

# REGIONAL TRANSIT ISSUE PAPER

Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
11	10/14/13	Open	Action	09/27/13

Subject: Approving Modified Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades

## ISSUE

Whether or not to approve modified job descriptions and the District's Authorized Classifications, Positions and Salary Grades.

## RECOMMENDED ACTION

Adopt Resolution No. 13-10- \_\_\_\_\_, Amending Exhibit A of Resolution No. 13-08-0110, and Approving Modified Job Descriptions and the District's Authorized Classifications, Positions and Salary Grades.

## FISCAL IMPACT

There is no fiscal impact as a result of this action.

## DISCUSSION

Personnel Action Summary: This proposed action will result in the modification of 3 existing job descriptions (Human Resources Administrator, Human Resources Analyst II, Network and End User Operations Administrator), the elimination of the Benefits Administrator and the IT Service and Support Administrator job descriptions, and the addition of one IT Technician II position.

Because the IT Service and Support Administrator position has been under filled by an IT Technician II incumbent since September 2011, the overall position count will be realigned to reflect the actual staffing levels within the Information Technology department; therefore, there is no change to the total number of authorized positions as a result of this proposed action.

### Human Resources Department

Staff recently conducted a thorough job analysis and benchmarking of HR's Recruitment and Selection Administrator job description and determined that, because of the addition of responsibilities to the position, including requiring the incumbent to administer RT's employee benefits, classification and compensation, and records management programs, the existing job description needed to be revised and updated to capture these new responsibilities.

Modifications to the job description title and essential functions have been made and the Job Evaluation Team (JET) determined that the compensable factors for this modified job description have not changed; therefore, there is no change to the salary grade for this position. There is no fiscal impact associated with this action. The modified and retitled job description for the Human Resources Administrator is reflected in the Authorized Positions List attached to the Resolution as

Approved:

Presented:

Final 10/02/13

General Manager/CEO

Director, Human Resources

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**Exhibit B.**

Because the modifications made to the Human Resources Administrator job description absorb the essential functions previously found in the vacant and unauthorized Benefits Administrator job description, staff recommends eliminating the Benefits Administrator job description.

Effective March 1, 2013, the Board approved a revision to the Senior Human Resources Analyst job description to incorporate the responsibility to support RT's Workers' Compensation, Interactive Process and Light Duty programs. As a follow-up to those changes, a recent analysis of the Human Resources Analyst job series was performed and staff determined that adding the Workers' Compensation and Light Duty programs to the Human Resources Analyst II job description would result in giving Human Resources the flexibility to assign lower level analysts to perform these responsibilities as well.

Modifications to the essential functions of the Human Resources Analyst II job description have been made and the Job Evaluation Team (JET) determined that the compensable factors for this modified job description have not changed; therefore, there is no change to the salary grade for this position. There is no fiscal impact associated with this action. The modified Human Resources Analyst II job description is attached to the Resolution as Exhibit B.

Information Technology Department

In March 2013, RT received a Request for Reclassification Study from the Network Operations Administrator incumbent in the Information Technology department.

In accordance with RT's Reclassification SOP, the Human Resources department initiated a job analysis on the position and determined that, while the incumbent had taken on tasks associated with the supervision of RT's Help Desk previously performed by the IT Service and Support Administrator, the position is classified appropriately and it was not recommended for reclassification.

As a part of the incumbent's appeal process, the position was reviewed by the Job Evaluation Team (JET) which determined that updating the Network Operations Administrator job description in order to capture the additional Help Desk supervisory responsibilities would be appropriate. Modifications to the job description title and essential functions have been made and the JET determined that the compensable factors for the revised job description have not changed; therefore, there is no change to the salary grade for this position. There is no fiscal impact associated with this action. The modified and retitled Network and End User Operations Administrator job description is attached to the Resolution as Exhibit B.

Because the modifications resulted in the Network and End User Operations Administrator job description absorbing the Help Desk essential functions found in the Information Technology Service and Support Administrator job description, staff recommends eliminating the vacant Information Technology Service and Support Administrator job description.

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The Information Technology Service and Support Administrator authorized position has been under filled by an Information Technology Technician II incumbent since September 1, 2011; therefore, staff recommends that the authorized position be realigned at the IT Technician II position level. There is no fiscal impact as a result of this action. There is no change to the total overall number of authorized positions in the District; however, this position count realignment is reflected in the Authorized Positions List attached to the Resolution as Exhibit A.

### Authorized Classifications, Positions and Salary Grades and Values

Changes to position control described above are reflected in the Authorized Classifications, Positions and Salary Grades list (Authorized Positions List), attached to the Resolution as Exhibit A.

### Modified Job Descriptions

The below listed job descriptions are attached to the Resolution as Exhibit B.

<u>Previous Job Title</u>	<u>Disposition</u>	<u>Modified and New Job Title</u>
Recruitment and Selection Administrator	Modified	Human Resources Administrator
Human Resources Analyst II	Modified	Human Resources Analyst II
Network Operations Administrator	Modified	Network and End User Operations Administrator

Staff recommends approval of this action.

RESOLUTION NO. 13-10-\_\_\_\_\_

Adopted by the Board of Directors of the Sacramento Regional Transit District on this date:

\_\_\_\_\_ October 14, 2013 \_\_\_\_\_

**AMENDING EXHIBIT A OF RESOLUTION NO. 13-08-0110 AND APPROVING  
MODIFIED JOB DESCRIPTIONS AND THE DISTRICT'S AUTHORIZED  
CLASSIFICATIONS, POSITIONS AND SALARY GRADES**

BE IT HEREBY RESOLVED BY THE BOARD OF DIRECTORS OF THE  
SACRAMENTO REGIONAL TRANSIT DISTRICT AS FOLLOWS:

THAT, effective October 16, 2013, Resolution No. 13-08-0110 is hereby amended  
by deleting Exhibit A and replacing it with attached Exhibit A "Authorized Classification,  
Positions and Salary Grades."

THAT, effective October 16, 2013, the modified job descriptions of Human  
Resources Administrator, Human Resources Analyst II, and Network and End User  
Operations Administrator, attached as Exhibit B, are hereby approved.

THAT, effective October 16, 2013, the Benefits Administrator and Information  
Technology Service and Support Administrator job descriptions are hereby eliminated.

\_\_\_\_\_  
PATRICK HUME, Chair

A T T E S T:

MICHAEL R. WILEY, Secretary

By: \_\_\_\_\_  
Cindy Brooks, Assistant Secretary

**EXHIBIT A**  
**Effective October 16, 2013**  
**AUTHORIZED CLASSIFICATIONS, POSITIONS, AND SALARY GRADES**

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
<b>AEA Family:</b>		
Accountant I	0	205
Accountant II	0	108
Assistant Architect	0	206
Assistant Engineer	0	208
Assistant Planner	2	207
Assistant Resident Engineer	2	208
Associate Architect	1	109
Associate Civil Engineer	1	110
Associate Engineer	0	109
Associate Systems Engineer	2	110
Engineering Analyst I	0	205
Engineering Analyst II	0	207
Engineering Technician	1	205
Grants Analyst	0	206
Human Resources Trainer	0	206
Information Technology Business Systems Analyst	0	107
Inspector	0	204
Junior Engineer	0	205
Long Range Planner	1	208
Payroll Analyst	1	204
Procurement Analyst I	0	205
Procurement Analyst II	4	207
Programmer Analyst I	0	205
Programmer Analyst II	0	208
Quality Assurance Specialist I	0	202
Quality Assurance Specialist II	0	205
Real Estate Analyst I	0	205
Real Estate Analyst II	0	207
Resident Engineer	0	110
Revenue Analyst	1	207
Schedule Analyst I	1	205
Schedule Analyst II	2	207
Senior Accountant	2	109
Senior Architect	1	111
Senior Civil Engineer	1	111
Senior Community and Government Affairs Officer	2	108
Senior Engineering Analyst	1	109
Senior Engineering Technician	1	207
Senior Grants Analyst	2	108
Senior Information Technology Business Systems Analyst	2	109
Senior Marketing and Communications Specialist	1	108
Senior Planner	0	109
Senior Procurement Analyst	3	109
Senior Programmer Analyst	2	109

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Senior Quality Assurance Specialist	1	108
Senior Real Estate Analyst	0	108
Senior Systems Engineer	1	111
Service Planner	1	208
Vehicle Equipment Maintenance Specialist	0	207
Video Communications Systems Analyst	2	208
<b>Total General Family Allocations:</b>		<b>42</b>

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
<b>MANAGEMENT &amp; CONFIDENTIAL FAMILY:</b>		
Accessible Services Administrator	1	110
Administrative Assistant I <i>(GM &amp; Legal Cost Centers)</i>	0	200
Administrative Assistant II <i>(GM &amp; Legal Cost Centers)</i>	1	202
Administrative Technician <i>(Employee Relations Cost Center)</i>	1	204
AGM of Engineering and Construction	1	IV
AGM of Marketing and Communications	1	III
AGM of Planning and Transit System Development	1	III
Attorney I	0	108
Attorney II	0	110
Attorney III	3	112
Chief Administrative Officer	1	III
Chief Counsel	1	**
Chief Financial Officer	1	IV
Chief of Facilities and Business Support Services	1	III
Chief Operating Officer	1	V
Clerk to the Board	1	208
Community Bus Services Superintendent	0	110
Compliance and Quality Assurance Auditor	1	112
Deputy General Manager	0	VI
Director, Accessible Services and Customer Advocacy	1	112
Director, Bus Maintenance	1	112
Director, Civil and Track Design	1	113
Director, Community Bus Services	1	112
Director, Construction Management	1	112
Director, Facilities	1	112
Director, Finance and Treasury	1	112
Director, Human Resources	1	112
Director, Information Technology	1	112
Director, Labor Relations	1	112
Director, Light Rail	1	113
Director, Long Range Planning	1	112
Director, Office Management and Budget	1	112
Director, Planning	0	112
Director, Procurement Services	1	112
Director, Project Management	1	112
Director, Real Estate	0	112
Director, Safety	1	112
Director, Scheduling	1	112
Director, Systems Design	0	113
Director, Transportation	1	112
EEO Administrator	1	110
Executive Assistant	1	207
General Manager/CEO	1	**
* Human Resources Administrator	1	110
Human Resources Analyst I	1	205
* Human Resources Analyst II	1	208
Labor Relations Analyst I	0	205

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
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<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
Labor Relations Analyst II	0	208
Legal Secretary	1	204
Maintenance Superintendent - Bus	1	111
Maintenance Superintendent - Light Rail	1	111
Maintenance Superintendent - Wayside	1	111
Manager, Accounting	1	110
Manager, Community and Governmental Affairs	0	111
Manager, Contracts and Disadvantaged Business Enterprise	1	110
Manager, Customer Service	1	110
Manager, Enterprise Resources and Databases	1	111
Manager, Grants	1	110
Manager, Marketing and Communications	1	111
Manager, Quality Assurance	0	111
Manager, Revenue	1	110
Materiel Management Superintendent	3	110
* Network and End User Operations Administrator	1	110
Operations Training Administrator	0	110
Paralegal	0	205
Payroll Supervisor	1	109
Principal Planner	1	110
Principal Civil Engineer	0	112
Principal Systems Engineer	0	112
Purchasing and Materials Administrator	1	110
Quality Assurance Administrator	1	110
Real Estate Administrator - Acquisitions	0	109
Real Estate Administrator - Asset Management	1	109
Real Estate Administrator - Transit Oriented Development and Joint Development	0	109
Risk Administrator	1	110
Risk Analyst I	0	204
Risk Analyst II	1	207
Senior Administrative Assistant	5	206
Senior Attorney	2	113
Senior Classification and Compensation Analyst	0	108
Senior Financial Analyst	3	108
Senior Human Resources Analyst	5	109
Senior Labor Relations Analyst	2	109
Senior Paralegal	2	207
Senior Risk Analyst	1	109
Senior Schedule Analyst	0	108
Transportation Superintendent - Bus	3	110
Transportation Superintendent - Light Rail	2	110
<b>Total Management and Confidential Allocations:</b>		<b>87</b>
<b>Total District-wide Salaried Allocations:</b>		<b>129</b>

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
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<u>Job Classification Titles</u>		<u>Authorized Positions</u>	<u>Grade</u>
<b>AFSCME 146 Family:</b>	Accessible Services Eligibility Specialist	3	205
	Administrative Assistant I	0	200
	Administrative Assistant II	11	202
	Administrative Supervisor	1	***
	Administrative Technician	14	204
	Community Bus Services Dispatcher Supervisor	5	***
	Customer Advocacy Supervisor	1	***
	Customer Advocate I	2	201
	Customer Service Supervisor	1	***
	Facilities Supervisor	3	***
	Graphic Designer	2	205
	Information Technology Project Coordinator	1	109
	Information Technology Technician I	0	205
	*(1) Information Technology Technician II	2	206
	Maintenance Supervisor - Bus	8	***
	Maintenance Supervisor - Light Rail	10	***
	Maintenance Supervisor - Wayside	5	***
	Maintenance Trainer - Bus	1	***
	Maintenance Trainer - Light Rail	1	***
	Marketing and Communications Specialist	1	206
	Network Operations Engineer	1	208
	Network Operations Technician	2	205
	Operations Trainer	4	209
	Route Check Supervisor	0	***
	Route Checker	4	200
	Safety Specialist I	0	205
	Safety Specialist II	0	207
	Senior Customer Advocate	1	205
	Senior Facilities Specialist	2	109
	Senior Inspector	1	206
	Senior Safety Specialist	2	109
	Transit Officer Supervisor	1	***
	Transportation Supervisor	49	
<b>Total AFSCME 146 Allocations:</b>		<b>139</b>	
<b>ATU 256 Family:</b>	Accounting Technician	1	***
	Claims Technician	1	***
	Clerk II	10	***
	Computer Technician	0	***
	Customer Service Representative II	14	***
	Customer Service Representative III	1	***
	Operators (CBS, Bus and Light Rail combined)	457	***
	Payroll Technician	1	***
	Senior Clerk	1	***
	Transit Officer	13	***
<b>Total ATU 254 Allocations:</b>		<b>499</b>	

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
\*\* No Grade, Salary by Employment Contract  
\*\*\* No Grade, Salary Stated in MOU

**Job Classification Titles**

**Authorized  
Positions   Grade**

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
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\*\*\* No Grade, Salary Stated in MOU

<u>Job Classification Titles</u>	<u>Authorized Positions</u>	<u>Grade</u>
<b>IBEW 1245 Family:</b>		
Bus Service Worker	29	***
Electronic Mechanic	2	***
Facilities and Grounds Worker I	2	***
Facilities and Grounds Worker II	4	***
Facilities Electronic Technician	1	***
Facilities Maintenance Mechanic	16	***
Facilities Service Worker	9	***
Light Rail Assistant Mechanic	7	***
Light Rail Service Worker	20	***
Light Rail Vehicle Technician	38	***
Lineworker I	0	***
Lineworker II	0	***
Lineworker III	20	***
Mechanic A	26	***
Mechanic A (Body/Fender)	6	***
Mechanic A (Gasoline/Propane)	2	***
Mechanic B	8	***
Mechanic C	17	***
Painter	2	***
Rail Laborer	2	***
Rail Maintenance Worker	8	***
Senior Mechanic	0	***
Senior Rail Maintenance Worker	1	***
Storekeeper	10	***
Upholsterer	1	***
<b>Total IBEW 1245 Allocations:</b>	<b>231</b>	

**TOTAL OVERALL AUTHORIZED ALLOCATIONS: 998**

\* Denotes Change in Classification/Count  
(1) Increase in Position(s)  
(2) Decrease in Position(s)  
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**Salaried Classification Series**

*Note: A vacancy occurring within a salaried classification series may be filled at the same level as that vacated or at any lower level provided that only the one vacancy is filled.*

Accessible Services Eligibility Specialist, Administrator  
Accountant I, II, Senior  
Administrative Assistant I, II, Technician, Senior, Supervisor  
Assistant Architect, Associate, Senior  
Assistant Planner, Service Planner, Long Range Planner, Senior, Principal  
Attorney I, II, III, Senior  
Customer Advocate I, Senior  
Engineering Analyst I, II, Senior  
Engineering Technician, Senior  
Grants Analyst, Senior  
Human Resources Analyst I, II, Senior, Administrator  
Information Technology Technician I, II  
Inspector, Senior Inspector, Assistant Resident Engineer, Resident Engineer  
IT Business Systems Analyst, Senior  
Junior Engineer, Assistant, Associate, Associate Civil, Senior, Principal  
Junior Engineer, Assistant, Associate, Associate Systems, Senior, Principal  
Labor Relations Analyst I, II, Senior  
Marketing and Communications Specialist, Senior  
Network Operations Technician, Network Operations Engineer, Network and End User Operations Administrator  
Network Operations Technician, Video Communications Systems Analyst, Network and End User Operations Administrator  
Paralegal, Senior  
Payroll Analyst, Supervisor  
Procurement Analyst I, II, Senior  
Programmer Analyst I, II, Senior  
Quality Assurance Specialist I, II, Senior, Administrator  
Real Estate Analyst I, II, Senior, Administrator  
Risk Analyst I, II, Senior, Administrator  
Safety Specialist I, II, Senior  
Schedule Analyst I, II, Senior

**EXHIBIT B**  
**List of Modified / New Job Descriptions**  
Effective October 16, 2013

<b>Job Description - Previous Title</b>	<b>Disposition</b>	<b>Job Description - Modified / New Title</b>
Recruitment and Selection Administrator	Modified	Human Resources Administrator
Human Resources Analyst II	Modified	Human Resources Analyst II
Network Operations Administrator	Modified	Network and End User Operations Administrator



**Title: Human Resources Administrator**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to manage, administer and oversee the activities of the District’s Human Resources programs that include recruitment/selection, employee benefits, position control, HRIS administration, classification/compensation and records management. The administrator is also responsible for higher level projects that integrate business strategy and labor agreement provisions as they relate to human resource services as well as supervising, developing and evaluating staff assigned to the various human resources programs. Participates in the activities at all functional levels as needed and may temporarily perform the duties of a subordinate when necessary. Specific responsibilities depend on assignment and incumbents may be cross trained or reassigned as necessary.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	<p><b>Recruitment/Selection:</b> Oversees all recruitment activities, including temporary staffing. Determines appropriate changes to processes and monitors implementations of changes or recommendations. Responds to inquiries from management regarding recruitment issues. Coordinates with Labor Relations to ensure processes are conducted within provisions of applicable collective bargaining agreements. Coordinates with staff responsible for Affirmative Action Plan development and monitoring in order to develop recruitment strategies designed to assist in the progress toward or achievement of the District’s goals. Ensures procedures and processes are in compliance with applicable laws and regulations.</p> <p><b>Employee Benefits:</b> Oversees and administers all benefit plans/programs including employee communications regarding plan/program details and requirements. Ensures benefits are administered in accordance with contracts, plan documents, collective bargaining agreements and applicable state and federal regulations. Analyzes and evaluates third party administrator and vendor costs and proposals. Oversees and manages open enrollment activities. Coordinates with Labor Relations to provide input for negotiation strategies and to make recommendations to</p>	60%



amendments to collective bargaining agreements as they relate to benefit programs. Provide guidance to staff, management and employees regarding complex benefit issues. Interpret plan documents and contracts.

**Position Control:** Oversees administration of the District’s position control program as it relates to the department. Collaborates with Finance to ensure positions are reconciled and accurately reported to the Board. Recommends position allocations.

**HRIS Administration:** Administers District’s HRIS, including all personnel and benefit actions. Coordinates system updates, annual testing and implements process improvements. Coordinates with IT and other district personnel to ensure updates, maintenance and overall administration of the system’s data integrity.

**Classification/Compensation:** Plans, designs and oversees large and/or highly sensitive classification studies, salary and total compensation surveys. Oversees the job analysis process. Reviews requests for new positions or reclassifications. Updates and maintains job evaluation systems and coordinates with Job Evaluation Team to revise or create job descriptions or when updating evaluation methods. Researches, develops, recommends and implements various pay programs including differentials and premiums.

**Records Management:** Develops and oversees employee records management program by monitoring and modifying records management retention schedule, developing methods to ensure efficient filing, storage, and retrieval of employee records, ensuring confidentiality of all employee records, monitoring and testing the HRIS, and maintaining current knowledge on laws affecting employment records and confidentiality.

2	S	Manages, administers and oversees special projects and programs related to human resource programs. Prepares complex reports including detailed statistical and data analysis related to projects and unit activities. Oversees RFP processes related to human resource functions including development of scope of work and evaluation and selection of vendors. Communicates with vendors regarding human resource services and contract term issues and develops and oversees contract budgets. Recommends and implements improved administrative methods and procedures. Provides staff support to committees or other departments as assigned.	20%
3	S	Supervises staff responsible for various human resource functions by planning, prioritizing, assigning, monitoring, and reviewing the work of staff members. Acts as a resource or subject matter expert for staff in the performance of their duties. Participates in the	20%



selection of staff, plans and coordinates staff training and development, evaluates performance, develops performance expectations and improvement plans and monitors performance.

**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Human Resources, Business Administration, Public Administration, Organizational Development or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	<p>A minimum of five (5) years of experience in Human Resources with direct experience in recruitment/selection, benefits administration, HRIS administration, classification/compensation, position control, or human resources project implementation, including two (2) years of supervisory experience. Public sector experience is preferred.</p>
Supervision	<p>Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.</p>
Human Collaboration Skills	<p>Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.</p>
Freedom to Act	<p>The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.</p>
Technical Skills	<p>Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.</p>
Budget Responsibility	<p>Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
Math	<p>Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and</p>





	complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

<b>KNOWLEDGE</b>	
	<ul style="list-style-type: none"> <li>• Applicable federal, state, and local laws and regulations, including employment and personnel laws and regulations, and the compliance and coordination between all applicable laws and programs.</li> <li>• EEO/AA and related labor and employment laws and regulations.</li> <li>• Effective verbal and written communication skills.</li> <li>• External agency reporting and compliance requirements.</li> <li>• General administration of pretax defined contribution programs such as 401(k), 403(b) or 457.</li> <li>• General methods of tactful public communication.</li> <li>• Practices, principles, methods and techniques of tracking, recording and presenting statistical data.</li> <li>• Methods for obtaining and evaluation of benchmarking and obtain data as it relates to classification administration, salary, benefits and compensation data.</li> <li>• Negotiation techniques as they relate to vendor contracts.</li> <li>• Policies , procedures, guidelines, regulations, compliance and reporting requirements impacted by external sources.</li> <li>• Principles, practices and techniques of public personnel administration, management and analysis, organization, budget, and communication.</li> <li>• Principles and techniques of job analysis, position classification and examination construction.</li> <li>• Principles and techniques of position control and administration.</li> <li>• Principles, practices and methods of management, supervision, motivation, training, discipline and performance evaluations.</li> <li>• Public sector employee relations, typical provisions of CBA/MOUs and public employee laws.</li> <li>• Problem solving, organizational, communication and presentation skills.</li> <li>• Principles of organization, administration, budget and human resources management.</li> <li>• Principles and practices of public agencies in the administration or recruitment, selection, testing, classification and compensation, training, and career development.</li> <li>• Psychometric principles and statistical methods related to personnel work.</li> <li>• Training and career development planning principles, methods, and techniques.</li> <li>• Principles and practices of governmental budgeting.</li> </ul>



- Supervisory practices and procedures.
- Principles and practices of benefit program administration.
- Wage/hour laws.
- Organizational rules, procedures, and union contracts.
- Reporting requirements to government and other agencies.
- Principles of pension plan and deferred compensation administration.
- Insurance and benefit plan design concepts and legal issues.
- Rules, regulations, and laws pertaining to employee records management.
- Federal and State laws pertaining to benefits and employee leave programs.
- Administration of HRIS database systems.
- Employee orientation programs.
- Effective verbal and written communication skills.
- Effective interpersonal skills including negotiation and conflict resolution.

**SKILLS**

- Advanced word processing, spreadsheet, presentation and database software.
- Specialized software related to functional area.
- Email, contact management, and scheduling software.

**ABILITIES**

- Analyze, compare, prioritize and evaluation complex data.
- Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact.
- Conduct and make recommendations based on job analysis and job evaluation, salary analysis and make sound compensation recommendations.
- Conduct/make recommendations regarding staffing and organizational analysis.
- Conduct research, prepare and present advocacy materials in a clear and concise manner both orally and in writing.
- Define problem areas, collect and evaluate data and recommend alternative solutions to complex issues and problems. Formulate recommendations and project consequences of recommendations. Be creative in developing and introducing new ideas, using initiative and good judgment.
- Effectively present information and respond to questions from groups, managers, customers, and the general public.
- Establish and maintain effective working relationships with employees, other agencies and the public.
- Exercise independent sound judgment and make decisions in a manner consistent with the essential job functions.
- Extract and analyze statistics and written information from reports and transfer to other documents.
- Successfully manage multiple projects, priorities and schedules simultaneously.
- Interpret and apply EEO laws, quasi-civil service regulations and provisions of contracts, ordinances, negotiated agreements and all other regulations or policies



relating the human resources.

- Lead project teams to positive solutions and outcomes.
- Learn HR departmental systems, methods, tasks, and procedures.
- Learn District and other departmental operation policies and procedures.
- Learn HRIS (SAP) processes related to department and job.
- Manage and administer a broad range of tasks including resolving complaints, counseling managers and employees on the interpretation of policies, procedures and union agreements.
- Prepare written reports and correspondences, and presentations to senior leadership as required.
- Prioritize and organization multiple activities for self and staff.
- Project consequences and financial costs of proposed actions, and make and supporting recommendations and positions.
- Provide professional level support in all areas of human resources administration.
- Read, analyze, interpret and apply District policies, Collective Bargaining Agreements and Memorandums of Understanding professional journals, technical publications and government regulations.
- Read, analyze, and interpret professional journals, technical publications and government regulations.
- Select, supervise, train, motivate, assign, evaluate, counsel and discipline staff.
- Speak clearly and communicate messages to appropriate individuals.
- Speak to groups.
- Work under deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.
- Train and provide project direction to other members of the Human Resources team, other professionals, technical and paraprofessional staff members.
- Develop complex recruiting plans, including attrition models, hiring models and Division level staffing plans.
- Plan, organize, and assign the work of a varied staff of employees.
- Analyze administrative and technical problems and make sound policy and procedural recommendations to their solution.
- Direct the collection, interpretation, and evaluation of data.
- Training and counsel employees in a variety of areas.
- Prepare comprehensive reports of management activities and costs.
  - Select, supervise, training and evaluate subordinates.
- Develop complex benefit programs, including all health and welfare programs, deferred compensation, and executive level programs.
- Analyze administrative and technical problems and make sound policy and procedural recommendations to their solutions.
- Train and counsel employees in a variety of areas.
- Learn District and departmental operating policies and procedures, programs and contracts.
- Prepare comprehensive reports of activities and costs.
- Resolve conflicts with tact and diplomacy.



- Review and administer changes to contracts (CBAs/MOUs), rules, procedures, and pertinent laws.
- Effective verbal and written communications with retirees, staff, consultants, and committee members.
- Data gathering and analyze for application to all benefit programs.
- Make decisions on relative cost and benefits to employees and to organization.
- Complex problem and review of related information to evaluate and make recommendations.
- Investigation insurance issues, troubleshooting associated program and resolve the situation to the benefit of the employee and the District.
- Maintain and administer the confidentiality of all employee documents.
- Strong people management skills.
- Excellent tact and diplomatic skills.
- Ability to manage multiple priorities simultaneously.
- Ability to effectively manage a variety of subordinate work styles, ensuring attainment of all pre-established goals.
- Project Management Skills.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with “X”-

Sedentary- X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations, observing work duties, communicating with co-workers
Sitting	F	Desk work; meetings
Walking	F	To other departments/offices; around work site
Lifting	F	Supplies; files
Carrying	F	Supplies; files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	F	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers
Crouching	O	Filing in lower drawers
Crawling	N	
Bending	O	Filing in lower drawers
Twisting	F	From computer to telephone
Climbing	O	Stairs
Balancing	N	
Vision	C	Reading; computer screen, driving, observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, calculator, copier, scanner, computer and associated hardware and software.

**ENVIRONMENTAL FACTORS:**



<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:** None noted.

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.



**Title: Human Resources Analyst II**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to provide analytical and technical support for a variety of human resources services, such as recruitment/selection, employee benefits, position control, leave administration, pension program coordination, HRIS administration/payroll support, classification/compensation, workers' compensation and light duty programs. This is accomplished by coordinating recruitment/selection and/or benefit programs and activities, preparing documents and correspondence, tracking and reporting information, reviewing and analyzing the effect of laws, policies, procedures, CBA/MOU's and negotiations on the administration of human resource programs, preparing input on policies, procedures and forms for implementation and participating in special projects. Specific responsibilities depend upon assignment and incumbents may be cross-trained or reassigned as necessary.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

<b>(S) Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>(L) Light</b> Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	<b>(M) Medium</b> Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	<b>(H) Heavy</b> Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	<b>(V) Very Heavy</b> Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	S	<p><b>Recruitment/Selection:</b> Coordinates the recruitment and selection processes by developing recruitment plan, identifying and scheduling applicable recruitment activities, outreach, interview panelists, examinations and interviews. Review District's AAP to determine underutilization and research and identify relevant outreach targets. Conducts meetings with hiring authorities to review and recommend allocation of positions, staffing needs and recruitment strategies. Prepares interview questions, job postings and recruitment advertisements. Screens all application materials. Prepares, extends and negotiates employment offers. Develops and administers selection devices and processes such as interviews and questions, written tests and performance tests. Coordinates, plans, schedules and monitors pre-employment activities such as background investigations, physical exams, drug screen and reference checks. Responds to applicants' questions regarding recruitment processes and procedures. Researches and resolves issues related to recruitment activities.</p> <p><b>Employee Benefits:</b> Answers employees' questions regarding benefits eligibility and procedures. Explains and interprets District insurance programs and options for employees and dependents.</p>	60%





Administers the collection of enrollment forms to determine coverage. Interprets various group insurance plans, laws, rules, and regulations. Develops, maintains and monitors eligibility for the District's benefit programs. Corresponds with carriers regarding eligibility, rates discrepancies, and contract interpretations. Researches and resolves issues related to benefits activities. Administers the scheduling of new employee benefit employment orientations. Coordinates and administers a variety of additional benefits programs such as tuition reimbursement and long-term disability.

**Position Control:** Assists in the District's position control program ensuring that all necessary positions are tracked to ensure compliance with policies, procedures and internal processes. Coordinates with all departments impacted by position controls, ensuring they have accurate information necessary to complete all necessary internal/external reporting, processes and legal requirements. Ensures all surplus staffing is accounted for within the established guidelines and human resources process. Coordinates necessary issue papers to ensure all position control is updated in an accurately and timely manner and that all procedural requirements are met.

**Leave Administration:** In compliance with all State and Federal laws, provides information to employees, supervisors and management concerning leave of absences situations and compliance with FMLA, CFRA and all other statutory leaves. Consults with senior staff, legal representatives and other departments. Assists with leave tracking and leave times/balances.

**Pension Plan:** Assists with the day-to-day defined benefit program providing support for a variety of tasks including preparation of benefit calculations and all associated retirement application paperwork. Responds to participant/member calls and facilitates requests. Consults with participants/members on pension plan provisions and payment elections.

**HRIS Administration/Payroll Support:** Performs the activities to support human resources, payroll and other inter-related functions. Fosters and maintains positive relationships with HRIS constituents, including senior management, and the HRIS customer base. Promotes proactive approaches using the HRIS to solve business needs/problems, while also enhancing the understanding and acceptance of the HRIS capabilities. Assists in the review, testing and implementation of HRIS system upgrades or patches. Collaborates with functional and technical staff to coordinate application of upgrade or fix. Maintains HRIS system tables. Provides support for HRIS including, but not limited to, researching and resolving HRIS problems, unexpected results or process flaws; performing scheduled activities and recommending





solutions or alternate methods to meet requirements. Writes, maintains and supports a variety of reports or queries utilizing appropriate reporting tools. Assists in development of standard reports for ongoing customer needs. Helps maintain data integrity in systems by running queries and analyzing data.

**Classification/Compensation:** Completes benchmark compensation analysis studies. Researches, collects and compiles data regarding salaries and benefits structures to determine appropriateness of salaries and benefits. Interprets and administers compensation policies, ordinances and provisions of labor contracts. Reviews, interprets and processes requests to implement various pay programs including differentials and premiums.

**Workers Compensation:** Assists with the workers compensation program by making initial contact with injured employees, performing intake interview and ensuring paperwork is completed according to RT and CA standards. Authorizes initial medical treatment on assigned claims and forwards correspondence to Third Party Administrator (TPA). Reviews incoming documents related to claims and responds to questions and requests from employees, departments and TPA. Tracks and reports claim information. Complies with state laws, policy and company procedures.

**Light Duty Program:** Assists with RT light duty program by tracking and monitoring current assignments and communicating with departments and to identify potential light duty opportunities. Monitors the medical reports to ensure the employee continues to work within his/her restrictions for the duration of the light duty assignment and consults with senior staff if restrictions are amended.

2	S	Plans, organizes and coordinates various projects, programs and services involving diverse administrative operations; Administers projects by monitoring contract expiration dates, responding to contract inquiries, identifying project goals and desired outcomes, researching legal issues, obtaining necessary approvals, overseeing project implementation, reviewing and approving vendor invoices, and monitoring the processing of invoices to ensure vendors and contractors are paid in a timely manner. Participates in the evaluation and selection of project consultants, coordinating contract evaluation and selection processes, planning and coordinating project related meetings, recommending courses of action to adhere to project goals, and resolving unexpected project problems to address financing, scheduling, and methodology. Assists in determining financial methods, procedures and costs pertaining to a departmental service or program; conducts cost benefit analyses and reviews and prepares financial and statistical reports. Coordinates contract arrangements with other organizations and	20%
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private parties.			
3	S	Compiles, analyzes and summarizes statistical information from a variety of sources and creates related reports. Creates and provides ad hoc reports as needed. Creates tables and queries as requested to maintain various Department databases. Creates templates and forms for the department. Troubleshoots department databases as required.	20%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Human Resources Management, Business Administration, Public Administration, Organizational Development.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	<p>A minimum of three (3) years of experience in recruitment/selection, benefits, leave administration, HRIS administration, classification/compensation, workers' compensation administration or related field. Public sector experience is preferred.</p>
Supervision	<p>Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.</p>
Human Collaboration Skills	<p>Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.</p>
Freedom to Act	<p>The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.</p>
Technical Skills	<p>Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.</p>
Budget Responsibility	<p>Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.</p>
Reading	<p>Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.</p>
Math	<p>Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.</p>
Writing	<p>Intermediate: Ability to write reports, prepare business letters, expositions and summaries with proper format, punctuation, spelling and grammar using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from</p>



experience and self-study.
Certification & Other Requirements

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Analytical techniques applied to human resource management.</li> <li>• Applicable federal, state, and local laws and regulations, including employment and personnel laws and regulations, and the compliance and coordination between all applicable laws and programs.</li> <li>• EEO/AA and related labor and employment laws and regulations.</li> <li>• English grammar, punctuation, spelling, and usage.</li> <li>• External agency reporting and compliance requirements.</li> <li>• General administration of health and welfare programs including enrollment eligibility requirements.</li> <li>• General administration of pretax contribution programs such as 401(k), 403(b) or 457.</li> <li>• General compensation program knowledge, including compliance with state and federal laws.</li> <li>• General administration of workers' compensation including return to work processes.</li> <li>• General methods of tactful public communication.</li> <li>• Human behavior and performance.</li> <li>• Practices, principles, methods and techniques of tracking, recording and presenting statistical data.</li> <li>• Methods for obtaining and evaluation of benchmarking and obtain data as it relates to classification administration, salary, benefits and compensation data.</li> <li>• Techniques as they relate to salary and vendor contracts.</li> <li>• Policies , procedures, guidelines, regulations, compliance and reporting requirements impacted by external sources.</li> <li>• Practical application of computers and peripheral equipment.</li> <li>• Practices and processes of dispute resolution.</li> <li>• Principles and practices of human resource program administration, including public sector administration.</li> <li>• Principles and practices of public personnel administration including management and analysis, organization, budget, and communication.</li> <li>• Principles and techniques of job analysis, position classification and examination construction.</li> <li>• Principles and techniques of position control and administration.</li> <li>• Principles of supervision, practices and methods of organization, administration, motivation and training.</li> <li>• Protocols and standard practices that pertain to assigned functional areas.</li> <li>• Public sector employee relations, typical provisions of CBA/MOUs and public employee laws.</li> <li>• Problem solving, organizational, communication and presentation skills.</li> </ul>



- Training principles and techniques.
- Union agreement principles.

**SKILLS**

- Intermediate word processing, spreadsheet, presentation and database software.
- Specialized software related to functional area.
- Email, contact management, and scheduling software.

**ABILITIES**

- Analyze, compare, prioritize and evaluate complex data.
- Apply customer service skills, continuously representing the District in a positive way, handling all internal/external contacts with courtesy, diplomacy, and tact.
- Conduct/make recommendations regarding staffing and organizational analysis.
- Conduct research, prepare and present advocacy materials in a clear and concise manner both orally and in writing.
- Define problem areas, collect and evaluate data and recommend alternative solutions to complex issues and problems. Formulate recommendations and project consequences of recommendations.
- Be creative in developing and introducing new ideas, using initiative and good judgment.
- Effectively present information and respond to questions from groups, managers, customers, and the general public.
- Establish and maintain effective working relationships with employees, other agencies and the public.
- Exercise independent sound judgment and make decisions in a manner consistent with the essential job functions.
- Extract and analyze statistics and written information from reports and transfer to other documents.
- Successfully manage multiple projects, priorities and schedules simultaneously.
- Interpret and apply EEO laws, quasi-Civil Service regulations and provisions of contracts, ordinances, negotiated agreements and all other regulations or policies relating the human resources.
- Lead project teams to positive solutions and outcomes.
- Learn HR departmental systems, methods, tasks, and procedures.
- Learn District and other departmental operation policies and procedures.
- Learn HRIS (SAP) processes related to department and job.
- Manage and administer a broad range of tasks including resolving complaints, counseling managers and employees on the interpretation of policies, procedures and union agreements.
- Prepare written reports and correspondences, and presentations to senior leadership as required.
- Prioritize and organization multiple activities for self and team members .
- Provide professional level support in all areas of human resources administration.



- Read, analyze, interpret and apply District policies, Collective Bargaining Agreements and Memorandums of Understanding professional journals, technical publications and government regulations.
- Train, motivate, and assign tasks to team members.
- Speak clearly and communicate messages to appropriate individuals.
- Speak to groups.
- Work under the pressure of deadlines, urgent situations and emotional/confrontational situations that require instructing, persuading and motivating people.



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C	F	O	R	N
<b>Continuously</b> 2/3 or more of the time.	<b>Frequently</b> From 1/3 to 2/3 of the time.	<b>Occasionally</b> Up to 1/3 of the time.	<b>Rarely</b> Less than 1 hour per week.	<b>Never</b> Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations; observing work site; observing work duties; Communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	O	Stairs; Step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio to co-workers/public
Foot Controls	O	Driving;
Other (specified if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Telephone, fax machine, scanner, copier, personal vehicle, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3) N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.





**Title: Network and End User Operations Administrator**

FLSA Status: Exempt

**BRIEF DESCRIPTION:**

The purpose of this position is to manage independently the daily operations and maintenance support services for all District end-user and network infrastructure software and hardware. This is accomplished by training and supervising technical staff, managing projects, solving complex problems, making recommendations, administering budgets for planned and unplanned computer system and component replacements, and providing technical expertise and support. Other duties include researching and analyzing software and hardware issues, interacting with vendors and contractors, soliciting and evaluating bids for computer hardware, components, services, and software, diagnosing technical issues and dispatching the appropriate staff, and managing escalated calls/situations, including serving as third tier assistance for the help desk.

**ESSENTIAL FUNCTIONS:**

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

<b>(S) Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>(L) Light</b> Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	<b>(M) Medium</b> Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	<b>(H) Heavy</b> Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	<b>(V) Very Heavy</b> Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	Manages daily end-user and network support services by planning, scheduling, assigning, and monitoring work assignments, purchasing hardware, software, licenses, tools, components, and services, researching and analyzing hardware, software, and service requests, interacting with vendors and contractors, negotiating costs and/or soliciting and evaluating bids, and interacting with staff from all departments.	45%
2	L	Supervises technical staff by scheduling and monitoring work assignments, establishing rules, procedures, and standards for network operations, customer service, technical support, and intern staff, providing training and mentoring, and conducting performance evaluations and counseling sessions as required.	25%
3	L	Manages and implements projects by negotiating business process agreements and ensuring conformance, developing and controlling project schedules, creating and implementing test plans, integrating information systems into business plans, and training users and receiving feedback. Supervises technical staff by scheduling and monitoring work assignments, establishing rules, procedures, and standards, customer service, technical support, and intern staff,	15%



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providing training and mentoring, and conducting performance evaluations and counseling sessions as required.			
4	L	Manages hardware and software inventory and license availability by disposing of or recycling obsolete and non-repairable equipment, physically maintaining electronic component counts, and confirming and renewing software licenses.	15%



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Computer Science, Computer Engineering, Management Information Systems or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of five (5) years of experience in network, server, and/or data center operations, including two (2) years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Advanced: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or



critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements

<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Procurement methods for systems and network and end-user hardware and software.</li> <li>• Business administration and best practices.</li> <li>• Network and data center operations and management.</li> <li>• Principles and practices of leadership, mentoring, supervision, and conflict resolution.</li> <li>• Principles and practices of producing effective project documentation.</li> <li>• Principles and practices of technical problem solving.</li> <li>• Principles and techniques of software and systems quality assurance and control.</li> <li>• Principles, practices, and techniques of customer service.</li> <li>• Procedures and methods for testing business functions and system failures.</li> <li>• Process management and project management.</li> <li>• Configuration management.</li> <li>• Software development tools.</li> <li>• Modern network infrastructure including routers, switches, wireless equipment and cabling systems (copper &amp; fiber).</li> <li>• System and network firewalls and related security tools.</li> <li>• System, network servers, software packages, operating systems, terminology, and telecommunications.</li> </ul>

<b>SKILLS</b>
<ul style="list-style-type: none"> <li>• Advanced word processing, spreadsheet, presentation and database software.</li> <li>• Specialized software related to functional area.</li> </ul>

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Develop and implement system and network hardware and software solutions for District business processes.</li> <li>• Understand user hardware and software needs.</li> <li>• Negotiate and influence effectively.</li> <li>• Recognize problems, develop recommendations, and oversee corrections.</li> <li>• Manage time effectively and maintain project schedules.</li> <li>• Supervise and manage staff.</li> <li>• Learn software and hardware used by the District.</li> <li>• Learn the District’s business processes.</li> </ul>



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with “X”-

Sedentary	Light	<b>X</b>	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Observing work site; observing work duties; communicating with co-workers
Sitting	C	Desk work; meetings; driving
Walking	O	To other departments/offices; around work site
Lifting	O	Supplies; equipment
Carrying	O	Supplies; equipment
Pushing/Pulling	O	File drawers; equipment; tables and chairs
Reaching	F	For supplies; for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers; retrieving items from lower shelves/ground;
Crawling	R	Under equipment
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground;
Twisting	F	From computer to telephone; getting inside vehicle
Climbing	R	Stairs; step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)	N	

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Copier, calculator, fax machine, cell/desk phone, screw drivers, canned air, vacuums, liquid cleaners/solvents, computer and associated hardware and software.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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<b>-Health and Safety Factors-</b>	
Mechanical Hazards	R
Chemical Hazards	R
Electrical Hazards	R
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

<b>-Environmental Factors-</b>	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	S
Physical Hazards	M

(1) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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<b>-Description of Non-Physical Demands-</b>	<b>-Frequency-</b>
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	R
Other (see 2 below)	N

(2) N/A

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.