Civil Service Commission

Regular Meeting Notice/Agenda

The Civil Service Commission

9:30 AM – August 20, 2024

NOTICE IS HEREBY GIVEN by the City of Spokane Civil Service Commission, that a regularly scheduled meeting of the Civil Service Commission will be held on August 20, 2024, commencing at 9:30 A.M. in the City Council Chambers – Lower Level of City Hall (808 W. Spokane Falls Blvd., Spokane WA, 99201). The purpose of the meeting is to conduct the monthly commission meeting and to discuss other matters as reflected on the attached agenda.

The meeting will be conducted in-person and open to the public with commission members, staff and presenters attending in-person. All meetings will be streamed live on Channel 5.

Oral public comment will be accepted at the meeting for agenda items to be decided by the Commission, excluding hearing items. Individuals who want to provide oral comment at this time but are unable to physically attend the meeting shall contact the Commission at civilservice@spokanecity.org to request by 5:00 P.M. the day before the meeting, (Monday, August 19, 2024) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 2nd day of August 2024.

AMERICANS WITH DISABILITIES ACT (ADA) INFORMATION: The City of Spokane is committed to providing equal access to its facilities, programs and services for persons with disabilities. The Spokane City Council Chamber in the lower level of Spokane City Hall, 808 W. Spokane Falls Blvd., is wheelchair accessible and is equipped with an infrared assistive listening system for persons with hearing loss. Headsets may be checked out (upon presentation of picture I.D.) at the City Cable 5 Production Booth located on the First Floor of the Municipal Building, directly above the Chase Gallery or through the meeting organizer. Individuals requesting reasonable accommodations or further information may call, write, or email Risk Management at 509.625.6221, 808 W. Spokane Falls Blvd, Spokane, WA, 99201; or mlowmaster@spokanecity.org. Persons who are deaf or hard of hearing may contact Risk Management through the Washington Relay Service at 7-1-1. Please contact us forty-eight (48) hours before the meeting date.

Civil Service Commission

Agenda

Regular Meeting of the Civil Service Commission

9:30 AM – August 20, 2024

City Hall – City Council Chambers – Lower Level
808. W Spokane Falls Blvd., Spokane, WA 99201

1. **CALL TO ORDER/ROLL CALL**
2. **APPROVAL OF MINUTES**
   a. July 16, 2024, Minutes (pg. 3)
3. **CHIEF EXAMINER UPDATE**
4. **NEW BUSINESS**
   a. Resolution 2024-09: Classification Actions (pg. 4)
   b. 2025-2026 Budget Discussion (pg. 66)
5. **OTHER BUSINESS**
6. **ADJOURN**

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.

Civil Service Commission

Minutes

Regular Meeting of the Civil Service Commission

July 16, 2024

1. CALL TO ORDER/ROLL CALL

Meeting called to order at 9:30am. All commissioners were present except Commissioner Lindsey who had an excused absence. Commissioner Hult attended via Teams.

2. APPROVAL OF MINUTES

a. June 18, 2024, Minutes
MOTION: I move to approve.
Palmerton/Hult: Motion passed unanimously.

3. CHIEF EXAMINER UPDATE

Chief Examiner Pearson gave updates on Civil Service.

a. Civil Service has continued to stay busy with work requests and positions to fill despite the budget situation.

4. NEW BUSINESS

a. Request to Reconvene Rule Review
MOTION: I move to approve.
Palmerton/Hult: Motion passed unanimously.
b. Resolution 2024-08: Classification Actions
MOTION: I so move.
Hult/Palmerton: Motion passed unanimously.
c. 2025-2026 Budget Discussion
d. Appointment of SERS Board Rep to the Civil Service Commission: Karen Stratton

5. OTHER BUSINESS

6. ADJOURN

MOTION: I move to adjourn.
Palmerton/Hult: Motion passed unanimously.
Meeting adjourned at 9:47am.

Note: The meeting is open to the public, with the possibility of the Commission adjourning into executive session.

Civil Service Commission

Item 4A – Resolution 2024-09 – Classification Actions

Background

Bryan Sullivan and Jerri Bjork conducted a comprehensive classification study of City information technology functions, consulting staff, management, and bargaining units in the process of finalizing a new set of job classifications reflecting current work, supporting succession planning, and utilizing flexible staffing where appropriate.

Resulting consolidation will reduce the number of classifications in use for information technology-related functions from 34 existing classes to 21 or fewer. The new set of job classifications includes three progression lines and 13 total job classes.

Management and Local 270 concur on SPN 193 and SPN 291 – 292. Management and the M&P Association concur on SPN 194 – 196 and SPN 293 – 299.

Recommendation

Staff recommends adoption of classification resolution **2024-09.**

Attachments:

SPN 193 Geographic Information Systems Technician I – II
SPN 194 Geographic Information Systems Analyst I – II
SPN 195 Senior Geographic Information Systems Analyst
SPN 196 Geographic Information Systems Manager
SPN 291 Technical Services Specialist I – II
SPN 292 Senior Technical Services Specialist
SPN 293 Technical Services Manager
SPN 294 Information Technology Analyst I – II
SPN 295 Senior Information Technology Analyst
SPN 296 Information Technology Supervisor
SPN 297 Principal Information Technology Analyst
SPN 298 Information Technology Manager
SPN 299 Senior Information Technology Manager

GEOGRAPHIC INFORMATION SYSTEMS TECHNICIAN I/II

SPN: 193 Bargaining Unit: Local 270 Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Performs complex technical work in maintaining and supporting departmental geographic information systems and databases, including data creation, manipulation, and output.

CLASS CHARACTERISTICS

This is the entry-level to full-skill level technical classification in the Geographic Information Systems class series. Incumbents initially work under close supervision, but as experience is gained, employees are expected to complete more varied, complex, and difficult assignments. After training, positions at this level perform the full range of assigned duties, work independently, and exercise judgment and initiative.

The Geographic Information Systems (GIS) Technician is distinguished from the GIS Analyst because a GIS Technician may perform basic geographic analysis and map production under well-established guidelines where work is routine in nature or under continual review, while the Analyst performs standard professional level statistical and spatial analysis and GIS mapping.

Positions in the Geographic Information Systems Technician classification are flexibly staffed. Positions at the Technician II level are normally filled by service advancement from the Technician I level upon (a) completion of two years of service within the classification and (b) documented satisfactory work performance by a supervisor.

Two years of related IT experience above the entry-level (I) requirements will qualify the candidate for initial appointment at the full-skill (II) level. Vacant positions may be filled at either level as authorized by Civil Service.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision (at hire) to general supervision (with experience) from assigned supervisory or management personnel. Exercises no direct supervision of employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Performs complex spatial data processing work utilizing Geographic Information System (GIS) software and hardware to digitize and enter data.
- Performs field checks and compiles facilities data using field methods.
- Creates, maintains, updates, queries, and views GIS data to provide easier access and retrieval of processed information. Performs quality control checks and ensures data accuracy.
- Provides technical support assisting GIS users with questions or problems in retrieving GIS information.
- Generates maps from data in order to provide information regarding different infrastructure systems. Converts hardcopy-engineering drawings into electronic formats.
- Verifies, corrects, and updates GIS data layers and databases utilizing coordinate geometry and graphics to correspond with the information on design drawings, maps, plans, and reports and prepares and maintains metadata for all spatial data layers and databases.

- Assists and provides interested parties with specific processed spatial data including reports, maps, and charts.
- Acts as a liaison between user groups and the Information Technology unit to communicate problems and possible solutions.
- Maintains technical procedures, documentation, operational instructions and/or project or work order status. Reads and understands technical or other complex materials required for the job.
- Provides basic training and guidance to users of GIS software and data.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds oneself accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Cartography:** Uses knowledge of the concepts, principles, theories, and methods related to the research, design, development, or revision of maps, charts, and related cartographic products and processing.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Customer Service:** Effectively deals with the public and City personnel by ensuring full understanding and meeting their needs.
- **Geographic Information Systems:** Uses knowledge of GIS and GIS software sufficient to be able to perform a variety of duties related to the work assignment.
- **Geography:** Uses knowledge of geographical locations, their relationships, and characteristics.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems.
- **Mathematical Reasoning:** Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; actively listens to others and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City GIS technology use, products, and services.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.

- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; demonstrates responsible behavior.
- **Spatial Reasoning:** Knows one's location in relation to the environment; determines where other objects are in relation to oneself (for example, when using a map).
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Recognizes and uses correct English grammar, punctuation, and spelling. Prepares written documents appropriate for the intended audience.

TYPICAL EQUIPMENT USED

General office equipment, personal computers, and associated equipment, field data equipment such as tablets and GPS handheld units, telephones, and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Associate degree from an accredited college or university in geographic information systems, geography, engineering, computer science, or a related field.
- Experience (Geographic Information Systems Technician I): No work experience is required to apply.
- Experience (Geographic Information Systems Technician II): Two years of GIS-related IT experience above the entry-level (I) requirements will qualify the candidate for initial appointment at the full-skill (II) level.

Licenses and Certifications:

- A valid driver’s license is required, to be maintained throughout employment.

GEOGRAPHIC INFORMATION SYSTEMS ANALYST I/II

SPN: 194 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Performs a wide range of difficult and responsible assignments to maintain the accuracy of Geographic Information Systems (GIS) database information. Incumbents develop methods and procedures to analyze and visualize data in support of Citywide or departmental needs, requiring a professional knowledge of the theory and principles of GIS software and database manipulation.

CLASS CHARACTERISTICS

This is the entry-level to full-skill level professional classification in the Geographic Information Systems (GIS) class series. Incumbents initially work under close supervision, but as experience is gained, employees are expected to complete more varied, complex, and difficult assignments. After training, positions at this level perform the full range of assigned duties, work independently, and exercise judgment and initiative.

Geographic Information Systems (GIS) Analyst is distinguished from Geographic Information Systems Technician I/II by the complex analytical nature of the Analyst's work. The GIS Analyst works in statistical and spatial analysis at full-performance level, which is distinguished from the advanced Senior GIS Analyst role that typically involves working with more complex types and combinations of data, developing and supporting new methods of representing data, and regular lead worker responsibilities.

Positions in the GIS Analyst classification are flexibly staffed. Positions at the Analyst II level are normally filled by service advancement from the Analyst I level upon (a) completion of two years of service within the classification and (b) documented satisfactory work performance by a supervisor. Vacant positions may be filled at either level as authorized by Civil Service.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision (at hire) to general supervision (with experience) from assigned supervisory or management personnel. Exercises no direct supervision of employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Conducts advanced analyses of spatial data using GIS technology. Converts GIS data to usable formats.
- Assists with the design, development, loading and maintenance of spatial databases to enable statistical analysis, geographic analysis, and mapping using GIS software.
- Assists in the planning, development, and implementation of automated applications to align information technology solutions with customer business requirements and initiatives.
- Assists in monitoring and limited administration of the GIS system, including servers and online platforms.
- Uses coordinate geometry to convert surveying data to GIS format. Interprets aerial photographs and satellite data to prepare new GIS data sets, and inputs spatial features into GIS databases. Produces maps expressing the results of analytical processes.

- Provides and presents reports, maps and charts of data displayed by geographical region for analysis and presentation to the public and agency staff and generates statistical analysis on data provided by others.
- Installs and reviews desktop software and provides technical support in a formal or informal help desk setting to users with common problems on database issues and legacy software including logging, troubleshooting, diagnosing, resolving, or referring problems to the appropriate information technology resource.
- Reviews, tests, and recommends integrated technology software and documents usage. Performs minimal programming tasks to include modifications of existing code to fit specific agency needs.
- Coordinates work with other City and IT staff, follows project plans, directs vendors, and coordinates internal team members in the completion of spatial data collection projects.
- Analyzes technical quality of inputs and outputs.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Cartography:** Uses knowledge of the concepts, principles, theories, and methods related to the research, design, development, or revision of maps, charts, and related cartographic products and processing.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not suitable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Geographic Information Systems:** Uses knowledge of GIS and GIS software sufficient to be able to perform a variety of duties related to the work assignment.
- **Geography:** Uses knowledge of geographical locations, their relationships, and characteristics.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems.
- **Mathematical Reasoning:** Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.

- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of GIS technology use, products, and services, and knows the organization's mission and functions.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Spatial Reasoning:** Knows one's location in relation to the environment; determines where other objects are in relation to oneself (for example, when using a map).
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computers, and associated equipment, field data equipment such as tablets and GPS handheld units, telephones, and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in geographic information systems, geography, engineering, computer science, information science, information systems management, technology management, or a related field that provided a minimum of 24 semester hours in one or more of the fields identified above.
- Experience (GIS Analyst I): No experience is required to apply.
- Experience (GIS Analyst II): Two years of GIS-related IT experience above the entry-level (I) requirements will qualify the candidate for initial appointment at the full-skill (II) level.

SENIOR GEOGRAPHIC INFORMATION SYSTEMS ANALYST

SPN: 195 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Performs the most complex statistical and spatial analytical work in the Geographic Information Systems (GIS) series and applies analysis to complex situations; designs and develops GIS-based web and mobile applications; performs regular and reoccurring formal lead duties.

CLASS CHARACTERISTICS

This is the advanced journey level professional classification in the Geographic Information Systems (GIS) class series. Work often requires adapting methods to the specific needs of work assignments. Incumbents regularly work on varied tasks that require considerable discretion and independent judgment.

Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods to complete those assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

This class is distinguished from the Geographic Information Systems Analyst by the Senior's level of independence and the complex nature of assignments and data sets created and used. The Senior Geographic Information Systems Analyst is also responsible for developing and recommending standards for GIS data development and cartography, training employees as well as users in GIS concepts, and creating documentation of workflows and business standards.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Incumbent may supervise or lead a group of subordinate employees performing similar functions. Incumbent may serve as project managers for GIS product development projects.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Participates in and assists in coordinating the planning, development, and implementation of automated applications to align information technology solutions with customer business requirements and initiatives.
- Assists in monitoring and administration of the GIS system, including servers and online platforms.
- Designs, develops, and loads spatial databases to enable statistical analysis, geographic analysis and mapping using GIS software. Interprets new and complex spatial data and applies appropriate mathematical and data conversion techniques, scripting, etc.
- Develops and initiates new methods of representing spatial data cartographically to support agency initiatives. Develops and recommends standards for GIS data development and cartography; updates and maintains existing map collections and applies data for map production, quality assurance and quality control (QA/QC) procedures, problem solving, and analysis.

- Creates, develops, and presents processes, reports, maps, and charts of data in hardcopy and digital formats for analysis and presentation to the public and agency staff, and generates statistical analyses on complex data provided by others.
- Applies spatial interpolation techniques and multiple modeling methods to create geostatistical surfaces, street and/or facility networks, that can be modeled, analyzed, and applied to multiple complex problems to provide and present recommendations and solutions.
- Under instruction, modifies software programs including coding, testing and documentation for use with multiapplication, multi-user database systems.
- Coordinates software upgrades. Installs, reviews, and tests desktop software and provides technical support in a formal or informal help desk setting to users with problems on database issues and legacy software including logging, troubleshooting, resolving, or referring problems to the appropriate information technology resource.
- Trains employees and users in GIS concepts and data maintenance and cartographic techniques and demonstrates successful application of training.
- Trains and assists others in using Global Positioning System (GPS), wireless GIS systems, and field visits to collect or verify the accuracy of GIS data.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Cartography:** Uses knowledge of the concepts, principles, theories, and methods related to the research, design, development, or revision of maps, charts, and related cartographic products and processing.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not suitable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Geographic Information Systems:** Uses knowledge of GIS and GIS software sufficient to be able to perform a variety of duties related to the work assignment.
- **Geography:** Uses knowledge of geographical locations, their relationships, and characteristics.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems.

- **Mathematical Reasoning:** Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Spatial Reasoning:** Knows one's location in relation to the environment; determines where other objects are in relation to oneself (for example, when using a map).
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve goals.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computers, and associated equipment and software, field data equipment such as tablets and GPS handheld units, telephones, and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in geographic information systems, geography, engineering, computer science, information science, information systems management, technology management, or a related field that provided a minimum of 24 semester hours in one or more of the fields identified above.
- Experience: Three years of GIS-related IT experience, with at least one year at full-performance level.

Promotional Requirements:

- Experience: Two years with the City as a Geographic Information Systems Analyst II.

GEOGRAPHIC INFORMATION SYSTEMS MANAGER

SPN: 196 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Manages the services and operation of the City's Geographic Information Systems (GIS) functional area, including management of Citywide GIS implementation efforts, system hardware and software, policies and goals, strategic plan, budget, and staffing. Works with subordinate technical and professional staff to provide GIS services and supervises work methods and products.

CLASS CHARACTERISTICS

This is the managerial level classification in the Geographic Information Systems series, which exercises technical subject matter expertise in managing a coordinated group of GIS activities and procedures in support of ongoing and developing City operations, initiatives, and services as well as senior and executive management priorities and directives.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction and selects methods of attainment. Exercises full-scope supervisory responsibilities over GIS staff and support personnel.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Designs, plans, implements, evaluates, and modifies services, including short- and long-range planning activities. Develops operating standards in concert with staff. Establishes policies, procedures, and practices; implements new policy proposals or revisions; and directs changes in practices and procedures to increase operating efficiency and expedite workflow.
- Supervises staff and assigns tasks. Oversees and coordinates citywide GIS program work. Examines work products for adherence to department and industry standards.
- Performs more difficult analyses and generates specialized products. Manages highly complex GIS projects.
- Coordinates department efforts in application design, cartographic design, and system architecture.
- Administers GIS resources including online portal. Integrates GIS with various systems. Manages GIS data sets. Oversees maintenance of the GIS base map.
- Manages GIS budget and performs administrative duties. Plans and determines software and equipment specifications and coordinates purchasing.
- Coordinates response to public records requests for GIS data and administers open GIS data website.
- Communicates continuously with internal and external data users.
- Serves as an expert, liaison, and advocate for GIS activities and services. Collaborates with internal and external partners in advancing program efforts and goals.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Plans, coordinates, and executes business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Budget Administration:** Understands the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.
- **Cartography:** Uses knowledge of the concepts, principles, theories, and methods related to the research, design, development, or revision of maps, charts, and related cartographic products and processing.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement, and contract negotiation and administration.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not suitable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Geographic Information Systems:** Uses knowledge of GIS and GIS software sufficient to be able to perform a variety of duties related to the work assignment.
- **Geography:** Uses knowledge of geographical locations, their relationships, and characteristics.
- **Information Resources Strategy and Planning:** Knowledge of the principles, methods, and techniques of IT assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mathematical Reasoning:** Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.

- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Spatial Reasoning:** Knows one's location in relation to the environment; determines where other objects are in relation to oneself (for example, when using a map).
- **Strategic Thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy; examines policy issues and strategic planning with a long-term perspective; determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve goals.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computers, and associated equipment and software, field data equipment such as tablets, GPS handheld units, telephones, and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in geographic information systems, geography, engineering, computer science, information science, information systems management, technology management, or a related field such as business administration, planning, or public administration that provided a minimum of 24 semester hours in one or more of the fields identified above.
- Experience: Six years of professional GIS experience performing advanced senior-level duties, including three years in a supervisory role.

Promotional Requirements:

- Four years with the City as a Senior Geographic Information Systems Analyst.

Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION • ESTABLISHED 1910

TECHNICAL SERVICES SPECIALIST I/II

SPN: 291 Bargaining Unit: Local 270 Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Provides technical customer support in acquisition, installation, use, and maintenance of computers and related devices; serves as the first point of contact for customers and provides both technical and non-technical IT support to end-users for the resolution of IT-related issues.

CLASS CHARACTERISTICS

This is the entry-level to full-skill level classification in the Technical Services class series. Incumbents initially work in a learning capacity under close supervision but are expected to work more independently as experience is gained. After training, positions at this level perform the full range of assigned duties, work independently, and exercise judgment and initiative.

This class is distinguished from the Senior Technical Services Specialist because of the Senior's higher level of work complexity and scope as well as lead worker duties held by the Senior class.

Positions in the Technical Services Specialist classification are flexibly staffed. Positions at the Specialist II level are normally filled by service advancement from the Specialist I level upon (a) completion of two years of related IT experience above the entry level and (b) documented satisfactory work performance by a supervisor. Vacant positions may be filled at either level as authorized by Civil Service.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision (at hire) to general supervision (with experience) from assigned senior or supervisory/management personnel. Work issues that affect multiple departments or the entire City may be referred to a senior-level technician for resolution or resolved collaboratively. Exercises no direct supervision of employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Provides technical support and assistance in a formal or informal help desk setting to users with common hardware and software needs and problems. Assists both locally and remotely.
- Triages and responds to incoming service requests. Logs, troubleshoots, tests, and resolves issues or refers problems to the appropriate Information Technology resource.
- Supports the deployment of desktop/mobile hardware and software; installs regular system and cybersecurity updates.
- Assists with purchase of new equipment to user specifications. Configures, deploys, evaluates, recommends, and troubleshoots devices, hardware, software, and connectivity.
- Acts as a liaison between user groups and the Information Technology unit to communicate problems and possible solutions.
- Administers systems such as the IT self-service portal, mobile device management, City printers, etc.

- Maintains detailed records including status and resolution of reported issues, software installation and licensing, inventory of equipment, specialized services for users. etc.
- Maintains technical procedures, documentation, operational instructions and/or project or work order status. Reads and understands technical or other complex materials required for the job.
- Provides training and guidance to users.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds oneself accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Customer Service:** Effectively deals with the public and City personnel by ensuring full understanding and meeting their needs.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems to gather, organize, and maintain information.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; actively listens to others and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; demonstrates responsible behavior.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.

- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Recognizes and uses correct English grammar, punctuation, and spelling. Prepares written documents appropriate for the intended audience.

TYPICAL EQUIPMENT USED

General office equipment, personal computers and associated equipment, telephones and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations and some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Associate degree from an accredited college or university in computer science, information science, information systems management, or related field.
- Experience (**Technical Services Specialist I**): No work experience is required to apply.
- Experience (**Technical Services Specialist II**): Two years of IT customer support experience above the entry-level (I) requirements at entry will qualify the candidate for initial appointment at the full-skill (II) level.

Background Check:

- Applicants for positions in the Spokane Police Department are subject to a thorough police background investigation, including but not limited to criminal history, pre-employment drug screening, and polygraph.

SENIOR TECHNICAL SERVICES SPECIALIST

SPN: 292 Bargaining Unit: Local 270 Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Performs complex IT technical customer services support work and lead worker responsibilities within the team and on projects.

CLASS CHARACTERISTICS

This is the advanced journey level classification in the Technical Services series, which performs the most complex work assignments. Incumbents regularly work on varied tasks that require considerable discretion and independent judgment.

Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods to complete them. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

The Senior Technical Services Specialist is distinguished from the Technical Services Specialist I/II by the Senior's advanced level of responsibility encompassing higher complexity or impacts, broader scope of work, project leadership responsibility, and regular lead worker duties.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Incumbents hold regular and reoccurring formal lead duties over a small group.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Provides technical support in a formal or informal help desk setting to users with complex and non-routine hardware and software problems, which includes logging, troubleshooting, testing, adjusting, resolving, or referring problems to the appropriate Information Technology resource. Assists both locally and remotely.
- Responsible for the deployment of desktop/mobile hardware and software; manages regular system and cybersecurity updates.
- Provides advice and instruction regarding assigned duties to lower level staff. Leads others on complex assignments and oversees group projects.
- Researches new technologies and procedures to meet the needs of users in various agencies or city-wide. Provides training to user groups on how to identify and prevent problems.
- Coordinates work for large scale upgrades or replacements of hardware and/or software for one or more departments.
- Acts as a liaison between user groups and the Information Technology unit to communicate problems and possible solutions.
- Administers systems such as the IT self-service portal, mobile device management, City printers, etc.
- Maintains detailed records including status and resolution of reported issues, software installation and licensing, inventory of equipment, specialized services for users, etc.
- Maintains technical procedures, documentation, operational instructions and/or project or work order status. Reads and understands technical or other complex materials required for the job.

- Provides training and guidance to users.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Develops new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not suitable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by ensuring full understanding and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems to gather, organize, and maintain information.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; actively listens to others and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; demonstrates responsible behavior.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; with others to achieve goals.

- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Recognizes and uses correct English grammar, punctuation, and spelling. Prepares written documents appropriate for the intended audience.

TYPICAL EQUIPMENT USED

General office equipment, personal computers and associated equipment, telephones, and other telecommunications equipment.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations and some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Associate degree from an accredited college or university in computer science, information science, information systems management, or related field.
- Experience: Three years of IT customer support experience, with at least one year at full-performance level.

Promotional Requirements:

- Experience: Two years with the City as a Technical Services Specialist II.

TECHNICAL SERVICES MANAGER

SPN: 293 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Administers the City's technical information services program; develops and influences policy; and plans, organizes, and supervises the work in alignment with the overall IT mission.

CLASS CHARACTERISTICS

This is the managerial level classification in the Technical Services series, which exercises technical subject matter expertise in program and project management with department-wide and Citywide impact.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction and selects methods to achieve goals. Exercises full-scope supervisory responsibilities over the work group.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Manages IT technical support services for ongoing and developing City operations as well as management and/or executive priorities and directives.
- Designs, plans, implements, evaluates, and modifies technical services, including short- and long-range planning activities, operational budget preparation and implementation, and supporting and analyzing programmatic practices and procedures.
- Establishes policies, procedures, and practices; implements new policy proposals or revisions; and directs changes in practices and procedures to increase operating efficiency and expedite workflow.
- Supervises technical services staff to ensure accomplishment of assigned duties and responsibilities. Provides work instruction and assists employees with difficult and unusual assignments and situations.
- Oversees and monitors request queues for compliance with established goals and priorities.
- Responds to comments or complaints regarding staff or work issues and facilitates solutions.
- Schedules staff to ensure daily phone, email, portal, and walk-in support coverage as well as on-call, after hours and weekend coverage for emergency events affecting IT related needs.
- Interviews and selects staff. Develops goals, documents performance, provides performance feedback and formally evaluates the work of employees. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.
- Serves as an expert, liaison, and advocate for IT technical services through regular contact with internal and external customers, such as senior IT management, other department officials, and vendors.
- Monitors budget and expenditures. Manages the technology inventory and asset disposal process. Produces regular and periodic reports for upper management.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Plans, coordinates, and executes business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Budget Administration:** Understands the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement, and contract negotiation and administration.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are not suitable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Information Resources Strategy and Planning:** Knowledge of the principles, methods, and techniques of IT assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Understands basic data organization and access methods in computerized systems to gather, organize, and maintain information.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.

- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Reading:** Understands written material, including technical material, rules, regulations, instructions, reports, and charts.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Research:** Seeks out, compiles, and summarizes information appropriately and efficiently.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Strategic Thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy; examines policy issues and strategic planning with a long-term perspective; determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve goals.
- **Technical Competence:** Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues. Utilizes knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming, etc.
- **Technology Application:** Uses machines, tools, instruments, and equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format. Utilizes knowledge of computer network, desktop, and mainframe operating systems and their applications, as well as communications systems and equipment.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computers and associated equipment and software, telephones, and other telecommunications equipment; motor vehicle.

PHYSICAL DEMANDS

While performing the essential functions of the job, the incumbent is regularly required to walk, stand, bend, and sit; use hands to operate a keyboard; grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push, and pull objects up to 20 pounds.

WORK ENVIRONMENT

Most work is performed in a normal office environment. Some work may be performed in an outdoor or other environment with exposure to weather and/or dirt and dust. Some work may be performed in tight spaces. Typical working conditions are moderately quiet but may include frequent exposure to computer noise. Duties may require travel to various City locations and some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, Information science, information systems management, operations research, technology management, or related field such as business or public administration with course work in information technology management, operations management, or project management.
- Experience: Six years of progressively responsible IT customer support experience, including three years in a supervisory role.

Promotional Requirements:

- Experience: Three years with the City as a Senior Technical Services Specialist.

INFORMATION TECHNOLOGY ANALYST I/II

SPN: 294 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Provides professional support in the development, implementation, and delivery of information technology (IT) systems and services. The scope typically includes multiple program areas, and involves planning, developing, and implementing technological solutions that are essential to the missions of the overall organization or affect large numbers of people in one or more of the Information Technology domains.

Application Development: Work that involves the design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications software.

Business Systems Analysis: Work that involves applying analytical processes to the planning, design, and implementation of new and improved information systems to meet the business requirements of customer organizations.

Database Management: Work that involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.

Information Security: Work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

Network Administration: Work that involves the planning, analysis, design, development, testing, installation, implementation, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats.

Systems Administration/Operational Technology: Work that involves planning and coordinating the installation, testing, operation, troubleshooting, backup, and maintenance of department- and enterprise-level systems including servers, operating systems, and related infrastructure.

Web Development: Work that involves the technical planning, design, development, testing, implementation, and management of Internet and intranet activities, including systems/applications development and technical management of websites.

Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and typically performed in office environments.

CLASS CHARACTERISTICS

The official classification title is Information Technology Analyst, comprising the entry-level (Information Technology Analyst I) to full-skill level (Information Technology Analyst II)

professional work in the Information Technology Analyst class series. Incumbents initially work under close supervision, but as experience is gained, incumbents are expected to complete more varied, complex, and difficult assignments. After training, positions at this level perform the full range of assigned duties in one or more specialty areas, work independently, and exercise judgment and initiative.

Positions in the Information Technology Analyst classification are flexibly staffed. Positions at the Analyst II level are normally filled by service advancement from the Analyst I level upon (a) completion of two years of service within the classification and (b) documented satisfactory work performance by a supervisor. Vacant positions may be filled at either level as authorized by Civil Service.

SUPERVISION RECEIVED AND EXERCISED

Receives close supervision (at hire) to general supervision (with experience) from assigned supervisory or management personnel. Exercises no direct supervision of employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

Information Technology Analyst I/II (all)

- Uses computer systems or applications to access, create, edit, print, send, retrieve, or manipulate data, files, or other information.
- Coordinates with vendor technical staff to implement system upgrades and enhancements.
- Understands, facilitates, and communicates changes to processes that deliver desired value and goals for the departments and clients served.
- Provides technical advice or assistance to others.
- Produces technical documentation to inform users of various skill levels on the features of products or services provided.
- Performs related work as required.

Application Development

- Analyzes, develops, tests, customizes, implements, and maintains business applications for use by City employees, outside agencies, or the public.
- Writes and maintains program documentation, including specifications and installation instructions.
- Translates and refines business requirements and technical specifications into programming specifications.

Business Systems Analysis

- Consults with customers to refine functional requirements and translate functional requirements into technical specifications.
- Analyzes, develops, and documents business and technical requirements for technology solutions.
- Analyzes, develops, and documents business processes using industry best practices and standard methods.
- Identifies gaps between functional specifications and the capabilities of the technology.

- Surveys applicable technologies and reports on the applicability of those technologies to the business process needs.

Database Management
- Develops and administers databases used to store, retrieve, and protect data; develops standards for the handling of data.
- Extracts and organizes data and performs quality control operations to ensure the accuracy and completeness of all data.

Information Security
- Implements and maintains programs, polices, and procedures to protect the integrity and confidentiality of systems, networks, and data.
- Applies appropriate safeguards and security tools to protect against and mitigate the risks associated with the unauthorized use or disclosure of an individual's private and personally identifiable information.
- Ensures compliance with security and privacy laws, regulations, rules, and standards.
- Notifies appropriate parties of any actual or suspected compromise of personal, sensitive, and confidential information.
- Conducts system security evaluations, risk assessments, and audits.

Network Administration
- Tests, installs, configures, and maintains networks including servers, hubs, bridges, switches, and routers that permit the sharing and transmission of information.
- Monitors network capacity and performance.
- Detects, diagnoses, and resolves network problems.
- Develops network backup and recovery procedures.

Systems Administration/Operational Technology
- Installs, configures, troubleshoots, and maintains department- and enterprise-level systems including servers, operating systems, and related infrastructure to ensure the availability and functionality of systems.
- Monitor IT systems using system administration tools and techniques to ensure integrity and tune the system to meet performance requirements.
- Manages user accounts and access to systems and equipment.

Web Development
- Designs and develops services that permit the publication and transmission of information about agency programs to internal and external audiences using the Internet.
- Monitors functionality, security, and integrity of web services.
- Collects, analyzes, and reports on web services usage and performance metrics.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.

- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.

- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.
- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.
- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system’s internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software; routers, cables, and other networking equipment.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, operations research, technology management, or related degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems, or networks.
- Experience (Information Technology Analyst I): No experience is required to apply as an Information Technology Analyst I.
- Experience (Information Technology Analyst II): Two years of experience in the design, development, maintenance, or administration of computer applications or database architecture.

Background Check:

- Applicants for positions in the Spokane Police Department are subject to a thorough police background investigation, including but not limited to criminal history, pre-employment drug screening, and polygraph.

SENIOR INFORMATION TECHNOLOGY ANALYST

SPN: 295 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Provides technical and team leadership in the development, implementation, and delivery of information technology (IT) systems and services. Work at this level requires many different and unrelated processes and methods applied to a broad range of activities or substantial depth of analysis in one or more of the Information Technology domains:

Application Development: Work that involves the design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications software.

Business Systems Analysis: Work that involves applying analytical processes to the planning, design, and implementation of new and improved information systems to meet the business requirements of customer organizations.

Database Management: Work that involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.

Information Security: Work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

Network Administration: Work that involves the planning, analysis, design, development, testing, installation, implementation, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats.

Systems Administration/Operational Technology: Work that involves planning and coordinating the installation, testing, operation, troubleshooting, backup, and maintenance of department- and enterprise-level systems including servers, operating systems, and related infrastructure.

Web Development: Work that involves the technical planning, design, development, testing, implementation, and management of Internet and intranet activities, including systems/applications development and technical management of websites.

Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and typically performed in office environments.

CLASS CHARACTERISTICS

This is the advanced journey-level professional classification in the Information Technology Analyst series responsible for acting as a team lead and performing the most complex work assigned to the series. Incumbents regularly work on varied tasks that require considerable

discretion and independent judgment. Assignments are given with general guidelines, and incumbents are responsible for establishing objectives, timelines, and methods to complete those assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Positions at the Senior Information Technology Analyst level will be designated for the following specialty areas: Application Development, Business Systems Analysis, Database Management, Information Security, Network Administration, Systems Administration, or Web Development. Such designations will be noted as a parenthetical after their job title [e.g., Senior IT Analyst (Application Development)]. Positions in Systems Administration that are assigned to operational technology including SCADA may have the alternate designation of "(Operational Technology)."

This job classification is distinguished from the Information Technology Analyst I-II because it performs more complex professional work that requires innovative problem solving rather than recurring, well-defined tasks.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Incumbents may lead or act as first-level supervisors of a small team of subordinate employees performing similar functions.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

<u>Senior Information Technology Analyst (all)</u>

- Trains and mentors new and established Information Technology Analysts.
- Monitors the status of work conducted by the analysts and recommends appropriate solutions to problems encountered during daily operations. Coaches the team in the selection and application of problem solving methods and techniques.
- Identifies needs related to training, resources, and supplies, and relays needs and requests to supervisor.
- Consults with and advises supervisory personnel on performance goals, work priorities, scope of work, and strategic planning.
- Creates detailed work plans that identify and sequence activities needed to complete projects.
- Performs related work as required.

<u>Application Development</u>

- Performs software product deployment and release management activities.
- Defines and designs software solutions using development industry standards and methodologies.
- Develop or updates project plans for application-related projects.
- Leads and mentors functional and project teams.

Business Systems Analysis

- Develops business cases, feasibility studies, and research analysis reports related to technology endeavors.
- Develops implementation plans including cost-benefit or return on investment analyses.
- Analyzes, develops, and recommends policies, procedures, guidelines, and standards for technology adoption and use.

Database Management

- Monitors and optimizes the performance to include SQL tuning of one or more database systems including SQL tuning; performs storage and capacity planning.
- Tests new database structures and database structural changes, using test case scenarios to ensure they meet business requirements, system requirements, and system specifications. Analyzes and plans for anticipated changes in data capacity requirements.
- Plans and implements database backup and recovery procedures; designs, administers, and maintains data replication; executes and monitors procedures for archiving operational data in compliance with data retention requirements.
- Troubleshoots, resolves, and analyzes root causes for complex database performance issues and outages; ensures compliance with database vendor license agreements; contacts database vendor for technical support.
- Plans and leads highly complex database development, enhancement and integration projects; gathers information and interviews users to analyze client needs and define business requirements; develops complex project technical criteria, software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.

Information Security

- Investigates and reports security incidents.
- Analyzes business impact and exposure of emerging security threats, vulnerabilities, and risks. Recommends IT solutions.
- Designs, develops, tests, and evaluates information system security throughout the systems development life cycle.
- Collaborates with IT analysts across all domains to ensure security solutions are in place throughout all information technology systems and platforms.
- Monitors and assesses security controls, conducts security impact analyses, and reports system security statuses.
- Performs risk assessments and recommends information technology solutions.
- Implements and maintains contingency plans to recover information system services after disruptions.
- Develops IT security training for citywide use.

Network Administration

- Designs, manages, and maintains network systems to transmit and protect data.
- Monitors network capacity and performance, and recommends improvements.
- Detects, diagnoses, and resolves network problems.
- Develops network backup and recovery procedures.

Systems Administration/Operational Technology

- Installs, configures, troubleshoots, and maintains hardware and software to ensure the availability and functionality of systems.

- Monitor IT systems using system administration tools and techniques to ensure integrity and tune the system to meet performance requirements.
- Reviews software architecture and makes recommendations regarding technical and operational feasibility.
- Manages accounts, network rights, and access to systems and equipment.

Web Development

- Develops and maintains City's Internet and intranet web applications to ensure consistency and accessibility.
- Develops technical solutions, web tools, and processes to enhance the user experience, website architecture, and search engine optimization.
- Tracks system activity and monitors and reports on trends and potential issues.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.

- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.
- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.
- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.

- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software; routers, cables, and other networking equipment.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees

must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, operations research, technology management, or related degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems, or networks.
- Experience: Three years of related IT experience, with at least one year doing specified full-skill duties within the domain.

Promotional Requirements:

- Experience: Two years as an Information Technology Analyst II.

Background Check:

- Applicants for positions in the Spokane Police Department are subject to a thorough police background investigation, including but not limited to criminal history, pre-employment drug screening, and polygraph.

INFORMATION TECHNOLOGY SUPERVISOR

SPN: 296 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Supervises professional and technical staff performing similar functions in the development, implementation, and delivery of information technology (IT) systems and services and may occasionally perform the most difficult or sensitive work. Work requires thorough knowledge of IT department activities, the ability to apply independent judgment in devising and adapting methods and procedures, and the ability to lead and supervise others in one or more IT domains:

Application Development: Work that involves the design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications software.

Business Systems Analysis: Work that involves applying analytical processes to the planning, design, and implementation of new and improved information systems to meet the business requirements of customer organizations.

Database Management: Work that involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.

Information Security: Work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

Network Administration: Work that involves the planning, analysis, design, development, testing, installation, implementation, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats.

Systems Administration/Operational Technology: Work that involves planning and coordinating the installation, testing, operation, troubleshooting, backup, and maintenance of department- and enterprise-level systems including servers, operating systems, and related infrastructure.

Web Development: Work that involves the technical planning, design, development, testing, implementation, and management of Internet and intranet activities, including systems/applications development and technical management of websites.

Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and typically performed in office environments.

CLASS CHARACTERISTICS

This job class performs professional and supervisory work over information technology personnel. Incumbents in this class typically supervise teams with similar skills and expertise tasked with a specific organizational function.

Positions at the Information Technology Supervisor level will be designated for the following specialty areas: Application Development, Business Systems Analysis, Database Management, Information Security, Network Administration, Systems Administration, or Web Development. Such designations will be noted as a parenthetical after their job title [e.g. IT Supervisor (Application Development)]. Positions in Systems Administration that are assigned to operational technology including SCADA may have the alternate designation of "(Operational Technology)."

This job classification is distinguished from the Senior Information Technology Analyst I-II because the primary purpose of the job class is to accept responsibility for and ensure the performance of subordinate staff. This class is distinguished from the Principal IT Analyst because the latter performs expert-level professional IT work as its primary purpose.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over assigned employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

Information Technology Supervisor (all)

- Directs daily operations of subordinate staff to include prioritizing, scheduling, and reviewing work.
- Collaborates with departments to meet information technology needs, resolve issues, and establish short- and long-term plans.
- Supervises, trains, and evaluates subordinate professional and technical employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for IT staff.
- Inspects the employee's work for compliance with standard of work. Reviews work upon completion for adherence to guidelines and the standards and provide necessary feedback.
- Provides technical guidance, direction, and advice to lower-level staff to resolve complex IT issues within a work unit or function.
- Coordinates, facilitates, and plans the work of subordinates to ensure that assigned work is carried out.
- Performs related work as required.

Application Development

- Performs software product deployment and release management activities.
- Defines and designs software solutions using development industry standards and methodologies.
- Develop or updates project plans for application-related projects.

- Leads and mentors functional and project teams.

Business Systems Analysis
- Develops business cases, feasibility studies, and research analysis reports related to technology endeavors.
- Develops implementation plans including cost-benefit or return on investment analyses.
- Analyzes, develops, and recommends policies, procedures, guidelines, and standards for technology adoption and use.

Database Management
- Monitors and optimizes the performance to include SQL tuning of one or more database systems including SQL tuning; performs storage and capacity planning.
- Tests new database structures and database structural changes, using test case scenarios to ensure they meet business requirements, system requirements, and system specifications. Analyzes and plans for anticipated changes in data capacity requirements.
- Plans and implements database backup and recovery procedures; designs, administers, and maintains data replication; executes and monitors procedures for archiving operational data in compliance with data retention requirements.
- Troubleshoots, resolves, and analyzes root causes for complex database performance issues and outages; ensures compliance with database vendor license agreements; contacts database vendor for technical support.
- Plans and leads highly complex database development, enhancement and integration projects; gathers information and interviews users to analyze client needs and define business requirements; develops complex project technical criteria, software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.

Information Security
- Investigates and reports security incidents.
- Analyzes business impact and exposure of emerging security threats, vulnerabilities, and risks. Recommends IT solutions.
- Designs, develops, tests, and evaluates information system security throughout the systems development life cycle.
- Collaborates with IT analysts across all domains to ensure security solutions are in place throughout all information technology systems and platforms.
- Monitors and assesses security controls, conducts security impact analyses, and reports system security statuses.
- Performs risk assessments and recommends information technology solutions.
- Implements and maintains contingency plans to recover information system services after disruptions.
- Develops IT security training for citywide use.

Network Administration
- Designs, manages, and maintains network systems to transmit and protect data.
- Monitors network capacity and performance, and recommends improvements.
- Detects, diagnoses, and resolves network problems.
- Develops network backup and recovery procedures.

Systems Administration/Operational Technology

- Installs, configures, troubleshoots, and maintains hardware and software to ensure the availability and functionality of systems.
- Monitor IT systems using system administration tools and techniques to ensure integrity and tune the system to meet performance requirements.
- Reviews software architecture and makes recommendations regarding technical and operational feasibility.
- Manages accounts, network rights, and access to systems and equipment.

Web Development

- Develops and maintains City's Internet and intranet web applications to ensure consistency and accessibility.
- Develops technical solutions, web tools, and processes to enhance the user experience, website architecture, and search engine optimization.
- Tracks system activity and monitors and reports on trends and potential issues.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.

- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.
- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.

- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.
- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system’s internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software; routers, cables, and other networking equipment.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, operations research, technology management, or related degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems, or networks.
- Experience: Three years of progressively responsible IT experience, with at least one year of supervisory experience within the domain.

Promotional Requirements:

- Experience: One year as a Senior Information Technology Analyst in the specialty area.

PRINCIPAL INFORMATION TECHNOLOGY ANALYST

SPN: 297 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Provides expert technical and professional leadership in development, implementation, and delivery that drive information technology initiatives, projects, and services. Work at this level requires continuing research of information technology concepts and theories for enterprise architecture, an advanced level of organizational understanding to bridge the strategic intent and practical technical application, and the ability to lead and supervise others. Employee carries out assignments with considerable latitude for independent judgment and action, committing all authorized resources needed to accomplish goals.

This is the expert-level classification in the Information Technology Analyst series. The incumbent serves as the technical lead in one of the following domains:

Application Development: Work that involves the design, documentation, development, modification, testing, installation, implementation, and support of new or existing applications software.

Business Systems Analysis: Work that involves applying analytical processes to the planning, design, and implementation of new and improved information systems to meet the business requirements of customer organizations.

Database Management: Work that involves the planning, development, implementation, and administration of systems for the acquisition, storage, and retrieval of data.

Information Security: Work that involves ensuring the confidentiality, integrity, and availability of systems, networks, and data through the planning, analysis, development, implementation, maintenance, and enhancement of information systems security programs, policies, procedures, and tools.

Network Administration: Work that involves the planning, analysis, design, development, testing, installation, implementation, maintenance, and/or management of networked systems used for the transmission of information in voice, data, and/or video formats.

Systems Administration/Operational Technology: Work that involves planning and coordinating the installation, testing, operation, troubleshooting, backup, and maintenance of department- and enterprise-level systems including servers, operating systems, and related infrastructure.

Web Development: Work that involves the technical planning, design, development, testing, implementation, and management of Internet and intranet activities, including systems/applications development and technical management of websites.

Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and performed in office environments.

CLASS CHARACTERISTICS

This is the expert-level classification in the Information Technology Analyst series. Incumbents represent the highest level of expertise available in the City for a given IT domain and advise management and executive staff on governance and policy directives. Positions in this classification exercise considerable latitude and independent judgment in decision-making to ensure the strategic, efficient, and effective planning and implementation of Citywide or department-specific technology systems.

Positions at the Principal Information Technology Analyst level will be designated for the following specialty areas: Application Development, Business Systems Analysis, Database Management, Information Security, Network Administration, Systems Administration, or Web Development. Such designations will be noted as a parenthetical after their job title [e.g. Principal IT Analyst (Application Development)]. Positions in Systems Administration that are assigned to Operational Technology including SCADA may have the alternate designation of "(Operational Technology)."

This job classification is distinguished from the Senior Information Technology Analyst I-II because the primary purpose of the job class is to perform expert-level professional IT work while accepting responsibility for the performance of subordinate staff.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from assigned supervisory or management personnel. Exercises direct supervision over assigned employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

<u>Principal Information Technology Analyst (all)</u>

- Serves as a technical expert for complex technology system projects requiring significant integration with other City systems; conducts extensive research on system compatibility; works with other department technical experts on optimal system configuration, applications systems integration, database management, protocols and related systems matters; works with internal staff and vendors to resolve operational and procedural problems.
- Determines whether proposals regarding new or modified systems are consistent with City strategies; identifies risk factors for consideration in system development; prepares system and report specifications.
- Serves as project manager to directs all stages of the project lifecycle. Evaluates business requirements, researches and develops information technology or other system solutions, and monitors project performance and compliance with specifications, regulations, and policies.
- Advises management on formulating IT strategy, policy, and governance throughout the organization and enterprise-wide.
- Supervises, trains, and evaluates subordinate professional and technical employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for IT staff.

- Collaborates with departments to meet information technology needs, resolve issues, and establish short- and long-term plans.
- Coordinates, facilitates, and plans the work of subordinates to ensure that assigned work is carried out.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Plans, coordinates, and executes business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement, and contract negotiation and administration.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Information Resources Strategy and Planning:** Knowledge of the principles, methods, and techniques of IT assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.

- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- Written Communication: Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.
- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.
- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.
- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system’s internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software; routers, cables, and other networking equipment.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, operations research, technology management, or related degree that provided a minimum of 24 semester hours in one or more of the fields identified above and required the development or adaptation of applications, systems, or networks.
- Experience: Five years of progressively responsible IT experience, with at least two years of experience performing tasks equivalent to the senior level within the domain.

Promotional Requirements:

- Experience: Two years as a Senior Information Technology Analyst in the specialty area.

Background Check:

- Applicants for positions in the Spokane Police Department are subject to a thorough police background investigation, including but not limited to criminal history, pre-employment drug screening, and polygraph.

INFORMATION TECHNOLOGY MANAGER

SPN: 298 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Manages an information technology functional area to meet the business needs of one or more City departments. Activities include IT policy and program development, IT budgeting and procurement, service performance management, product research and development, strategic planning, and delivery strategy. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and performed in office environments.

CLASS CHARACTERISTICS

This is the first-line management classification in the Information Technology Analyst series. Incumbents in this job class direct teams with similar skills and expertise tasked with a specific organizational function and are responsible to develop multi-year plans and strategies, develop staff, and ensure resources are allocated and used appropriately.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from assigned supervisory or management personnel. Exercises direct supervision over assigned employees.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Manages operations of assigned IT systems, services, or functions, and IT contract processes, including vendor performance.
- Develops long-range and short-term planning initiatives; establishes policies, procedures, and practices related to assigned function; implements new policy proposals or revisions; and directs changes in practices and procedures to increase operating efficiency and expedite work flow.
- Supervises, trains, and evaluates subordinate professional and technical employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for IT staff.
- Coordinates, facilitates, and plans the work of subordinates to ensure that assigned work is carried out.
- Meets with vendors, appointed officials, and other clients to plan and develop technology solutions and to resolve escalated issues.
- Researches technology trends and best practices, and develops strategic plans that are aligned with business and organizational goals.
- Applies management principles to the delivery of services or functions.
- Allocates resources, sets and adjusts priorities, and evaluates the effectiveness of the overall unit or functional area.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Plans, coordinates, and executes business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Budget Administration:** Understands the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement, and contract negotiation and administration.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Information Resources Strategy and Planning:** Knowledge of the principles, methods, and techniques of IT assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.

- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Strategic Thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy; examines policy issues and strategic planning with a long-term perspective; determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.
- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.

- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.
- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, or related field such as business or public administration with course work in information technology management, operations management, or project management.
- Experience: Six years of progressively responsible information technology experience on specialized systems or services, including three years in a supervisory role.

SENIOR INFORMATION TECHNOLOGY MANAGER

SPN: 299 Bargaining Unit: M&P-B Pay Range: <#> Effective Date: <m/y>

CLASS SUMMARY

Directs multiple information technology (IT) operations that include developing work plans and strategies, ensures resources are available to meet departmental goals, and establishes policies and processes to ensure performance standards are met. Activities include IT policy and program development, IT portfolio management, IT budgeting and procurement, service performance management, process reengineering, business analysis, research and development, strategic planning, digital service user experience engagement, content design, and product and delivery strategy. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light and performed in office environments.

CLASS CHARACTERISTICS

This is the highest management classification in the Information Technology Analyst series. Incumbents in this job class direct two or more IT functional areas, develop multi-year plans and strategies, and ensure resources are allocated and used appropriately. The Senior IT Manager is distinguished from the IT Manager because the latter manages the daily activities of one IT work group, while the former is responsible for multiple work groups spanning the IT domains.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from assigned supervisory or management personnel. Exercises supervision over assigned employees including subordinate managerial and supervisory staff.

EXAMPLES OF JOB FUNCTIONS

This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

- Directs broad scope of assigned IT systems, services, or functions.
- Develops long-range and short-term planning initiatives; establishes policies, procedures, and practices related to assigned functions; implements new policy proposals or revisions; and directs changes in practices and procedures to increase operating efficiency and expedite workflow.
- Supervises, trains, and evaluates subordinate professional and technical employees. Establishes performance requirements, completes annual performance reviews, and recommends discipline as necessary. Makes effective recommendations in hiring and promotional processes for IT staff.
- Coordinates, facilitates, and plans the work of subordinates to ensure that assigned work is carried out.
- Meets with vendors, elected and appointed officials, and other clients to plan and develop technology solutions and to resolve escalated issues.
- Approves large, complex Citywide IT projects involving multiple work units or IT specialty areas.

- Allocates resources, sets and adjusts priorities, and evaluates the effectiveness of the overall unit or functional area.
- Recommends budget priorities to include capital improvement funds used for the purchase and maintenance of technology infrastructure and equipment.
- Conducts capacity planning studies and makes technical recommendations to City administration for changing technology needs.
- Performs related work as required.

COMPETENCIES

Competencies are the measurable or observable knowledge, skills, abilities, and other personal characteristics (KSAOs) critical to successful job performance.

General Competencies:

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Plans, coordinates, and executes business functions, resource allocation, and production.
- **Attention to Detail:** Ensures information is complete and accurate.
- **Budget Administration:** Understands the principles and practices of budget administration and analysis; including preparing, justifying, reporting on, and executing the budget; and the relationships among program, budget, accounting, and reporting systems.
- **Computer Languages:** Understands computer languages and their applications to enable a system to perform specific functions.
- **Computer Skills:** Uses computers, software applications, databases, and automated systems to accomplish work.
- **Contracting/Procurement:** Understands and applies various types of contracts, techniques, or requirements for contracting procurement, and contract negotiation and administration.
- **Creative Thinking:** Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.
- **Customer Service:** Effectively deals with the public and City personnel by anticipating and meeting their needs.
- **Decision Making:** Makes sound, well-informed, effective, timely, and objective decisions.
- **Information Resources Strategy and Planning:** Knowledge of the principles, methods, and techniques of IT assessment, planning, management, monitoring, and evaluation, such as IT baseline assessment, interagency functional analysis, contingency planning, and disaster recovery.
- **Interpersonal Skills:** Establishes and maintains effective working relationships with internal and external contacts. Handles sensitive and stressful situations with tact and diplomacy.
- **Knowledge Management:** Gather, organize, and maintain information; determine its importance and accuracy; and communicate it by a variety of methods.
- **Leadership:** Influences, motivates, and challenges others; adapts communication styles to a variety of situations.
- **Mentoring:** Helps others learn through formal or informal methods and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Operating Systems:** Knowledge of computer network, desktop, and mainframe operating systems and their applications.

- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; listens to others, attends to nonverbal cues, and responds appropriately.
- **Organizational Awareness:** Maintains current knowledge of City technology use, products, and services, and knows the organization's mission and functions.
- **Organizing Work:** Organizes work, sets priorities, and determines resource requirements; determines short- or long-term goals and strategies to achieve them; coordinates with others to accomplish goals; monitors progress and evaluates outcomes.
- **Problem Solving:** Identifies and analyzes problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; and makes recommendations.
- **Project Management:** Applies principles, methods, or tools to develop, schedule, coordinate, and oversee projects and resources, including monitoring and inspecting costs, work, and contractor performance.
- **Quality Assurance:** Knowledge of the principles, methods, and tools of quality assurance and quality control used to ensure a product fulfills functional requirements and standards.
- **Reading:** Understands, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information, makes correct inferences, or draws accurate conclusions.
- **Research:** Applies principles, methods, and processes to conduct a systematic and objective inquiries, including study design, collection, analysis, and interpretation of data.
- **Self-Management:** Sets well-defined and realistic personal goals; displays initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.
- **Strategic Thinking:** Formulates effective strategies consistent with the business and competitive strategy of the organization in a global economy; examines policy issues and strategic planning with a long-term perspective; determines objectives and sets priorities; anticipates potential threats or opportunities.
- **Supervision:** Uses supervisory theories and methods sufficient to be able to perform a variety of supervisory functions. Plans, organizes, and coordinates the work of others. Provides others with clear direction, motivates, and empowers. Provides staff with development opportunities and coaching.
- **Teamwork:** Encourages and facilitates cooperation, pride, trust, and group identity; works with others to achieve common goals.
- **Written Communication:** Understands the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar. Prepares written documents to inform audiences with varying levels of technical knowledge.

Domain-Specific Competencies:

Application Development

- **Software Development:** Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.
- **Software Testing and Evaluation:** Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Business Systems Analysis

- **Organizational Development:** Knowledge of the principles of organizational development and change management theories, and their applications.

- **Requirements Analysis:** Knowledge of the principles and methods to identify, analyze, specify, design, and manage functional and infrastructure requirements; includes translating functional requirements into technical requirements used for logical design or presenting alternative technologies or approaches.

Database Management

- **Database Administration:** Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.
- **Database Management Systems:** Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.
- **Data Management:** Applies the principles, procedures, and tools of data management including modeling, data backup, data recovery, and data warehousing to manage data storage and retrieval systems.

Information Security

- **Computer Network Defense:** Knowledge of defensive measures to detect, respond, and protect information, information systems, and networks from threats.
- **Information Systems Security:** Understands and uses security principles, methods, and tools to ensure system security.
- **Vulnerabilities Assessment:** Knowledge of the principles, methods, and tools for assessing vulnerabilities, and developing or recommending appropriate mitigation countermeasures.

Network Administration

- **Distributed Systems:** Knowledge of the principles, theoretical concepts, and tools underlying distributed computing systems, including their associated components and communication standards.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **Network Management:** Knowledge of the operation, management, and maintenance of network and telecommunication systems and linked systems and peripherals.

Systems Administration

- **Capacity Management:** Knowledge of the principles and methods for monitoring, estimating, or reporting actual performance or the performance capability of information systems or components.
- **Information Technology Architecture:** Knowledge of architectural methodologies used in the design and development of information systems, including the physical structure of a system's internal operations and interactions with other systems.
- **Infrastructure Design:** Knowledge of the architecture and topology of software, hardware, and networks, including LANS, WANS, and telecommunications systems, their components and associated protocols and standards, and how they operate and integrate with one another and with associated controlling software.
- **System Configuration:** Knowledge of the principles and methods for planning or managing the implementation, update, or integration of information systems components.

Web Development

- **Web Technology:** Knowledge of the principles and methods of web technologies, tools, and delivery systems, including web security, privacy policy practices, and user interface issues.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

PHYSICAL DEMANDS

Must possess mobility to work in standard office settings; ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds, and to transport a computer laptop from one work location to another.

WORK ENVIRONMENT

Employees primarily work in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with others in the course of their duties.

MINIMUM QUALIFICATIONS

Combinations of education and experience that are equivalent to the following minimum qualifications are acceptable.

Open-Entry Requirements:

- Education: Bachelor's degree from an accredited college or university in computer science, information science, information systems management, or related field such as business or public administration with course work in information technology management, operations management, or project management.
- Experience: Eight years of progressively responsible information technology experience on specialized systems or services, including three years in a supervisory role and two years of experience in budgeting, evaluation of business processes, and policy development and administration.

Promotional Requirements:

- Experience: Two years as an Information Technology Manager.

Civil Service Commission

Item 4B – 2025-2026 Budget Discussion

Background

City departments have been asked to create two budgets for the 2025-2026 budget. The first exercise, or "book one" was to include a 10% reduction in expenses. This information was presented at the July 2024 Commission meeting. This month, we are presenting the "book two" budget which does not include a 10% reduction. We have made careful cuts to the budget to ensure we continue to work at current levels. Cuts include:

- $500 from local mileage
- $9500 from airfare
- $10,000 from lodging
- $4000 from per diem
- $5000 from advertising
- $3000 from registration/schooling
- $5000 from office furniture

This totals to $47,850. This is approximately $94,000 less than the "book one" exercise requested by administration. It makes certain that we do not need to eliminate a position or layoff anyone and can continue to keep the workload at current levels.

This information is being presented for discussion and review only.

No Commission action needed.

City of Spokane - 2025 Program History Report

2024 Actuals and Encumbrances and 2025 Budget up-to-date as at 8/8/2024

Report data returned based on the user's security permissions.

	2022 Actual	2023 Actual	2024 Amended Budget	2024 YTD Actual	2024 YTD Encumbrance	% YTD	2025 Current Budget	Changes within Budget Authority	Change Request Needed	2025 Requested Budget	2026 Current Budget	Changes within Budget Authority	Change Request Needed	2026 Requested Budget	COMMENT
0230-30600 - Civil Service															
Revenues															
36999-Other General Misc Revenue	-	-	-	-	-	0.00%	-			-	-			-	
39150-Proceeds of Capital Leases	-	-	-	-	-	0.00%	-			-	-			-	
Revenues	**-**	**-**	**-**	**-**	**-**	**0.00%**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	
Expenses															
51001-Base Wages	926,346	1,001,007	1,119,719	628,143	-	56.10%	1,269,354			1,269,354	1,316,536			1,316,536	
51002-Temp/Seasonal Wages	904	21,561	6,000	5,654	-	94.24%	6,000		(6,000)	-	6,000		(6,000)	-	
51003-Project Employee Wages	-	-	-	-	-	0.00%	-			-	-			-	
51210-Overtime	501	-	-	86	-	100.00%	-			-	-			-	
51220-Out Of Grade	10,935	2,984	2,500	-	-	-100.00%	2,500		(2,500)	-	2,500		(2,500)	-	
51250-Terminated Sick Leave Pay	4,051	-	3,107	-	-	-100.00%	3,107			3,107	3,107			3,107	
51260-Terminated Vacation Leave Pay	10,856	12,239	10,000	-	-	-100.00%	10,000			10,000	10,000			10,000	
51271-Comp Time Compensated Absences	-	(166)	-	-	-	0.00%	-			-	-			-	
51275-Annual Leave Payout	10,854	13,172	-	-	-	0.00%	-			-	-			-	
51290-Longevity Pay	1,850	1,608	2,323	1,158	-	49.83%	2,697			2,697	2,801			2,801	
51640-Deferred Compensation-Matching	17,678	18,415	19,080	11,694	-	61.29%	20,880			20,880	20,880			20,880	
51660-Medicare Part B	-	-	-	-	-	0.00%	-			-	-			-	
51991-Contra Salaries	-	-	-	-	-	0.00%	-			-	-			-	
52110-Social Security	73,961	79,152	85,836	47,945	-	55.86%	97,312			97,312	100,683			100,683	
52210-Retirement	96,472	103,253	123,425	69,223	-	56.09%	139,926			139,926	145,127			145,127	
52310-Medical Insurance	117,739	133,466	124,336	70,145	-	56.42%	140,289			140,289	144,922			144,922	
52320-Dental Insurance	16,533	17,428	17,280	10,766	-	62.30%	18,456			18,456	18,456			18,456	
52330-Life Insurance	4,026	4,524	4,108	2,841	-	69.17%	4,921			4,921	5,071			5,071	
52340-Disability Insurance	1,840	2,092	2,207	1,322	-	59.93%	2,363			2,363	2,385			2,385	
52400-Industrial Insurance	1,638	1,876	1,731	1,105	-	63.84%	2,150			2,150	2,150			2,150	
52600-Wa Paid Family & Medical Leave	1,562	2,288	2,446	1,390	-	56.83%	2,773			2,773	2,876			2,876	
53101-Office Supplies	3,564	3,158	3,500	396	-	11.30%	3,500			3,500	3,500			3,500	
53102-Publications	-	-	-	-	-	0.00%	-			-	-			-	
53103-Postage	110	82	250	60	-	24.07%	250			250	250			250	
53104-Software (Noncapitalized)	1,403	2,025	1,000	2,387	-	238.74%	1,000			1,000	1,000			1,000	
53105-Non-Travel Meals/Lght Rfrshmt	778	2,440	1,500	1,560	-	103.99%	1,500			1,500	1,500			1,500	
53201-Operating Supplies	673	4,903	2,300	-	-	-100.00%	2,300			2,300	2,300			2,300	
53502-Minor Equipment	511	1,770	2,500	1,392	-	55.68%	2,500			2,500	2,500			2,500	
53505-Office Furniture (Non Capital)	1,288	-	55,729	51,841	-	93.02%	5,000		(5,000)	-	5,000		(5,000)	-	
53521-Computers	5,670	16,877	7,000	4,188	-	59.82%	7,000			7,000	7,000			7,000	
54101-Professional Services	21,928	16,833	46,330	7,132	5,830	27.98%	40,500			40,500	40,500			40,500	
54124-IF Office Performance Mgmt Svc	2,223	3,610	1,689	845	-	50.00%	5,060			5,060	6,148			6,148	
54125-IF Financial Services	3,478	4,398	3,451	2,083	-	60.36%	5,147			5,147	5,305			5,305	
54127-IF Centralized Purchasing	56	-	448	336	-	75.00%	1,723			1,723	1,787			1,787	
54128-IF Centralized Accounting	4,928	2,488	2,757	2,068	-	75.00%	5,351			5,351	5,592			5,592	
54129-IF My Spokane	-	-	-	-	-	0.00%	788			788	814			814	
54131-IF Risk Managment	1,821	1,671	3,595	2,696	-	75.00%	5,675			5,675	6,023			6,023	
54133-IF Workers' Comp	744	711	455	341	-	75.00%	5,016			5,016	5,351			5,351	
54134-IF Custodial Service	-	-	-	-	-	0.00%	13,176			13,176	14,865			14,865	
54142-IF Reprographics	967	879	672	1,485	-	220.93%	-			-	-			-	
54201-Contractual Services	12,630	79	-	-	-	0.00%	-			-	-			-	
54302-Cell Phone	947	1,316	1,300	898	-	69.06%	1,300			1,300	1,300			1,300	
54321-IF IT Expenses	59,273	108,043	90,697	45,376	-	50.03%	103,946			103,946	103,946			103,946	
54322-IF Phones	-	-	-	-	-	0.00%	-			-	-			-	
54324-IF IT Replacement	15,847	21,510	11,592	5,796	-	50.00%	19,779			19,779	19,779			19,779	

City of Spokane - 2025 Program History Report

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54401-Airfare	9,377	6,176	9,500	1,425	-	15.00%	9,500		(9,500)	-	9,500		(9,500)	-	
54402-Local Mileage	-	-	500	-	-	-100.00%	500		(500)	-	500		(500)	-	
54407-Lodging	16,404	10,453	10,000	3,497	-	34.97%	10,000		(10,000)	-	10,000		(10,000)	-	
54408-Per Diem	1,581	599	4,000	-	-	-100.00%	4,000		(4,000)	-	4,000		(4,000)	-	
54409-Other Transportation Expenses	1,378	506	850	-	-	-100.00%	850		(850)	-	850		(850)	-	
54451-Advertising	16,329	49,763	60,000	9,107	7,800	28.18%	60,000		(5,000)	55,000	60,000		(5,000)	55,000	
54501-Operating Rentals/Leases	2,801	2,764	2,400	1,134	-	47.24%	2,400		(1,500)	900	2,400		(1,500)	900	
54602-Retirees' Insurance Benefit	-	-	-	-	-	0.00%	-			-	-			-	
54802-Building Repairs/Maintenance	2,175	-	1,402	2,177	-	155.28%	500			500	500			500	
54803-Equipment Repairs/Maintenance	-	-	500	-	-	-100.00%	500			500	500			500	
54842-IF Facility Repairs	-	-	-	-	-	0.00%	44,115			44,115	43,777			43,777	
54847-IF Motor Pool	-	30	500	-	-	-100.00%	500			500	500			500	
54860-IF Facilities Direct Billed	165	3,419	-	-	-	0.00%	-			-	-			-	
54901-Misc Services/Charges	120	133	-	60	9	100.00%	-			-	-			-	
54902-Registration/Schooling	3,827	2,615	6,000	-	-	-100.00%	6,000		(3,000)	3,000	6,000		(3,000)	3,000	
54904-Oth Dues/Subscriptns/Membershp	2,281	2,934	2,000	3,488	-	174.40%	2,000			2,000	2,000			2,000	
54909-Printing/Binding/Repro	-	-	1,500	-	-	-100.00%	1,500			1,500	1,500			1,500	
54999-Other Misc Charges	2,120	2,100	2,500	945	-	37.80%	2,500			2,500	2,500			2,500	
56412-Tv'S/Audio Visual Equipment	11,320	-	-	-	-	0.00%	-			-	-			-	
56603-Leased Equipment	-	-	-	-	-	0.00%	-			-	-			-	
57500-Capital Lease	-	-	-	-	-	0.00%	-			-	-			-	
58600-Lease Interest	-	-	-	-	-	0.00%	-			-	-			-	
59951-Reserve For Budget Adjustment	-	-	-	-	-	0.00%	-			-	-			-	
59953-Reserve For Payroll Savings	-	-	-	-	-	0.00%	-			-	-			-	
59957-Reserve For Covid Cost Contain	-	-	-	-	-	0.00%	-			-	-			-	
Expenses	**1,506,462**	**1,689,181**	**1,862,515**	**1,004,183**	**13,639**	**54.65%**	**2,098,104**	**-**	**(47,850)**	**2,050,254**	**2,162,482**	**-**	**(47,850)**	**2,114,632**	
Net 0230-30600 - Civil Service	**(1,506,462)**	**(1,689,181)**	**(1,862,515)**	**(1,004,183)**	**(13,639)**	**54.65%**	**(2,098,104)**	**-**	**47,850**	**(2,050,254)**	**(2,162,482)**	**-**	**47,850**	**(2,114,632)**	
Net 0230-100 - Civil Service	(1,506,462)	(1,689,181)	(1,862,515)	(1,004,183)	(13,639)	54.65%	(2,098,104)				(2,162,482)				

2,023,163 As of 06/17/2024
74,941 Difference

1,997,798 As of 05/14/2024
100,306 Difference

64,378 Increase over 2025 budget

60,767 Salary/Benefits
- Supplies
- Other Services
3,611 Interfund
64,378 Total