

- Installs, configures, and maintains voice, data, and video equipment
- Responsible for telephone and network connection moves, adds, and changes
- Responsible for telephone equipment installation, configuration, maintenance and inventory
- Physical installation of network and server equipment (power, racking, and cabling)
- Uninterruptible Power Supply (UPS) installation, configuration, monitoring and maintenance
- Manages the City's structured cable plan; working closely with vendors to ensure complete and successful projects
- Troubleshoots telephone and network cabling to determine cause(s) of failure

EXHIBIT A

and resolves problems including relocation of wiring infrastructure; ensures compliance with warranties and/or specifications.

- Investigates and resolve trouble tickets making necessary equipment repairs
- Provides technical consultation and assistance to users and other technical staff
- Monitors appropriate usage and performance of systems in accordance with plans and standard guidelines and procedures
- Researches, designs, and executes disaster recovery plans in the area of responsibility
- Coordinates services and monitors services provided by vendors and independent contracts
- Maintains database for operations documentation and testing.
- Ensures compliance with industry regulations in the area of responsibility
- Develops and maintains technical system documentation
- Develops training materials and provides training to users and other support staff within the area of responsibility

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, bending, kneeling, crawling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement, fine motor coordination in performing computer installation and repair and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision when repairing and installing computers, and color vision is required to accurately interpret visual displays and voice and data wiring color code standards. The nature of the work also requires the ability to climb ladders, drive motorized vehicles and work in small spaces. Acute hearing is required when communicating by telephone and in person. The need to lift, drag and push equipment materials weighing up to 50 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

MINIMUM QUALIFICATIONS:

Education and Experience:

The minimum qualifications for education and experience can be met in the following way:

An Bachelor's degree from an accredited college or university in information technology, computer science, or a related field, AND

Two years of experience in network and cabling system support including VOIP Configuration and Administration.

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Knowledge of:

- Voice and data network basic principles.
- Structured cable plant standards including fiber optic interconnection and copper station cabling.
- Connectivity and network design.
- Current developments and trends of network technologies.
- Office methods, procedures, software and equipment.
- Working technical knowledge of current telephone, network hardware, protocols, and standards.
- Knowledge of applicable security and data privacy practices and laws.
- Principles, practices, methods and techniques of providing customer service, training and providing technical and functional support to end users.
- Methods and techniques of modern office business software programs, recordkeeping, report preparation, technical documentation and writing.
- Familiarity with current Internet products and technology.
- Applicable industry and safety codes and standards.

Ability to:

- Install, and support systems of data, voice, and video network infrastructures, and equipment.
- Effectively organize, prioritize and follow-up on work assignments in order to meet established deadlines.
- Provide excellent customer service.
- Install and modify network subsystems and programs.
- Analyze network/system problems using appropriate test structures and related diagnostics.
- Operate applicable network and telephone equipment.
- Respond promptly and effectively to requests for service.
- Translate user defined requirements into specifications and features.
- Document procedures clearly and accurately.
- Determine needs for and/or develop administrative/operational policy proposals.
- Perform alternative cost/benefit analysis for network enhancement or replacement.
- Communicate effectively, both orally and in writing, including communicating technical information in understandable and non-technical terms.
- Establish and maintain and promote positive and effective working relationships with employees, other agencies, public officials and the public.

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- Demonstrate initiative and exercise good judgment in the performance of duties.
- Work independently and as a team member; recognize and set priorities and meet deadlines.
- Observe safety principles and work in a safe manner.

Willingness to:

Work irregular hours, shifts and weekends as needed.

Provide services in different geographical locations throughout the City as requested by users.

Licenses/Certificates:

- Possession and continued maintenance of Cisco Certified Network Associate (CCNA)
- Possession and continued maintenance of a valid class C California driver's license and a safe driving record.

DESIRABLE QUALIFICATIONS

- Possession and continued maintenance of Certified Data Cabling Installer (DCI) or BICSI ITS Technician Certification
- Possession and continued maintenance of Cisco Certified Entry Networking Technician (CCENT) or Network+ Certification
- Possession and continued maintenance of MCSA: Windows Server (Microsoft Certified Solutions Associate: Windows Server).
- Microsoft Certified Solutions Expert: Server Infrastructure level experience.

EXHIBIT B



WEB AND COMMUNICATIONS SPECIALIST

Class Code:
2540

Bargaining Unit: Sunnyvale Employees Association

CITY OF SUNNYVALE
Established Date: Mar 1, 2014
Revision Date: Feb 11, 2014

SALARY RANGE

\$33.16 - \$42.32 Hourly
\$2,652.42 - \$3,385.22 Biweekly
\$5,746.90 - \$7,334.65 Monthly
\$68,962.82 - \$88,015.82 Annually

DEFINITION:

Under general direction, coordinates and maintains content on the City of Sunnyvale's Internet and intranet web sites and assists with Citywide activities that involve the coordination and dissemination of information to the public. The Web Specialist monitors, improves and updates the performance of existing web pages and/or sites to ensure that information is clear, comprehensive, easy to navigate, accurate and presented in a consistent manner; assists with media communications, public information, Citywide events and outreach efforts; performs various administrative duties; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single position classification is assigned to the Office of the City Manager and reports to the Communications Officer, who is responsible for the City's overall public information and communications program.

ESSENTIAL JOB FUNCTIONS:

(May include, but are not limited, to the following):

Web-related:

- Maintains, evaluates, recommends and implements content and design improvements of current Internet and intranet web sites; coordinates information gathering from City departments; obtains input relative to Web page design from user departments; reviews, edits and proofreads web and communications content; follows up with

EXHIBIT B

- departments on content deadlines and annual/regular updates.
- Monitors, repairs, and optimizes Web site performance.
- Ensures the clear, comprehensive, easy to navigate, consistent and accurate presentation of the City's online communications presence on the Internet and intranet; develops and conducts routine staff training sessions as necessary.
- Evaluates, tracks, and reports usage of the City's web site; recommends improvements to existing Internet and intranet sites for increased effectiveness and efficiency utilizing statistical analysis and usage trends.
- Coordinates, reviews and advises staff on the City's use of social media tools.
- Researches and makes recommendations on web site policy issues including links standards, design standards, site management and security issues; maintains standards and procedures for web page design and site maintenance.
- Partners with staff in the Department of Information Technology to ensure compliance with adopted industry technology standards and practices, and to maintain a successful infrastructure support for Web applications; performs routine updates of images, forms and text information.

Communications-related:

- Assists the Communications Officer with various media and communications tasks and projects to include researching and writing news releases and writing and editing articles for use in Citywide publications.
- Responds to community feedback regarding questions or concerns, suggestions for improvement and enhancements, and requests for information.
- Assists with and/or facilitates City and/or community activities and events.
- Identifies and cultivates strategic alliances with governmental and non-governmental organizations that will assist the City's marketing and outreach efforts.
- Serves as a resource to City departments and to the community at large regarding the development of clear and consistent communication.
- Conducts analytical research of industry-related laws, researches papers and technical materials; prepares and delivers oral and written reports based on information obtained through research and analysis.
- Conducts special outreach efforts to target special population groups that may need assistance to access City services and programs.

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- May act as the Communications Officer in his/her absence.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination when using a computer keyboard. Additionally, the position requires near and far vision when reading and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, push and pull files, paper and documents weighing up to 25 pounds also is required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS:

Education and Experience

The minimum qualifications for education and experience can be met in the following way:

A Bachelor's degree from an accredited college or university in communications, public relations, marketing, business or public administration, computer science, information systems or a related field,
AND

Three years of progressively responsible experience in developing, designing and/or maintaining a multifaceted organizational communications program with primary responsibility for maintaining a Web site.

Knowledge of:

- Web design, development, standards and maintenance, including web server and web browser technologies, web management tools and best practices, and social media platforms.
- Techniques used to create and edit JavaScript, CSS and HTML, including coding and procedures established by the World Wide Web consortium.
- Principles, practices and methods of conducting community and media relations, including public outreach efforts.
- Consensus building, active listening, strategic planning and performance measurement.
- Techniques used to create computer-generated graphics, including Adobe Photoshop, Flash, Illustrator, InDesign and Dreamweaver;

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- Various forms of mass media including print, cable television, radio, social media and the Internet.
- Project management practices and principles.
- Structure and content of the English language, including grammar and rules of composition, as well as the guidelines set forth by the Associated Press Stylebook.
- Internet architecture, software applications and information systems, and the technology they are built on.

Ability to:

- Analyze, develop, design and maintain Internet and intranet websites and social media platforms.
- Prepare Internet and intranet documentation and graphic presentations.
- Understand the City's existing computer programs and systems and how they integrate with each other.
- Train internal customers in the use of web applications and operating procedures.
- Operate a computer and applicable software, programs and systems.
- Form and lead Citywide and/or community-based teams to develop programs and initiatives that best support City communications goals.
- Effectively facilitate and/or coordinate City and/or community activities and events.
- Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
- Effectively influence and partner with a wide variety of City staff and the general public.
- Gain cooperation through discussion and persuasion.
- Use independent judgment and initiative in time-sensitive situations to meet deadlines; coordinate multiple projects and complex tasks simultaneously.
- Effectively organize, prioritize and follow-up on work assignments.
- Establish and maintain effective relationships with those contacted in the course of work.
- Work independently and as a member of a team.
- Prepare and maintain clear, concise and accurate administrative and technical documentation, reports and records.
- Communicate clearly and concisely, both orally and in writing; follow oral and written instructions.
- Work well under pressure with effective time-management skills.
- Ensure that the City's philosophy regarding customer service is understood and carried out in all forms of communication.

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Licenses and Certificates

Possession and continued maintenance of a valid class C California driver's license and a safe driving record or the ability to provide alternate transportation that is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

Working experience with managing, maintaining, and user support of a Content Management System (CMS); Dotnetnuke (DNN) and SharePoint preferred.

Experience with Microsoft technology, including Internet Information Services (IIS) and ASP.net