

**Council Meeting: June 25, 2013**

**SUBJECT: Discussion and Possible Action to Amend the Salary Tables of the Salary Resolution and Classification Plan to Include the Following Classification Title Changes: Parks Supervisor; to Add the Newly Established Classifications of Help Desk Technician, Personal Computer Technician, Public Safety Communications Manager, Public Safety Records Manager, and Principal Transportation Engineer/Planner; and to provide a 2% salary increase to Unrepresented Classified Management employees, Unrepresented Unclassified Management employees, and Department Directors.**

**BACKGROUND**

This report recommends amending the Salary Tables of the City's Salary Resolution and Classification Plan to change a classification title to better describe the position, and add the newly established classifications of Help Desk Technician, Personal Computer Technician, Public Safety Communications Manager, Public Safety Records Manager and Principal Transportation Engineer/Planner. Also being recommended in this report is a 2% salary increase for Unrepresented Classified Management employees, Unrepresented Unclassified Management employees, and Department Directors.

**EXISTING POLICY**

Section 1103, Classification, of the City Charter states that additions or changes to the classification plan may be adopted from time to time by the City Council upon the recommendation of the City Manager.

**DISCUSSION**

The following classification has been re-titled to better describe the position and the duties performed:

Current Title	Proposed Title
Senior Parks Leader	Parks Supervisor

The Sunnyvale Employees' Association (SEA) was provided notice and an opportunity to comment on this classification title change.

## Newly Established Classifications

### Help Desk Technician

In March 2013, the Information Technology Department (ITD) requested that the Department of Human Resources develop a new classification of Help Desk Technician. ITD has requested this classification be created to fill the role in ITD that will provide assistance to staff in the areas of computer and software consultation, problem resolution, problem escalation, and will serve as a central tracking location for all incoming service requests.

The Help Desk Technician classification has been benchmarked to other similar classifications in the list of comparable agencies in the SEA Memorandum of Understanding. SEA was provided notice and an opportunity to comment on the proposed Help Desk Technician classification.

### Personal Computer Technician

In March 2013, ITD requested that the Department of Human Resources develop a new classification of Personal Computer Technician. ITD has requested this classification be created to support and maintain in-house computer systems, desktops, and peripherals.

The Personal Computer Technician classification has been benchmarked to other similar classifications in the list of comparable agencies in the SEA Memorandum of Understanding. SEA was provided notice and an opportunity to comment on the proposed Personal Computer Technician classification.

### Public Safety Communications Manager

In 2010, the Department of Public Safety (DPS) requested the Department of Human Resources develop a new civilian classification that would be responsible for managing the communications center in DPS. Currently, a Public Safety Captain manages the Communications Division, with the support of an Acting Dispatch Coordinator that was developed in 2010. Civilianization of positions is a strategy used by other public agencies to help offset impacts of previous and future staffing reductions in order to ensure delivery of core services. Through discussion and review, between DPS and HRD, the Public Safety Communications Manager classification is proposed as a result of the classification study.

The Public Safety Communications Manager has been benchmarked to other similar classifications in the list of comparable agencies in the Communications Officers Association (COA) current MOU. As a management classification, this classification is proposed for placement in Sunnyvale Managers Association (SMA). SMA was provided notice and an opportunity to comment on the proposed Public Safety Communications Manager classification.

#### Public Safety Records Manager

In 2013, the Department of Public Safety (DPS) requested the Department of Human Resources (HRD) to develop a new classification of Public Safety Records Manager. Currently, a Public Safety Captain manages the Records Division, including the supervision of Records Coordinator, with oversight of Records, Property and Evidence. Civilianization of positions is a strategy to help offset impacts of previous and future sworn staffing reductions in order to ensure delivery of core services in DPS.

The Public Safety Records Manager classification has been benchmarked to other similar classifications in the list of comparable agencies in the SEA Memorandum of Understanding. As a management classification, this classification is proposed for placement in Sunnyvale Managers Association (SMA). SMA was provided notice and an opportunity to comment on the proposed Public Safety Records Manager classification.

#### Principal Transportation Engineer/Planner

In May 2013, the Department of Public Works (DPW) requested that the Department of Human Resources develop a new classification of Principal Transportation Engineer/Planner. DPW has requested this classification be created to serve as the highest level of Transportation Engineer/Planner in the Department and assist with the day to day operations of the Transportation and Traffic Division.

The Principal Transportation Engineer/Planner classification has been benchmarked to other similar classifications in the list of comparable agencies in the SEA Memorandum of Understanding. SEA was provided notice and an opportunity to comment on the proposed Principal Transportation Engineer/Planner classification.

#### 2% Increase to Salary Table for Unrepresented Classified Management employees, Unrepresented Unclassified Management employees, and Department Directors

Unrepresented Classified, Unclassified Management and Department Directors last received an adjustment to the salary table on June 29, 2008. In consideration of the length of time since the last increase and in consideration of the salary increases provided to various bargaining unit employees, a 2% increase to the salary table for Unrepresented Classified and Unclassified Management employees and Department Directors has been included in the 2013-2014 proposed budget. It is recommended that this adjustment to the salary table become effective the first full pay period of July 2013.

**FISCAL IMPACT**

There is no fiscal impact related to the recommended classification title change to the City's Classification Plan and Salary Resolution for Parks Supervisor. This change is in title only and does not impact salary ranges.

The new positions of Help Desk Technician and Personal Computer Technician are both budgeted in FY 2013/14 at a higher classification (IT Coordinator). Based on the total salary and benefits cost of these positions, the two new classifications total approximately \$70,000 less in annual compensation than the currently budgeted IT Coordinator positions. Because these two new positions were only budgeted to be filled for 75% of FY 2013/14, the savings for the next fiscal year will be approximately \$52,500. The Information Technology Department's operating budget will be administratively reduced by this amount to reflect the actual cost of the new positions. The 20-year cost savings from these reclassifications will be approximately \$1.75 million and will be incorporated into the General Services Fund's long-term financial plan during the next budget cycle.

The Public Safety Communications Manager and the Public Safety Records Manager positions are both positions with higher total compensation than the positions currently budgeted, with the Communication Manager being \$29,500 more expensive and the Records Manager being \$34,300 more expensive. In order to accommodate these increased costs without impacting its budget appropriation, the Department of Public Safety will make several operational adjustments, including eliminating a vacant administrative position. All of these changes will result in no overall fiscal impact to the General Fund.

The Principal Transportation Engineer/Planner is currently budgeted as a Sr. Transportation Planner. The annual salary and benefit cost of the new Principal Transportation Engineer/Planner is approximately \$34,000 greater than the currently budgeted Sr. Transportation Planner. The Department of Public Works will absorb this increased cost within its existing budget appropriation for FY 2013/14. The full cost of the Principal Transportation Engineer/Planner will be incorporated into the department's FY 2014/15 operating budget and will result in an increase to the 20-year cost in the General Fund of approximately \$850,000.

The 2% increase to the salary table for Unrepresented Classified Management employees, Unrepresented Unclassified Management employees, and Department Directors was incorporated into the FY 2013/14 Recommended Budget and will be largely offset by a 2% increase to their contribution to the pension expense.

**PUBLIC CONTACT**

Public contact was made by posting the Council agenda on the City's official-notice bulletin board outside City Hall, at the Sunnyvale Senior Center, Community Center and Department of Public Safety; and by making the agenda and report available at the Sunnyvale Public Library, the Office of the City Clerk and on the City's Web site.

**ALTERNATIVES**

1. Adopt resolutions to amend the Salary Tables of the City's Salary Resolution and Classification Plan as detailed within this report and reflected by Attachments A and B.
2. Do not approve the recommendations contained in this report.

**RECOMMENDATION**

Staff recommends Alternative 1: Adopt resolutions to amend the Salary Tables of the City's Salary Resolution and Classification Plan to change the classification titles and to add the newly established classifications of Help Desk Technician, Personal Computer Technician, Public Safety Communications Manager, Public Safety Records Manager, and Principal Transportation Engineer/Planner as listed within this report that will become effective the beginning of the first pay period after June 25, 2013. The salary table also reflects the 2% salary increase presented in the 2013/14 budget to be effective the first full pay period of July 1, 2013.

Reviewed by:

Teri Silva, Director, Human Resources

Prepared by: Delanie LoFranco, Human Resources Manager

Approved by:

Gary M. Luebbers  
City Manager

**Attachments**

- A. Resolution to Amend the Classification Plan
- B. Resolution to Amend the Salary Resolution

**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 PARKS SUPERVISOR; AND TO ADD THE NEWLY ESTABLISHED CLASSIFICATIONS OF HELP DESK TECHNICIAN, PERSONAL COMPUTER TECHNICIAN, PUBLIC SAFETY COMMUNICATIONS MANAGER, PUBLIC SAFETY RECORDS MANAGER, AND PRINCIPAL TRANSPORTATION ENGINEER/PLANNER 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 classifications of “Help Desk Technician” and “Personal Computer Technician” and to add the classification specifications therefore; and

WHEREAS, at the request of the Department of Public Safety, 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 classifications of “Public Safety Communications Manager” and “Public Safety Records Manager” and to add the classification specifications therefore; and

WHEREAS, at the request of the Department of Public Works, 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 “Principal Transportation Engineer/Planner” 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 add the classification title change of “Parks Supervisor”;

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 titles of “Help Desk Technician” and “Personal Computer Technician” and by adding the corresponding classification specifications to read as set forth in Exhibits A and B attached hereto.

2. The City Council hereby amends the Classification Plan of the Civil Service by adding the new job classification titles of “Public Safety Communications Manager” and “Public Safety Records Manager” and by adding the corresponding classification specifications to read as set forth in Exhibits C and D attached hereto.

3. The City Council hereby amends the Classification Plan of the Civil Service by adding the new job classification title of “Principal Transportation Engineer/Planner” and by adding the corresponding classification specifications to read as set forth in Exhibit E attached hereto.

4. The City Council hereby amends the Classification Plan of the Civil Service by revising the classification title of “Senior Parks Leader” to “Parks Supervisor.”

5. Except as herein modified, the Classification Plan, Resolution No. 143-77, as amended, shall remain in full force and effect.

6. This resolution shall take effect at the beginning of the first pay period after June 25, 2013.

Adopted by the City Council at a regular meeting held on \_\_\_\_\_, 2013, by the following vote:

AYES:  
NOES:  
ABSTAIN:  
ABSENT:

ATTEST:

APPROVED:

\_\_\_\_\_  
City Clerk  
SEAL

\_\_\_\_\_  
Mayor

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney



CITY OF SUNNYVALE  
Established Date: TBD

## HELPDESK TECHNICIAN

Class Code:  
2430

### **SALARY RANGE**

\$28.1443 - \$35.92 Hourly  
\$2,251.54 - \$2,873.60 Biweekly  
\$4,878.34 - \$6,226.13 Monthly  
\$58,540.14 - \$74,713.60 Annually

### **DEFINITION:**

Under general direction of an assigned supervisor or manager, provides ongoing technical and operational support and customer service assistance in the use of desktop computers and City information and communications systems. Assigned to the Information Technology Department Service Desk this position is assigned to the IT Department call center function, receiving incoming calls for service and service requests transmitted via telephone, e-mail, or other electronic communication systems. Helpdesk Technicians analyze reported problems and service requests, assist users through verbal instructions or a variety of technology systems. Requests received out of the Helpdesk Technicians area of expertise are logged in a work order system and assigned to topic specialists. This position is also responsible for making appropriate recommendations; and performing related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The position of Helpdesk Technician is a technical classification responsible for direct customer service. Incumbents are expected largely work independently to perform the full scope of duties within their assignment. The Helpdesk Technician demonstrates thorough business knowledge and technical skills to support and improve the use of the assigned business applications and operational information technologies to better facilitate public services. This classification differs from other technical classifications assigned to the Information Technology Department in that the former requires expertise and responsibility beyond data entry, production of canned reports, use of ad-hoc query tools to execute general business processes and use of desktop PC tools to analyze business application data. An understanding of the underlying theories is required to appropriately assign service requests to specific staff for resolution.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Provides technical telephone support and customer service assistance either in person or over the telephone; refers problems to appropriate staff as needed.

- Assists with the resolution of technology problems reported by City staff and, on occasion, members of the public through the use of standard computer tools such as remote access applications, desktop management appliances, the City's business applications, and other personal computer software products.
- May provide information technology training including new employee orientations regarding the City's software applications and voice and/or data communications equipment.
- Provides technical support, including testing and equipment maintenance for meetings in the City Council chambers.
- Provides technical direction, guidance, and customer service assistance to City employees in the operation and use of desktop computers and City information systems.
- Answers, evaluates and prioritizes incoming telephone, voice mail, e-mail and in-person requests for assistance from City employees experiencing problems with hardware, software and other information and computer-related technologies; sets priorities and assignment of service requests to resolve problems in the most expedient manner.
- Interacts with and assists Network Engineers in troubleshooting and diagnosing desktop computing and Local Area Network (LAN) and Wide Area Networks (WAN) problems.

#### **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 and 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/or when reading written reports and work-related documents. Additionally, color vision is required to accurately interpret visual displays and voice and data wiring color code standards. The nature of the work and assignment requires the ability to climb ladders and work in small spaces. Acute hearing is required when communicating by telephone and in person. The need to lift, drag and push equipment and 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 Associate's degree or 60 semester units or 90 quarter units from an accredited college or university in information technology, electronics, computer science business administration, public administration or a related field, AND

Two years of professional experience in computer systems support, desktop/user support, information technology support, telecommunications support, networking support, business or administrative support.

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

- Principles and practices of business systems applications, databases, office automation software and operating systems commonly used on desktop computers and networked systems.
- Principles and practices of computer, business or telecommunications operations, including operating systems and software products; principles and practices of local area networks (LAN).
- 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.
- Applicable industry and safety codes and standards.
- Office methods, procedures, software and equipment.
- Methods and techniques of troubleshooting hardware, software, voice and/or data communications equipment and inter-connectivity problems.
- Principles and practices of software and hardware installation and repair.
- Principles and practices of assuring data security.

**Ability to:**

- Identify, analyze and define administrative and technical issues, collect information, establish facts, draw valid conclusions and make appropriate recommendations.
- Effectively organize, prioritize and complete work assignments in an expedient and customer service orientation.
- Provide technical advice and consultation to City staff in person, over the telephone, or by email.
- Identify, analyze and resolve customer/user problems; take appropriate corrective action to problems; research technical materials to provide solutions to problems, or refer problems to appropriate staff.
- Learn complex principles, practices, techniques and regulations pertaining to assigned duties.
- Analyze current and future training, data, voice, software/hardware requirements and needs; make appropriate recommendations; develop, present and evaluate training programs and new employee training sessions.
- Effectively interpret and explain applicable processes, regulations, information technology protocols and hardware/software application solutions to users; listen and communicate information to persons with a diverse background of knowledge and experience.
- Develop and implement revisions to standard operating procedures to improve effectiveness and/or comply with technological changes as appropriate.
- Perform a variety of tasks in a consistent and accurate manner.
- Make sound decisions within established guidelines.
- Operate a computer using word processing and business software and other office equipment.
- Communicate effectively, both orally and in writing.
- Establish and maintain and promote positive and effective working relationships with employees, other agencies, public officials and the public.
- 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.

**Licenses/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 which is approved by the appointing authority.
- A+ Certification



CITY OF SUNNYVALE  
Established Date: TBD

## PERSONAL COMPUTER TECHNICIAN

Class Code:  
2440

### **SALARY RANGE**

\$28.1443 - \$35.92 Hourly  
\$2,251.54 - \$2,873.60 Biweekly  
\$4,878.34 - \$6,226.13 Monthly  
\$58,540.14 - \$74,713.60 Annually

### **DEFINITION:**

Under general direction of an assigned supervisor or manager, provides ongoing technical and operational support and customer service assistance in the use of desktop computers, network communications, peripheral equipment and other City information systems including installation, repair, desk side or telephone support and training, and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The position of Personal Computer Technician is a technical classification established to provide skilled service and support for the City's users of personal computer, computer peripheral, and network communications systems. Incumbents are expected to independently perform the full scope of duties within their assignment. Personal Computer Technician incumbents demonstrate thorough business knowledge and technical skills of personal computer hardware and software systems to better facilitate public services.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Installs, configures and tests desktop computer hardware, voice and/or data communications equipment and software applications and integrates them with related technical and business systems; researches and evaluates new technologies.
- Performs equipment and system set-up including necessary interconnections and performance monitoring.
- Provides technical assistance to City employees either in person or over the telephone; troubleshoots hardware and software problems; repairs equipment and software to ensure proper operations; refers problems to appropriate staff as needed.
- Provides City-wide information technology training standards; develops, coordinates and conducts new employee orientations regarding the City's software applications and voice and/or data communications equipment.

- Provides technical support, including testing and equipment maintenance for meetings in the City Council chambers.
- Answers, evaluates and prioritizes incoming telephone, voice mail, e-mail and in-person requests for assistance from City employees experiencing problems with hardware, software and other information and computer-related technologies; sets priorities and assignment of service requests to resolve problems in the most expedient manner; makes recommendations regarding best solutions and products to meet user's business needs.
- Interacts with and assists Network Engineers in troubleshooting and diagnosing desktop computing and Local Area Network (LAN) and Wide Area Networks (WAN) problems.

### **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 and 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/or when reading written reports and work-related documents. Additionally, color vision is required to accurately interpret visual displays and voice and data wiring color code standards. The nature of the work and assignment requires the ability to climb ladders and work in small spaces. Acute hearing is required when communicating by telephone and in person. The need to lift, drag and push equipment and 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 Associate's degree or 60 semester units or 90 quarter units from an accredited college or university in information technology, electronics, computer science business administration, public administration or a related field, AND

Two years of professional experience in computer systems support, desktop/user support, general information technology support, telecommunications support, or networking support.

#### **Knowledge of:**

- Personal computer hardware, operating systems, common personal computer applications for office automation.
- Computer peripheral such as printers, copiers, scanners, plotters, and external storage devices.
- Principles and practices of computer, or telecommunications operations, including network operating systems and software products; principles and practices of local area networks (LAN) and wide area networks (WAN).

- 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.
- Applicable industry and safety codes and standards.
- Office methods, procedures, software and equipment.
- Methods and techniques of troubleshooting hardware, software, voice and/or data communications equipment and inter-connectivity problems.
- Principles and practices of software and hardware installation and repair.
- Principles and practices of assuring data security.

**Ability to:**

- Identify, analyze and define administrative and technical issues, collect information, establish facts, draw valid conclusions and make appropriate recommendations.
- Effectively organize, prioritize and complete work assignments in an expedient and customer service orientation.
- Provide technical advice and consultation to City staff in person, over the telephone, or by email.
- Identify, analyze and resolve customer/user problems; take appropriate corrective action to problems; research technical materials to provide solutions to problems, or refer problems to appropriate staff.
- Independently develop and coordinate effective administrative and business systems, programs and procedures.
- Learn complex principles, practices, techniques and regulations pertaining to assigned duties.
- Analyze current and future training, data, voice, software/hardware requirements and needs; make appropriate recommendations; develop, present and evaluate training programs and new employee training sessions.
- Effectively interpret and explain applicable processes, regulations, information technology protocols and hardware/software application solutions to users.
- Develop and implement revisions to standard operating procedures to improve effectiveness and/or comply with technological changes as appropriate.
- Exercise independent judgment and initiative to identify problems, analyze situations accurately, and take effective action.
- Make sound decisions within established guidelines.
- Prepare and maintain clear, concise and accurate written reports, records and other related documentation.
- Make public presentations, as necessary.
- Communicate clearly and concisely, both orally and in writing, including communicating technical information in understandable and non-technical terms.
- Follow written and oral directions.
- Work independently and as a member of a team.
- Establish and maintain effective working relationships.
- Observe safety principles and work in a safe manner

**Willingness to:**

Work irregular hours, shifts and weekends as needed.

**Licenses/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 which is approved by the appointing authority.
- A+ Certification

**DESIRABLE QUALIFICATIONS**

- MCITP- Enterprise Desktop Support Technician
- MCSA – Microsoft Certified Solutions Associate



CITY OF SUNNYVALE  
Established Date: TBD

**PUBLIC SAFETY  
COMMUNICATIONS MANAGER**

Class Code:  
0245

**SALARY RANGE**

\$49.34 - \$58.05 Hourly  
\$3,947.27 - \$4,643.85 Biweekly  
\$8,552.42 - \$10,061.67 Monthly  
\$102,629.00 - \$120,740.00 Annually

**DEFINITION:**

Under administrative direction, manages and coordinates all aspects of the centralized emergency communications operation; supervises Senior Public Safety Dispatchers and directs all communications dispatch functions; and performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

The Public Safety Communications Manager is a management classification in the Public Safety Dispatcher series and is responsible for the oversight and coordination of all aspects of the public safety dispatch center. This classification is distinguished from the lower level of Senior Public Safety Dispatcher in that the latter is the advanced journey-level in the series and provides first line supervisory functions over an assigned shift and/or specialized technical functions. This classification differs from the lower-level classification of Senior Public Safety Dispatcher in that the Public Safety Communications Manager has division wide responsibility.

**ESSENTIAL JOB FUNCTIONS:**

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

- Oversees and coordinates a centralized emergency communications operation.
- Supervises, trains, and directs the work of Senior Public Safety Dispatchers; conducts performance evaluations; mentors and provides guidance to assigned staff; and, investigates and takes appropriate action to resolve work performance issues.
- Schedules, or delegates the scheduling as needed of, Dispatch staff for the most effective utilization of personnel.
- Ensures compliance with all federal and state communication mandates, operating procedures and data entry and retrieval requirements.
- Schedules communication equipment maintenance.
- Identifies training needs, coordinates training with Department Training Unit, develops training plans, and ensures training compliance. Develops, recommends, understands, interprets, and explains Departmental procedures and policies and provides expertise in all areas of the Communications Center; consults with management staff, as necessary.

- Oversees the operations of the Communications Center during emergency situations and major incidents and provides support and/or direction to assigned staff.
- Supports and implements the decisions of Command Staff.
- Acts as a liaison with other departments, law enforcement agencies and cities.
- Assists in the development and implementation of new policies and procedures.
- Assists in the preparation of the annual budget for the Communication Center.
- Maintains records of all calls received and prepares reports of critical incidents; cooperates in investigations and may testify in court.
- Maintains good working relationships with peers, superiors and subordinates to enhance overall Department performance.
- Coordinates work and exchanges information with other division and/or Command Staff; ensures a high level of coordination and cooperation between Department units and City staff.
- Performs all emergency public safety dispatcher duties as necessary.

### **WORKING CONDITIONS**

Work is performed in a structured and often stressful work environment. 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 in preparing documents and using a computer keyboard. Additionally, the position requires near and far vision in reading documents and computer screens, and the ability to distinguish and interpret the meaning of colors on video display terminals. The position requires the ability to view multiple video display terminals for extended periods of time in low light. Acute hearing sufficient to distinguish and comprehend simultaneous communications from several sources is required, as is the ability to speak in a clear and distinct manner and carry on multiple conversations while distinguishing background radio communications. The need to lift, drag and push files, paper and documents weighing up to 25 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:

A Bachelor's degree from an accredited college or university in communications, public administration, business administration, administration of justice, or a related field; AND

Four years of experience with increasing responsibility comparable to the Senior Public Safety Dispatcher in the City of Sunnyvale which included dispatching police and/or fire services for a public safety agency utilizing contemporary dispatching technical tools, including computer aided dispatching systems, with some lead and/or supervisory experience.

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

- State-of-the-art telecommunications systems, such as computer aided dispatching

systems.

- Law enforcement, fire and/or medical emergency procedures.
- State and federal law enforcement computer systems and the policies and procedures related to each.
- Communications rules and regulations governing the operation of radio transmitting and receiving systems.
- CPR and other life saving techniques.
- Office practices, methods and equipment, including a variety of word processing and other software applications.
- Proper record-keeping techniques.
- Effective customer service methods.
- Principles of supervision, training and performance evaluation.

**Some Knowledge of:**

- Budget monitoring and control.

**Skill in:**

- Typing at a rate of 35 net words per minute.
- Operating a computer-aided dispatch system and radio equipment, while accepting calls, with sufficient speed and accuracy to document field activity and create calls for dispatch within response criteria guidelines.

**Ability to:**

- Supervise, lead, evaluate and direct the work of others; effectively train staff in all aspects of dispatch operations and assist with the development of staff training programs.
- Perform all of the duties and responsibilities of a Senior Public Safety Dispatcher and a Public Safety Dispatcher.
- Maintain composure, exercise sound judgment, and work quickly and accurately under pressure in emergency situations; resolve conflict.
- Analyze situations accurately and take effective action to assure officer and citizen safety.
- Learn the general dispatching policies and procedures of surrounding jurisdictions.
- Communicate clearly and distinctly using radio and telephone equipment.
- Communicate clearly and concisely in English, both orally and in writing.
- Maintain accurate records, logs and reports.
- Monitor the budget for supervised activities.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Deal tactfully with the public and with others and ensure that the City's philosophy of excellent customer service is understood and carried out in all forms of communication.
- Observe safety principles and work in a safe manner.

**Willingness to:**

- Work any shift, on any day, including irregular hours on short notice.

- Learn, obtain training related to, and demonstrate leadership, managerial and supervisory skills.

**Licenses/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 which is approved by the appointing authority.
- Completion of a Basic Police Dispatcher certification course approved by the California Peace Officers Standards and Training (POST) organization.
- Possession of a valid POST Public Safety Dispatcher certificate.
- Possession and continued maintenance of Emergency Medical Dispatch certification approved by the National Academy of Emergency Dispatch.

**DESIRABLE QUALIFICATIONS**

- ENP Certification



CITY OF SUNNYVALE  
Established Date: tbd

## **PUBLIC SAFETY RECORDS MANAGER**

Class Code:  
0246

### **SALARY RANGE**

\$38.82 – \$45.67 Hourly  
\$3,105.77 – \$3,653.85 Biweekly  
\$6,729.17 - \$7,916.67 Monthly  
\$80,750.00 - \$95,000.00 Annually

### **DEFINITION:**

Under general direction, manages and directs subordinate staff engaged in performing the records and property and evidence activities in the Department of Public Safety.

### **DISTINGUISHING CHARACTERISTICS**

This classification of Public Safety Records Manager is the full management level in records, property and evidence, and data and statistical activities, and is responsible for the oversight and coordination of all aspects of the Units. Incumbents in this class manage assigned staff in the Department of Public Safety. This class differs from lower level classifications of Public Safety Senior Records Specialist in that incumbents in this class have ongoing responsibility for the management of the Units.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Recommends and implements unit goals and objectives; establishes performance standards and methods for Public Safety records, data and property management, retention and release; develops and implements policies and procedures.
- Plans, organizes, directs and reviews the work of all unit staff involved in the maintenance of records and files, processing of data and reports, receipt and processing of property and support of sworn personnel.
- Evaluates operations and activities of unit; implements improvements and modifications; prepares various reports on operations and activities.
- Prepares unit budget; prepares cost estimates for budget recommendations; monitors and controls expenditure
- Interacts with all City departments, coordinates closely with staff, and interacts with representatives from other government agencies and members of the public; serves as a management representative in departmental and City-wide task forces and committees.
- Recommends and assists in the development of administrative policies and procedures.
- Collaborates with other managers and staff to provide technical consultation in areas of expertise.

- Responsible for participation in the selection of staff; coordinates staff training; conducts performance evaluations; recommends discipline; implements discipline procedures.
- Prepares a variety of technical and administrative reports, documents and correspondence.
- Manages maintenance of departmental record keeping system in accordance with legal requirements, City and departmental policies and standards; receives, researches and responds to the most difficult requests.
- Manages and resolves operational conflict between personnel and service recipients impacted by this Unit.
- Provides information to, and advises service recipients of departmental policies as related to the Records function.
- Serve as agency terminal coordinator and as a primary contact for Department of Justice/National Crime Information Center (DOJ/NCIC) coordination and information distribution efforts.
- Coordinates, researches, and prepares responses to DOJ and FBI mandated audits.
- Serve as agency Training coordinator and Security coordinator for Santa Clara County information systems (CJIC, Coplink, Mugshot, etc.).
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Administers parking citation adjudication program.
- Ensures timely reporting of monthly statistical reports to State as required by law.
- Monitor and ensure proper working conditions for all automated systems and programs for maximum efficiency and utilization and implement improvements as needed.
- Monitor departmental cash handling procedures.
- Serve as departmental Custodian of Records.
- Attends meeting and other organizational functions on behalf the Department.
- Perform other duties as assigned.

### **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 in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper and documents weighing up to 10 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:

A Bachelor's degree from an accredited college or university in administration of justice,

business administration, public administration, criminal justice or a related field; AND

Four years of experience in a Public Safety Records environment. Successful completion of an extensive background investigation and an alcohol/drug test are required prior to appointment.

**Knowledge of:**

- Established guidelines for compliance with Federal, State, and local mandates for the release of information including the California Public Records Act.
- Principles and practices of Public Safety records management and retention.
- Methods of operation and procedures utilized by the City's Records maintenance systems.
- Procedures involved in the processing for all Public Safety issued permits.
- Laws and procedures involving public safety records maintenance and destruction.
- Policies, procedures, and methods used in the operation of the Public Safety Department Records Unit, its equipment and resources.
- Operation of all computer-based records systems and associated equipment.
- Warrant processing, case file management and related procedures.
- Principles and practices of supervision, training and performance evaluation.
- Principles and practices of budget monitoring.
- Office methods, procedures, software and equipment.
- Pertinent local, State and Federal laws, ordinances and rules
- Principles and techniques of written and oral communication methodologies.
- Contemporary office and computer systems, practices and applications.
- Principles and practices of work safety.

**Ability to:**

- Manage and organize records, property maintenance and retention operations and activities.
- Plan, direct, supervise, organize and manage the work of staff; effectively develop work plans and coordinate work assignments and projects.
- Exercise initiative and sound judgment in solving difficult administrative, technical and personnel problems.
- Interpret and apply oral or written materials and instructions, including skill in reading and listening to abstract or directive instructional material, and to apply that data correctly to practical circumstances.
- Train and evaluate subordinate staff.
- Manage complex projects; evaluate overall project performance; and, monitor specific project results.
- Multi task and work on a variety of projects simultaneously while prioritizing appropriately.
- Develop, problem solve and recommend alternative solutions; present ideas persuasively in both oral and written formats; identify and analyze complex technical, operational and administrative problems and evaluate alternative solutions; recommend or adopt effective changes; make decisions and independent judgments.
- Prepare and administer Unit budget.
- Work independently and as a member of a team; make sound decisions; establish and maintain effective working relationships.

- Interpret political and administrative direction and incorporate into operational policy and procedure; develop, prepare and maintain written policies, procedures, correspondence, analysis and reports; provide technical advice and consultation.
- Develop goals, objectives and priorities that are in alignment with the Department and the City's vision, goals and objectives.
- Communicate effectively, both orally and in writing.
- Use contemporary office equipment.
- Observe safety principles and work in a safe manner; ensure that staff observe safety principles and work in a safe manner.
- Work in various environments and/or a variety of work hours and shift schedules;

**Willingness to:**

Perform duties for periods longer than the normal eight-hour work day or more than five days per week, and on nights, weekends, or holidays.

**Licenses/Certificates:**

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

**DESIRABLE QUALIFICATIONS**

- POST Records Supervisor Certificate
- Certified Records Manager



## PRINCIPAL TRANSPORTATION ENGINEER/PLANNER

Class Code:  
1885

Bargaining Unit: Sunnyvale Employees Association

CITY OF SUNNYVALE  
Established Date: TBD

### **SALARY RANGE**

\$53.20 - \$62.59 Hourly  
\$4,255.96 - \$5,007.04 Biweekly  
\$9,221.25 - \$10,848.58 Monthly  
\$110,655.00 - \$130,183.00 Annually

### **DEFINITION:**

Under administrative direction of the Transportation and Traffic Manager, assists with planning, organizing and coordinating the activities of the Division of Transportation and Traffic within the Public Works Department including traffic engineering and transportation planning; assists with the coordination of Division of Transportation and Traffic activities with other divisions and departments; provides highly complex staff assistance to the Director of Public Works and the Transportation and Traffic Manager; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The position of Principal Transportation Engineer/Planner is an advanced journey level classification in which the incumbent is responsible for performing a wide range of functions including supervising staff and performing considerably complex transportation engineering and/or transportation planning work in the division. This position is distinguished from the higher-level classification of Transportation and Traffic Manager in that the Transportation and Traffic Manager is responsible for overall administration of the Division of Transportation and Traffic. This classification differs from the lower-level classifications of Senior Transportation Planner and Senior Traffic Engineer in that the latter do not have division wide responsibility.

### **ESSENTIAL JOB FUNCTIONS:**

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

- Develops, produces, and reviews complex traffic studies for a broad range of transportation policy, infrastructure, and operational issues and makes recommendations to executive management, the City Council, and various

Commissions and committees.

- Assists the Transportation and Traffic Manager in the development and implementation of divisional goals, objectives, policies and procedures.
- Serves as advocate and contact for regional transportation coordination including transportation funding, congestion management, alternative modes, and interagency negotiation.
- Works closely with the Division Manager to plan, organize and direct Division of Transportation and Traffic activities and projects related to traffic and transportation planning and projects.
- Directs, oversees and participates in the development of the Division work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Assists in the preparation the Division budget; assists in budget implementation; participates in the forecast of additional funds needed for staffing, equipment, materials and supplies; administers approved budget; monitors and controls expenses.
- Assists in the preparation of the Transportation and Traffic Capital budget; develops cost estimates, project implementation schedules, funding plans, project objectives, and analysis of project benefits.
- Recommends the appointment of personnel; provides or coordinates staff training; assists with performance evaluations; implements discipline procedures as required; maintains discipline and high standards necessary for the efficient and professional operation of the department.
- Works with the Division Manager on the planning and management of the City's traffic signal system.
- Reviews development and redevelopment proposals and interfaces with Planning, Engineering, Building, and other City staff as well as applicants and consultants to assure that land development accounts for transportation plans and standards.
- Develops and implements programs and projects which promote alternative modes of transportation.
- Develops and helps implements plans for funding long-term transportation needs.
- Educates City staff regarding the City's transportation policies and the implementation of alternative modes of transportation.
- Applies for, advocates, and manages grants.
- Administers the California Environmental Quality Act, reviews and comments on environmental documents.
- May act for the Transportation and Traffic Manager in his/her absence, at his/her discretion.
- May serve as staff liaison to Boards and Commissions.
- Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Serves as a technical resource to field operations, other City departments, and the public in the interpretation of ordinances, policies, regulations and procedures as required; makes recommendations on the development and

- application of traffic and transportation standards and procedures.
- Answers questions and provides information to the public; investigates complaints and recommends actions.
- Researches and prepares technical and administrative reports; prepares written correspondence.

## **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 in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper, books and documents weighing up to 10 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation. Requires active listening and communications skills.

## **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 engineering, planning, public administration or a related field; AND

Four years of responsible transportation planning, transportation engineering or planning management experience, including two years of supervisory experience.

### **Knowledge of:**

- Principles and practices of traffic engineering and/or transportation planning as applied to a public agency.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Alternative transportation modes and the interrelationships of land use and travel demand.
- Computer applications in transportation planning, traffic engineering, civil design, traffic control and report preparation.

- Transportation funding sources.
- Office methods, procedures, software and equipment.

**Ability to:**

- Organize and direct Division of Transportation and Traffic operations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply City and department policies, procedures, rules and regulations.
- Prepare and present technical and administrative reports, correspondence and other documents.
- Supervise, train and evaluate personnel.
- Make sound traffic and transportation recommendations.
- Review land development proposals and develop mitigation measures.
- Generate and implement creative solutions to traffic and transportation issues.
- Serve as an effective advocate and contact for regional transportation and transit programs and issues.
- Formulate innovative long-term planning.
- Develop programs and projects utilizing extensive community participation.
- Operate a computer using word processing and business software and other office equipment.
- Communicate effectively, orally and in writing and give effective oral and visual presentations to the public and elected officials
- Exercise tact, diplomacy and political awareness
- Establish and maintain and promote positive and effective working relationships with employees, other agencies, public officials and the public.
- Observe safety principles and work in a safe manner.

**Willingness to:**

Attend weekend and evening meetings.

**Licenses/Certificates:**

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

Principal Transportation Engineer

- Possession of registration as a professional traffic engineer issued by the State of California

Principal Transportation Planner

- AICP Certification issued by the American Planning Association OR
- Professional Transportation Planner certification issued by the Institute of Transportation Engineers.

**RESOLUTION NO. \_\_\_\_\_**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SUNNYVALE AMENDING RESOLUTION NO. 190-05, THE CITY'S SALARY RESOLUTION, BY AMENDING THE PAY SCHEDULE FOR PAY PLAN CATEGORY B (MISCELLANEOUS CLASSIFIED EMPLOYEES), CATEGORY D/E (CLASSIFIED MANAGEMENT), CATEGORY F (UNCLASSIFIED DEPARTMENT DIRECTORS), AND CATEGORY K (UNCLASSIFIED MANAGEMENT)**

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF SUNNYVALE THAT Resolution No. 190-05 is hereby amended by modifying Pay Plan Category B (Miscellaneous Classified Employees), Category D/E (Classified Management), Category F (Unclassified Department Directors), and Category K (Unclassified Management) by adding the following classifications, as set forth below:

<b>Classification</b>	<b>Job Code</b>	<b>Range</b>	<b>Step 1</b>	<b>Step 2</b>	<b>Step 3</b>	<b>Step 4</b>	<b>Step 5</b>	<b>Step 6</b>
Help Desk Technician	2430	708	28.1443	29.5515	31.0290	32.5805	34.2095	35.9200
Personal Computer Technician	2440	708	28.1443	29.5515	31.0290	32.5805	34.2095	35.9200
Public Safety Communications Manager	0245	18	102,629					120,740
Public Safety Records Manager	0246	29	80,750					95,000
Principal Transportation Engineer/Planner	1885	709	49.0392	51.4911	54.0657	56.7690	59.6074	62.5878
Parks Supervisor	7320	613	33.2152	34.8759	36.6198	38.4508	40.3733	42.3920
Assistant to the City Manager	0320	20CONF	124,424					146,381
City Clerk	0203	18CONF	100,993					118,816
Human Resources Manager	0282	19CONF	111,093					130,698
Principal Human Resources Analyst	0334	17CONF	91,813					108,015
Risk Manager	0285	19CONF	111,093					130,698
Sr Management Analyst: Human Resources	0321	18CONF	100,993					118,816
Assistant City Manager	0110	25	179,688					211,397
Director of Community Development	0120	23	169,373					199,262
Director of Employment Development	0140	22ED1	149,297					175,644
Director of Environmental Services	0185	24	174,453					205,239
Director of Finance	0130	23	169,373					199,262
Director of Human Resources	0145	22	164,440					193,458

Attachment B

Director of Information Technology	0190	22	164,440					193,458
Director of Library & Community Services	0155	22	164,440					193,458
Director of Public Safety	0170	24PS	178,807					210,362
Director of Public Works	0180	24	174,453					205,239
Assistant City Attorney	0013	19K	124,424					146,381
Deputy City Attorney	0014	17K	100,993					118,816
Sr. Assistant City Attorney	0012	20K	142,544					167,699

Adopted by the City Council of the City of Sunnyvale at a regular meeting held on \_\_\_\_\_, 2013, by the following vote:

AYES:  
 NOES:  
 ABSTAIN:  
 ABSENT:

ATTEST:

APPROVED:

\_\_\_\_\_  
 City Clerk  
 (SEAL)

\_\_\_\_\_  
 Mayor

APPROVED AS TO FORM:

\_\_\_\_\_  
 City Attorney