



Regular Meeting Notice/Agenda

The Civil Service Commission

9:30 AM – April 15, 2025

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 April 15, 2025, 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, April 14, 2025) so the Commission can make arrangements for you to participate telephonically at the meeting.

DATED THIS 2nd DAY OF APRIL 2025.

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.



Agenda

Regular Meeting of the Civil Service Commission

9:30 AM – April 15, 2025

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. February 18, 2025, Minutes (pg. 3)
3. **CHIEF EXAMINER UPDATE**
4. **NEW BUSINESS**
 - a. Administrative Complaint: Kelly Long Job Survey Determination (pg. 4)
 - b. Resolution 2025-04: Classification Actions (pg. 38)
 - c. Annual Report Presentation (pg. 141)
 - d. Rule Review Committee Rule Change Presentation (pg. 142)
 - i. Resolution 2025-05
 - ii. Resolution 2025-06
5. **OTHER BUSINESS**
6. **ADJOURN**

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



Minutes

Regular Meeting of the Civil Service Commission

February 18, 2025

1. **CALL TO ORDER/ROLL CALL**
Meeting called to order at 9:30am. All commissioners were present except Vice Chair Palmerton who had an excused absence.
2. **APPROVAL OF MINUTES**
 - a. January 21, 2025, Minutes
MOTION: Move to approve.
Stratton/Hult: Motion passed unanimously.
3. **CHIEF EXAMINER UPDATE**
Chief Examiner Pearson gave updates on Civil Service.
 - a. Civil Service is working on multiple upcoming assessment centers for public safety.
 - b. Supported Employment event will be in April.
 - c. Working on the 2024 Annual Report.
 - d. Shout out to Civil Service staff for their hard work.
4. **NEW BUSINESS**
 - a. Resolution 2025-03: Classification Actions
MOTION: I would move approval as submitted.
Hult/Lindsey: Motion passed unanimously.
 - b. 2025 Marketing Presentation
5. **OTHER BUSINESS**
6. **ADJOURN**
MOTION: Move to adjourn.
Hult/Stratton: Motion passed unanimously.
Meeting adjourned at 9:41 am.

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

Civil Service
Commission



Item 4A – Administrative Complaint: Kelly Long Job Survey Determination

Background

The Chief Examiner will present an administrative complaint filed by Ms. Kelly Long. A job survey was conducted of the incumbent's current classification of Executive Assistant (SPN 025). Based on Ms. Long's completed position description questionnaire and a meeting with her to discuss her work, Civil Service determined that Ms. Long was not properly classified and based on the preponderance of work, would be most properly classified as an Administrative Manager (SPN 051). This determination was discussed with department and division management. Management believes the management level work rests with the Department director, Mr. Jeff Teal. With the management duties removed, the most proper classification for the preponderance of work Ms. Long is performing would be Office Clerk Specialist (SPN 003). Ms. Long does not agree with the determination of the job survey. Rule III, Section 4b states:

"An appointing officer or incumbent employee who disagrees with an assigned classification may file an administrative complaint in accordance with Rule XII: Investigations and Hearings. The complaining party has the burden of showing that the Civil Service determination is incorrect."

Commission action is required.

Attachments:

Rule III: Classification

Initial survey letter

Position description questionnaire – completed by K. Long

Job survey comparison sheet

Merit System Analyst survey determination- Lisa Olson

Email- Lisa Olson regarding determination and work levels

Determination letter to K. Long

003 Office Clerk Specialist Class Spec

025 Executive Assistant Class Spec

051 Administrative Manager Class Spec

Rule III: Classification

Section 4. RECLASSIFICATION:

(a) When the duties and responsibilities of an existing position change permanently and substantially so that the preponderance of duties is no longer representative of the current classification, the department head must submit a reclassification request to the Chief Examiner. Civil Service staff must investigate the proposed reclassification and advise as to the correct classification, following the process in Section 3 (a) to develop a new classification if necessary. In all cases, the appointing officer has the option of changing, refining, or limiting the duties performed by the position in question to coincide with those of the current classification.

(b) An appointing officer or incumbent employee who disagrees with an assigned classification may file an administrative complaint in accordance with Rule XII: Investigations and Hearings. The complaining party has the burden of showing that the Civil Service determination is incorrect.

(c) When a reclassification results in an upgrade of the position, an incumbent who meets the new minimum requirements will be allowed to take the current examination for the new classification prior to certification or appointment. If the incumbent passes the exam, the incumbent may be placed into the reclassified position subject to the following conditions:

(1) If the incumbent has been doing the work of the higher classification for at least one year, and it can be shown to the satisfaction of the Commission that the higher-level work was not intentionally assigned to the incumbent, the incumbent's name must be certified for the position. Out-of-grade assignments or other additional compensation to the incumbent will be taken as evidence that the work was intentionally assigned.

(2) If the incumbent has not been doing the work of the higher classification for at least one year, or if the higher-level work was assigned to the incumbent, the incumbent must compete for the position on the same basis as other applicants.

(d) When a reclassification results in a downgrade of the position, the affected employee will be notified of the reclassification action. The employee may accept a transfer to the reclassified position or have thirty (30) days to request a transfer in their present classification. Upon requesting transfer in their present class, the affected employee must accept transfer to the first offered position, at which time the reclassification of their former position will be implemented. In the event of failure to request transfer, failure to accept transfer to the first offered position, or no position becoming available within one (1) year of notification, the reclassification will be implemented, and the incumbent must be transferred to the downgraded position. Transfers to a different classification as specified in this subsection will entitle the employee to be placed on the laid-off list for the formerly held classification.

Section 5. JOB SURVEYS:

When the proper classification of a specific position is unclear or in dispute, a department head, employee, or authorized employee representative may request that a job survey be conducted, or the Commission on its own may direct that a survey be conducted. Prior to initiation of the survey, the Commission must notify the appointing officer, department head, Human Resources Director, incumbent employee, and the appropriate bargaining unit. If the survey shows that the duties or responsibilities of a position have substantially changed to the extent that the preponderance of the work is no longer representative of the assigned classification, the position will be reclassified by order of the Commission in accordance with Section 4, subject to budget approval by the City Council.



Civil Service Commission

July 8, 2024

Kelly Long
Executive Assistant
Facilities

Dear Kelly,

Civil Service is requesting a survey of your position be completed.

Accordingly, please complete pages 1 - 10 of the attached position description questionnaire. Once completed forward on to your supervisor.

The deadline to submit your completed questionnaire is **August 5, 2024**. Upon receipt of the requested information in our office, we will be able to move forward with the process.

Should you have any questions, please feel free to call 509-625-6160 or stop by Civil Service.

Thank you,

Kelsey Pearson
Chief Examiner

cc: Jeff Teal, Director
Ted Kummet, Human Resources
Jon Klapp, M&P President



Civil Service Position Description Questionnaire

General Instructions for the PDQ

The purpose of this questionnaire is to collect information about your current assigned duties and tasks. Your information should describe the work that you do, and that someone else would be expected to perform should you promote, transfer, or accept another assignment with the City.

This PDQ is not a statement of your personal qualifications for the work or a measure of your individual competency. We are not concerned about the quantity or quality of your work, and we will not use this form to determine the number of positions needed.

Please be accurate and thorough when answering the questions.

The following suggestions may help you to complete this PDQ:

- If the document opens in View-only mode, select “View” and then “Edit Document” from the menu at the top of the page.
- Read all of the questions and instructions before starting your answers.
- If possible, allow more than one session to complete the PDQ. You may wish to respond to some questions first, then take some time to reflect on your work before finishing.
- Spell out all abbreviations (e.g. WTE = Waste to Energy).
- If you need more space to respond, submit a separate document. Make sure your name is on all documents, and that all questions are labeled.
- If a question does not apply to your job, please write “N/A” in the space provided.

When you have completed the questionnaire, please turn it in to your immediate supervisor.

Please have your completed questionnaire to your supervisor on or before 8/5/2024.

1. Background

Name: Kelly Long	Date: 07/30/2021
Class Title: Executive Assistant	Department: Facilities
Work Location: Intermodal	
Work Phone: 625-6551	Work E-mail: klong@spokanecity.org
Work Shift: Days	
Time in Current Position: 2 years	Time in Job Class: 2 years

Civil Service may interview you to gather additional information or to clarify the information you submit in this PDQ. Civil Service will interview you if you are completing this form as part of the individual job survey process, or if you are the only employee in your job class. Your participation is a necessary part of our process, and we will make every consideration to accommodate your availability and work schedule. Please select one of the following options:

- I am interested in participating in an individual interview.
- I do not request an interview. Please note that Civil Service may still elect to interview you as part of the data-gathering process.

2. Purpose of Your Position

Describe in one or two sentences the overall purpose of your position. Tell us why your position exists.

I support the Facilities Department in their core services with the City of Spokane. I focus on customer service, work order management, contract management, council process, policy development, and other tasks as assigned.

3. Supervision Received

Who do you report to? Name of Supervisor: Jeff Teal
 Title of Supervisor: Facilities Director

How are your work priorities set (by you, by your supervisor, by standard procedures, etc.)?

Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise.

My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.

Describe the work decisions that you make on your own:

What types of guidance are used to aid you in performing your duties? (Check all that apply.)

<input type="checkbox"/> Desk manuals	<input type="checkbox"/> Department procedures
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<input type="checkbox"/> Past practices	<input type="checkbox"/> Legal guidelines
<input checked="" type="checkbox"/> Prior training	<input checked="" type="checkbox"/> Advice from peers or colleagues
Other: This position was established two years ago. There was no past practice.	

4. Supervision Exercised

Does your position supervise other employees? (If no, skip to section 5.)

Yes No

Which of the following types of supervisory actions can you take? Check **Approve** if you have full decision-making authority for at least one other employee for that action. Check **Recommend** if your suggestions carry significant weight with another supervisor, manager, or director.

Approve	Recommend	(Refers to full-time classified employees)
<input type="checkbox"/>	<input type="checkbox"/>	Plan work of others
<input type="checkbox"/>	<input type="checkbox"/>	Distribute work to others
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Check work of others
<input type="checkbox"/>	<input type="checkbox"/>	Approve work of others
<input type="checkbox"/>	<input type="checkbox"/>	Train employees
<input type="checkbox"/>	<input type="checkbox"/>	Evaluate performance
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Establish department policy/procedure
<input type="checkbox"/>	<input type="checkbox"/>	Hire new employees
<input type="checkbox"/>	<input type="checkbox"/>	Terminate employees
<input type="checkbox"/>	<input type="checkbox"/>	Discipline employees
<input type="checkbox"/>	<input type="checkbox"/>	Approve leave

List the names and titles of employees that you directly supervise.

Names of those Supervised	Titles of those Supervised

5. Equipment and Software

List any machines, equipment, or vehicles you regularly use on the job. (Examples include personal computer, photocopier, 10-key adding machine, stepladder, truck, forklift, grader, and so on.) Also list any specialized or complex computer software (apps) that you use to do your job.

Type of Machinery, Equipment, or Software	Why do you use it? (Purpose)
Computer	Outlook, forms, letters, worksheets, electronical filing, input invoices for staff for tracking, FMS, OnBase, ordering systems, Outlook calendar, L&I website,
Copier	Copying, scanning
Laminator	Laminate
Word	Forms, letters, memos
Excel	Worksheets for tracking various projects
Outlook Email	Emails for correspondence, bid release,
Telephone	Receive and make calls
Zoom	For scheduling and attending meetings and trainings
Shredder	Shredding materials
Ten-key	Calculating totals
M5	Recording commercial charges for daily tasks completed by staff
PowerPoint	Creating presentations
Teams	Quick correspondence with other city employees and meetings
GIS	Verifying land ownership for noxious weed control notices
SharePoint	Updating Facilities Department page and navigating other city department pages
Outlook Calendar	Setting meetings, tracking necessary life safety, contracts, events, work orders, and other facility needs on yearly/weekly basis

6. Contacts

Other than your supervisor and coworkers, list those you contact in order to complete your work. How often do you contact them (daily, weekly, monthly, or infrequently)?

Internal or External	Name & Department/Company	Purpose of Contact
Kim Bustos	Accounting	Work through payments for vendors – weekly. Budget questions. weekly
Heather Haws	Accounting	Work through payments with vendors - weekly

Internal or External	Name & Department/Company	Purpose of Contact
Laura Aga	Purchasing	Bi-weekly – Meetings to talk through contracts.
Thea Prince	Purchasing	Weekly – contract questions with the new MRSC process and other contract questions.
Tracie Oxford	Spokane County Weed Control Board	Facilitating the noxious weed letters to the correct department – weekly April through Sept/Oct
HelpDesk	IT	Various issues with computers/applications - weekly
Alli Thompson	RH Cooke & Associates Inc	Provide information on approved vendor for repairs at rental properties – Quarterly
Stuart Henry	Accounting/Accountant	Vendor payments - weekly
Michelle Loucks	Purchasing/Police Department	Contracts and payments for police department properties - Monthly
Kim Claar	Accounting	Payments for police department properties - monthly
Rico	Sprague Pest Control	Service for pest control at Intermodal - monthly
Matt Houston	Skunkworks	Marmot control services and billing – March-Sept - montly
Brandon Green	RoarWorks LLC	Landscaping/snow removal needs and correcting invoices if needed - Monthly
City Clerk’s Office		Filing of contracts - monthly
Wendi Cox	ABM Custodial	Billing issues or questions - monthly
Legal Department	Shelly Koegler/Sheila Hansen	Drafting contracts - weekly
Brandon Paschal	Fleet	Fleet billing
Clayton McFarland/Marnie Taylor	Goodale & Barbieri Co	Intermodal services/tenant notification for Intermodal - monthly

7. Budget

What is the total dollar amount of budget under your control? \$5000.00

Describe your level of responsibility for the budget that is under your control. What can you do without additional permission, and what are the limitations on your budget authority?

I track our budgets based on the information provided to us from Jessica Stratton/Kim Bustos. I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising such as out of grade pay, differential pay, and bottom lines for contract budgets. I review and track each credit card receipt for all staff to validate it for the office and staff. I also review all invoices for accuracy for payment. I look at the Fleet billing, Avista bills, phone bills, etc for discrepancies or issues. Track contracts for the amounts spent and change orders. Ensure budget numbers are provided and used when required.

8. Duties and Tasks

Tasks are the activities an employee performs in order to carry out the functions of the job. A set of related tasks may be grouped together to form a **duty**.

In the table below, describe your work by its component tasks and/or duties. Focus on the most essential functions of your job. Consider that most class descriptions consist of no more than 10-15 task statements, or 3-5 major duties.

In the **TASK/DUTY** column, list the major tasks or duties of your position. Try to start your tasks with an action verb (e.g. write, locate, calculate, drive, repair, develop, etc.).

- Do not include a task or duty that requires less than 5% of your work time unless it is a critical or unique responsibility of your position.
- You may be able to group minor tasks into a larger duty for inclusion in the table.

In the **TIME** column, indicate what percentage of your work time you spend performing the task.

- If estimating the percentage is difficult for the task, you can use hours per day, week, month, or year.
- For a seasonal duty, you may use days or weeks per year.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

- SD = Several times Daily
- D = Daily
- W = Weekly
- M = Monthly
- I = Infrequently (several times a year or less) or Incidentally (only as needed)

In the **IMP.** (IMPORTANCE) column, indicate how important this task is to your overall job effectiveness:

- H = High. If this task were removed from my job, it would have a significant impact on the nature of my work.
- M = Medium. Removal of this task would impact my job, but it would not change the nature of my job significantly.
- L = Low. Removing this task from my job would have only a small impact on my work.

Task/Duty	Time	Freq.	Imp.
Review scope, prepare bid release documents, set up mandatory walk thru, prepare and maintain sign in sheet, issue addendum if required, log bid submissions, award the bid, update the information in the MRSC for responses to the bid, prepare the bid for contract, submit the contract through OnBase, follow for approvals to completion, file completed contract, complete amendments for change orders if necessary, track invoice and billing	5%	W	H
Review scope, send to Thea for release when over threshold, establish calendar for bid, mandatory walk through, prepare and maintain sign in sheet, submission of questions, bid due date, award contract, prepare the bid for contract through the City Council approval process which includes entering contract, briefing paper and supporting documents into OnBase, log change orders if applicable and amendments if applicable,	10%	W	H
Coordinating schedules for meeting for the department	5%	W	M
For each receipt provided by the trades people, I input the receipt into M5 for billing/tracking purposes, submit the receipt and enter budget code through US Bank for approval	5%	W	M
A project requires a contractor to perform the work, I prepare the service request for the payment, validate the invoice, process in M5, input the combined form in L&I, and approve for payment	10%	W	M
Track the contract through the City Council process from committee to Advance Agenda to Agenda to filed.	2%	M	H
Review budget information – look closely at funds that are marked red to determine if we have the authority to change the spending. Look at overtime,	15%	M	H

Task/Duty	Time	Freq.	Imp.
differential pay, out of grad pay, etc to ensure information is accurate and approved.			
Review Fleet billing monthly to see fuel usage, repairs done, and costs associated with each vehicle.	2%	M	M
Review and approve bills from Avista, CenturyLink, Verizon, ABM, Waxie, etc for various department/buildings monthly	15%	W	H
Track work orders for trades and custodial in the system and on excel spreadsheet in order. Alert the necessary supervisor if there is an emergency or safety request submitted.	5%	W	H
Establish, maintain, monitor and update training program for staff/group/trade	5%	W	L
Establish and update SharePoint page for Facilities Department	5%	W	M
Answer calls from vendors/customers	2%		
Maintain necessary supplies for office	2%	M	L
Validate and process monthly travel for staff	1%	M	L
Prepare DO for equipment invoices needing paid	2%	M	M
Maintain records for contracts, purchases in accordance with policies and procedures	2%	M	H
Coordinate with other departments for approval of invoices for services under contract	2%		
Other duties as needed	5%	M	M

If your responsibilities have changed significantly in the last two years, please explain how:

9. Sensory Demands

Indicate which sensory abilities are used in the performance of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job without that sense. (An example would be to drive a City vehicle without sight.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

- SD = Several times Daily
- D = Daily

- W = Weekly
- M = Monthly
- I = Infrequently (several times a year or less) or Incidentally (only as needed)

Essential	Sensory Demand	Freq.
<input type="checkbox"/>	Sight in order to	
<input type="checkbox"/>	Close Vision (at less than 2 feet) in order to	
<input type="checkbox"/>	Distance Vision (at more than 20 feet) in order to	
<input type="checkbox"/>	Color Vision in order to	
<input type="checkbox"/>	Depth Perception in order to	
<input type="checkbox"/>	Hearing in order to	
<input type="checkbox"/>	Smell in order to	
<input type="checkbox"/>	Speech in order to Communicate	
<input type="checkbox"/>	Touch in order to	
<input type="checkbox"/>	Taste in order to	

10. Physical Demands

Indicate which physical abilities are used in the performance of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job without that physical ability. (An example would be to sweep the stairs without climbing.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often you perform the task using the following codes:

- C = Constantly, at least 2/3 of the time
- F = Frequently, from 1/3 up to 2/3 of the time
- O = Occasionally, up to 1/3 of the time
- N = Physical ability is not used

Essential	Physical Demand	Freq.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent falling on narrow, slippery, or moving surfaces.	C
<input type="checkbox"/>	Carrying: Moving an object, usually by holding it in the hands or arms, or on the shoulder. What is the heaviest object you carry on the job? 25 lbs	O
<input type="checkbox"/>	Climbing: Going up or down ladders, stairs, scaffolding, and the like.	O
<input type="checkbox"/>	Crawling: Moving about on your hands and knees, or hands and feet.	N

Essential	Physical Demand	Freq.
<input type="checkbox"/>	Crouching: Bending your body downward and forward by bending your legs and spine.	N
<input type="checkbox"/>	Fingering: Picking, pinching, or other fine movement working primarily with the fingers and wrists.	C
<input type="checkbox"/>	Gripping: Holding, grasping, turning, or otherwise using the whole arm to work with the hands (<u>not</u> primarily fingers).	F
<input type="checkbox"/>	Kneeling: Bending legs at the knees to come to rest on your knees.	N
<input type="checkbox"/>	Lifting: Raising or lowering an object from one level to another. What is the heaviest object you lift on the job?	N
<input type="checkbox"/>	Pulling: Exerting force to move an object toward you. What is the heaviest object you pull as part of your job?	N
<input type="checkbox"/>	Pushing: Exerting force to move an object away from you. What is the heaviest object you push as part of your job?	N
<input type="checkbox"/>	Reaching: Extending your hands and arms in any direction.	F
<input type="checkbox"/>	Sitting: Remaining in a seated position.	C
<input type="checkbox"/>	Standing: Remaining on your feet at a work station without moving about.	N
<input type="checkbox"/>	Stooping: Bending your body forward at the waist.	N
<input type="checkbox"/>	Walking: Moving about on foot.	F
<input type="checkbox"/>	OTHER PHYSICAL DEMANDS (for example, wearing heavy protective clothing):	

11. Environmental Conditions

Indicate which working conditions are present as part of your job.

In the **Essential** column, check the box if it would be impossible or highly impractical to do your job if the environmental condition was not present. (An example would be driving a truck without road noise.) Otherwise, leave the box unchecked.

In the **FREQ.** (FREQUENCY) column, indicate how often the environmental factor is present using the following codes:

- C = Constantly, at least 2/3 of the time
- F = Frequently, from 1/3 up to 2/3 of the time
- O = Occasionally, up to 1/3 of the time
- N = Environmental condition does not exist

Essential	Environmental Condition	Freq.
<input type="checkbox"/>	Weather: Work must be performed outside.	
<input type="checkbox"/>	Extreme Cold: Non-weather related cold conditions.	
<input type="checkbox"/>	Extreme Heat: Non-weather related heat conditions.	
<input type="checkbox"/>	Wet and/or Humid: Contact with water or other liquids, or exposure to non-weather related humid conditions.	
<input type="checkbox"/>	Lighting: Much darker and/or brighter than normal office conditions.	
<input type="checkbox"/>	Noise: Rate each of the following levels for frequency on the job. 1 – Very Quiet (examples: hearing test booth, forest trail) 2 – Quiet (examples: library, private offices, golf course, art museum) 3 – Moderate (examples: business office where typing occurs, grocery store, light traffic, department store) 4 – Loud (manufacturing equipment, heavy traffic) 5 – Very Loud (rock concert, jackhammer use, firearms or other explosives)	F F
<input type="checkbox"/>	Vibration: Exposure to a shaking object or surface.	F
<input type="checkbox"/>	Atmospheric Conditions: Exposure to fumes, odors, dusts, mists, or gases in the air that affect your breathing, eyes, or skin. Detail those conditions:	
<input type="checkbox"/>	Moving Mechanical Parts: Exposure to possibly bodily injury from moving parts.	
<input type="checkbox"/>	Electrical Shock: Exposure to possible injury from electrical shock.	
<input type="checkbox"/>	Heights: Exposure to possible injury from falling.	
<input type="checkbox"/>	Confined Spaces or Underground: Work is performed in spaces where freedom of movement is limited.	
<input type="checkbox"/>	Radiation	
<input type="checkbox"/>	Explosives	
<input type="checkbox"/>	Toxic or Caustic Chemicals	
<input type="checkbox"/>	OTHER ENVIRONMENTAL CONDITIONS or HAZARDS (such as working with hostile or violent individuals): Homeless	

12. Education

Indicate the level of education that you have and the level that you believe is the minimum required to succeed on the job at the time of hire.

Under **You Have**, mark the level of education that you have.

Under **Minimum Required**, mark the highest level of education you believe someone must have the first day on the job in order to be a success.

In the **Field of Study** column, list the field(s) of study in which you attained your education, or that you believe are required for the work.

Education Level	You Have	Minimum Required	Specialized Field of Study
Less than a High School Diploma or equivalent	<input type="checkbox"/>	<input type="checkbox"/>	—
High School Diploma or equivalent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	—
Up to one year of specialized or technical training beyond high school	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Legal
Associate’s degree or two-year technical certificate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Administration/Legal/ Public Works
Bachelor’s degree	<input type="checkbox"/>	<input type="checkbox"/>	
Master’s degree	<input type="checkbox"/>	<input type="checkbox"/>	
Doctorate	<input type="checkbox"/>	<input type="checkbox"/>	
Other:	<input type="checkbox"/>	<input type="checkbox"/>	

Indicate any licenses or certifications you have in the table below.

In the **Required** column, check the box if someone doing your job must have that license or certificate due to legal or process requirements. (An example would be practicing law without a license.) Otherwise, leave the box unchecked.

Licenses or Certifications	Required
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

13. Work Experience

How many years of prior related work experience did you have when you started this job? 20 years of experience

How many years of prior related work experience do you think someone needs at the time of hire in order to be a success at your job?

A minimum of 5 years of **increasing responsibility** in an clerical position to an administrative position of a business/government organization with more than 100 employees.

14. Employee Signature

Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here: Kelly Long

Date: 08/02/2024

**Thank you for completing this questionnaire.
Please provide it to your supervisor for their review and comments.**

For the Supervisor

It is important that you, the supervisor, review this questionnaire, since you may have a different perspective of the job described. Please remember that this questionnaire is intended solely for the purpose of accurately describing the work in question. It is not to be used for evaluating the incumbent's performance, nor should your comments address this subject. Therefore, do not change the employee's information in the questionnaire itself.

1. How long have you supervised this employee? 2.5 years
2. Which of the employee's duties do you consider the most difficult or important? Computer skills, communication skills, and organization skills.
3. What level of education do you think someone needs at the time of hire in order to be a success at this employee's job? Indicate field(s) of study if applicable.

AA degree

4. How many years of prior related work experience do you think someone needs at the time of hire in order to be a success at this employee's job? 7 years
5. What, if anything, would you add or clarify in the employee's description of their work? (If you have comments that apply to many employees, you may submit a separate Word document with your group notes.)

None

Supervisor Signature

Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here: Jeff Teal

Date: 09-03-1970

Thank you for completing this questionnaire.

Please provide it to your manager or department head for their review and comments.

For the Department Manager

1. Which of the employee's duties do you consider the most difficult or important?
2. What, if anything, would you add or clarify in the employee's description of their work? (If you have comments that apply to many employees, you may submit a separate Word document with your group notes.)

Manager Signature

Check this box to indicate that the information provided on this form is accurate and complete to the best of your knowledge.

Type Your Name Here:

Date:

Please return the PDQ to Civil Service as soon as it is complete. Thank you!

A	B	C	D
1			
2	Long Interview	051 Administrative Manager MAP 37	003 Office Clerk Specialist 270
3	Summary		
	Is responsible for the Facilities Bid Process. Budget controls including approving invoice payment. Facilities communications.	Performs responsible managerial and professional work in the business operations of one or more departments. Work is varied and requires comprehensive knowledge of the policies and procedures of both the City and the department(s) to which assigned, and the ability to use independent judgment in their application.	Performs a variety of complex clerical and office support activities requiring knowledge of City policies and procedures. Work requires the application of independent judgment based upon considerable knowledge of the functions within a section of a department.
4	Distinguishing Characteristics		
	Kelly is responsible for the business operations of Facilities.	Administrative Managers hold full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department(s). Incumbents provide professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.	Most work is subject to checks and controls; but if not detected, errors could result in a significant loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information.
5	Supervision Exercised	Supervises and trains clerical subordinates, and coordinates work among staff and with external customers.	None
6	Supervision Received	Reports directly to a department/division head or a senior professional employee tasked with managing a major section of a department or division. General objectives are established, and the employee selects their own methods of accomplishment.	Work is performed under general supervision, with questionable cases referred to the supervisor. Assigns, instructs, and checks the work of employees performing the same or similar duties, and assumes the duties of Office Supervisor in the supervisor's absence.
7	Examples of Duties	<ul style="list-style-type: none"> •Plans, schedules, assigns, and oversees the work of subordinate clerical or technical employees performing varied and specialized duties, which may include subordinate lead workers or supervisors. Trains or coordinates training of staff to accomplish administrative and clerical tasks. Provides leadership and guidance to their team and encourages employee development. •Supervises and evaluates the work performance of subordinate employees. Coaches and counsels employees, establishes improvement plans, and recommends disciplinary action to the department/division head when necessary. •Coordinates, supervises, and participates in a variety of operational tasks relating to the administration of services and programs. •Develops, continuously improves, and standardizes office procedures. Maintains efficient flow of work by evaluating office production and revising procedures accordingly. Designs or updates forms to meet requirements. •Coordinates the functions of internal services and programs with other departments, committees, and outside agencies or vendors to ensure program activities are accomplished. •Provides information and education to enhance and support business goals and outcomes. •Responds to internal and external inquiries made by telephone, in writing or in person that are related to established policies, procedures and activities, including responding to complaints and determining solutions to problems. •Supervises ongoing fiscal operations such as basic bookkeeping, approval of payroll, monitoring expenses, budget preparation, processing charges for contractual work, purchasing supplies, requisitioning of office equipment, etc. •May represent the department(s) at internal and external business meetings, community events, committee meetings, or other public relations-related appearances. •Maintains and audits records, performs queries, analyzes data, and prepares charts, graphs, and various reports. Proofreads materials for accuracy and clarity. Sets and ensures standards for public records request response. •Operates standard office equipment, including a personal computer, and uses standard or specialized computer software applications. •Performs related work as required. 	<ul style="list-style-type: none"> Maintains or checks complex records not requiring technical training or specialized techniques. Reviews or audits less complex records prepared by other employees (such as personnel and payroll records) and prepares related reports. Explains departmental policies and regulations to other employees and the public. Answers complaints, and independently composes correspondence. Maintains office files and supervises filing procedures as necessary. May order and maintain office supplies. Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the difficulties encountered; composes routine letters. Operates a personal computer or visual display terminal. May perform secretarial work in a small office where stenographic ability is not required. Accepts payment of utility and other City fund accounts, reconciles cash, and makes deposits. Instructs new employees in their duties and supervises subordinate employees as directed. Operates standard office machines incidental to assignment.
8	Typical Equipment Used	General office equipment, personal computer, and associated software.	
9	Education and Experience	<ul style="list-style-type: none"> •Education: Two years of education (90 quarter or 60 semester credit hours) from an accredited college or university in business or public administration, human resources, management, or a closely related field. •Experience: Three years of clerical or administrative experience in a business office, including one year in a supervisory role. •Substitution: Additional business office experience in a supervisory role may be substituted for the education requirement on a year for year basis. 	High school diploma or equivalent. AND two years of clerical, office support, or data entry experience. One year of undergraduate education (30 semester or 45 quarter credit hours) may substitute for one year of experience.

A	E	G	H	I
1	025 Executive Assistant MSP 34	Internal - Executive Assistant Long's PDQ Response	Jeff Teal - Facilities Director Supervisor Response	Matt Boston - Division Head Department Manager
2	Summary			
3	Distinguishing Characteristics	Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole. Executive Assistants are distinguished from clerical staff by their high level of responsibility, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination. The work of Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.	I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising such as out of grade pay, differential pay, and bottom lines for contract budgets. I review and track each credit card receipt for all staff to validate it for the office and staff. I also review all invoices for accuracy for payment. I look at the Fleet billing, Avista bills, phone bills, etc for discrepancies or issues. Track contracts for the amounts spent and change orders. Ensure budget numbers are provided and used when required.	Computer skills, communication skills, and organization skills.
4				
5	Supervision Exercised	None		
6	Supervision Received	None		
7	Examples of Duties	Reports to a director or official commission. Assumes responsibility for their own work without direct supervision, follows established procedures and best practices, and consults the director in exceptional cases. Incumbents do not directly supervise other employees but may direct or instruct the work of new and existing employees in their own or related work.	Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise. My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.	
8	Typical Equipment Used	<ul style="list-style-type: none"> *Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures. *Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving. *Assumes responsibility for various administrative details, establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public. *Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff. *Schedules appointments and maintains calendars. Arranges and coordinates meetings and events; sets up and runs presentations. Produces business itineraries and coordinates travel requirements. *May serve as recorder of minutes with responsibility for distribution to participants. Transcribes or prepares documents from recordings. *Takes action authorized during a director's absence and uses initiative and judgment to see that matters requiring attention are referred to designated authority or handled in a manner so as to minimize the effects of the absence. *Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures. *Sorts, reads, and annotates incoming email, mail, and documents and facilitates necessary action; determines any routing or signatures required, and maintains follow-up. Composes correspondence and reports for director's utilization or signature when required. *Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records. 	<ul style="list-style-type: none"> Review and track expenditures. Review invoices for accuracy before payment. Input receipt from trades people for billing/tracking. Submit the receipt and budget code for reconciliation. Provide budget numbers Review payroll for overtime, differential pay, org. for accuracy and that they are approved. Prepare bid release documents, setting up bid walk through, tracking submissions and dates through the process. Contract preparation (contract, briefing paper, supporting docs). Track agenda to filing. Log change orders. Records maintenance for contract expenditures and change orders Establish, maintain, monitor, and update training program for staff/group/trade. Update sharepoint. Order supplies Answering calls, coordinating with other departments for approval of invoices, working with other departments and organizations 	
9				
9	Education and Experience	Bachelor's degree from an accredited college or university. One year of experience in executive-level administrative support, e.g., working for a CEO, department or division director, or other high-level executive within an organization.	HS and 1 year legal education A minimum of 5 years of increasing responsibility in an clerical position to an administrative position of a business/government organization with more than 100 employees.	AA degree 7 yrs experience

JOB CLASSIFICATION AND SURVEY REVIEW FORM

Basic Information	
Incumbent: Kelly Long	Classification: SPN 025 Executive Assistant
CS Analyst: Lisa Olson	Date assigned: 9/5/24
Materials Rec'd: PDQ 9/5/24	Analysis Completed: 10/4/24
Type of Study: Job Survey	
Initial Notes:	
Review of Position Description Questionnaire	
Purpose statement	<p><u>Incumbent's description:</u> I look at all aspects of the budget and consult with the Facilities Director on issues that I can see arising.</p> <p><u>Supervisor's description:</u></p> <p><u>From SPN Executive Assistant:</u> Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole</p>
Major Duties	<p>Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.</p> <p>Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.</p> <p>Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.</p>
Nature of Assignments	<p>Priorities are set on a case-by-case scenario. I set my own priorities knowing the workflow of the office and have the flexibility to shift my priorities due to the nature of the situations as they arise.</p> <p>My director will prioritize projects that have sensitive timelines attached or other factors that I may not be privileged to know.</p>
Supervision of others	None

JOB CLASSIFICATION AND SURVEY REVIEW FORM

Overview of Desk Audit Process

Analyst reviewed the PDQ submitted by the incumbent and the job class spec for Executive Assistant. Analyst then held an interview audit with the incumbent on 9/17/24 to clarify the duties and responsibilities currently being performed.

Analysis

In speaking with Kelly and seeing. She described her job duties as:

Is responsible for the Facilities Bid Process including RFQ, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company.

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, to approving payment on projects up to 50K.

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business.

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts and plans timelines for execution.

Communicates to all employees representing Facilities.

Sharepoint updates, Reviewing candidates in NeoGov, Superuser for training software program.

Conclusions

1. This body of work is 051 Administrative Manager
2. The incumbent is running the entire office. The preponderance of work is holding full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department. Providing professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.
3. Kelly Long is currently classified as an Executive Assistant. There is very little work that could fall into this classification. The incumbent is not properly classified.
4. **Reclassification to SPN 051 Administrative Manager is recommended for Kelly Long.** The incumbent is not properly classified and needs to be upgraded to the proper classification or work needs to be removed from her. If the higher-level work is removed, the incumbent is still not properly classified and the position would then need to be downgraded to 003 Office Clerk Specialist.

JOB CLASSIFICATION AND SURVEY REVIEW FORM

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From: [Olson, Lisa](#)
To: [Pearson, Kelsey](#)
Subject: Kelly Long survey
Date: Friday, October 18, 2024 1:30:08 PM
Attachments: [image001.png](#)

Kelsey,

I took the tasks from my meeting with Kelly and put in red the items that would be outside of an Office Clerk Specialist (SPN 003). In purple are comments from me.

Is responsible for the Facilities Bid Process including **RFQ**, setting up walk through, point person for questions, addendums, requesting COI from lowest bidder and their subs, setting up billing with the awarded company. *(These processes should still have oversight from the project manager or department head)*

Ensures contract compliance.

Budget oversight from invoices to verifying out of grade and correct budget codes.

Invoice Approval from tracking, verifying, **to approving payment on projects up to 50K.**

Signs off on p-card purchases and flags problematic charges, uploads signed receipts.

Collaborates with department head on confidential facilities business every other week. *(This is the only executive assistant task)*

Monitors service requests for safety issues and escalates urgent needs.

Monitors long term contracts **and plans timelines for execution.** *(She can assist with the calendaring and reaching out to people, but she shouldn't be solely responsible)*

Communicates to all employees representing Facilities. *(This should be a central communications person)*

Sharepoint updates, **Reviewing candidates in NeoGov**, Superuser for training software program.

(Reviewing candidates should really be an office manager or department head)

In a nutshell, if the position is to be an Office Clerk Specialist, she should be monitoring, tracking, and bringing up issues, setting up meetings, being a point person for contracts, and being the superuser for their department's software. She should not be making independent decisions and signing off on financial items.

I would like to communicate something back to Kelly. I have not shared with her my determination of Administrative Manager nor the division's decision for the position. Please let me know what you would like me to share with her at this point even if it's just that the division head is working on his part.

Thank you,

Lisa

Lisa Olson (She, Her) | Civil Service | Merit System Analyst III

o: 509.625.6115

my.spokanecity.org/jobs/





Civil Service Commission

February 6, 2025

Kelly Long
Executive Assistant
Facilities Management

Dear Kelly,

The Chief Financial Officer requested a survey of your Executive Assistant position. Civil Service completed the survey process, which included a position description questionnaire, interview with a Merit System Analyst III, and subsequent discussion with the Director of Facilities Maintenance and the CFO.

After careful consideration, it was our determination that you were not properly classified as an Executive Assistant. Based on the preponderance of work, including full responsibility for the management and supervision of business operations for the Facilities Maintenance Department, we recommended reclassification to Administrative Manager (SPN 051). After meeting with management, they determined that the higher-level management work will be placed at the director level. Therefore, the preponderance of the remaining work is most properly classified as an Office Specialist (SPN 003).

Rule III, Section 4d states: “ when a reclassification results in a downgrade of the position, the affected employee will be notified of the reclassification action. The employee may accept a transfer to the reclassified position or have thirty (30) days to request a transfer in their present classification. Upon requesting transfer in their present class, the affected employee must accept transfer to the first offered position, at which time the reclassification of their former position will be implemented. In the event of failure to request transfer, failure to accept transfer to the first offered position, or no position becoming available within one (1) year of notification, the reclassification will be implemented, and the incumbent must be transferred to the downgraded position. Transfers to a different classification as specified in this subsection will entitle the employee to be placed on the laid-off list for the formerly held classification.”

Management retains its right to downgrade the position at any time, in which case your layoff rights to Executive Assistant will be honored in accordance with the Merit System Rules.

Thank you,

Kelsey Pearson

Chief Examiner

cc: Jeff Teal, Director
Matt Boston, Chief Financial Officer
Ted Kummet, Human Resources
Jon Klapp, M&P President

OFFICE CLERK SPECIALIST

SPN: 003

NATURE OF WORK:

Performs a variety of complex clerical and office support activities requiring knowledge of City policies and procedures. Work requires the application of independent judgment based upon considerable knowledge of the functions within a section of a department. Most work is subject to checks and controls; but if not detected, errors could result in a significant loss of time or money. Employee has regular contact with outside sources to obtain or supply factual information. Duties are sedentary in nature, performed under normal working conditions, and require normal attention to prevent errors.

SUPERVISION:

Work is performed under general supervision, with questionable cases referred to the supervisor. Assigns, instructs, and checks the work of employees performing the same or similar duties, and assumes the duties of Office Supervisor in the supervisor's absence.

ESSENTIAL JOB FUNCTIONS:

Maintains or checks complex records not requiring technical training or specialized techniques.

Reviews or audits less complex records prepared by other employees (such as personnel and payroll records) and prepares related reports.

Explains departmental policies and regulations to other employees and the public.

Answers complaints, and independently composes correspondence.

Maintains office files and supervises filing procedures as necessary.

May order and maintain office supplies.

Types forms, statements, letters, receipts, reports, and other material from rough drafts or general instructions, which frequently require independent action and discretion on the difficulties encountered; composes routine letters.

Operates a personal computer or visual display terminal.

May perform secretarial work in a small office where stenographic ability is not required.

Accepts payment of utility and other City fund accounts, reconciles cash, and makes deposits.

Instructs new employees in their duties and supervises subordinate employees as directed.

Operates standard office machines incidental to assignment.

Performs related work as required.

Office Clerk Specialist
Page two

REQUIREMENTS OF WORK:

- Considerable knowledge of clerical procedures including filing systems and records maintenance, office machine operation, business English, and business arithmetic.
- Considerable knowledge of City policies and procedures, related regulations, and ordinances.
- Skill in using office automation software, such as word processing, spreadsheet, and database programs.
- Skill in operating a computer terminal using a standard typewriter-style keyboard.
- Skill in resolving problems by generating and evaluating alternative solutions and making recommendations.
- Ability to learn rapidly the policies, procedures, and activities of the department to which assigned.
- Ability to prepare reports from complex records.
- Ability to perform difficult clerical work with little supervision, and the ability to supervise other employees.
- Ability to type accurately at a rate of 40 WPM.
- Ability to verbally communicate information to others.
- Ability to understand and follow oral and written instructions.
- Ability to adapt behavior and work priorities to effectively manage interruptions, changing demands, and competing deadlines.
- Ability to establish and maintain effective public and working relationships.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read fine print.

Ability to hear, with or without the use of a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to operate office machines and write legibly.

Enough mobility to move from one machine and one place to another.

Enough stamina to sit and stand alternately for up to four hours at a time with only one fifteen minute break.

MINIMUM EDUCATION AND EXPERIENCE:

Open Requirements: High school diploma or equivalent; AND two years of clerical, office support, or data entry experience. One year of undergraduate education (30 semester or 45 quarter credit hours) may substitute for one year of experience.

Promotional Requirements: One year of experience in the classification of Office Clerk Assistant (SPN 002), or higher classification where clerical duties are a significant portion of the work and included in the essential job functions of the specification.

Retitled: 7/24

Revised: 4/73, 1/80, 1/83, 1/85, 2/91, 12/92, 6/95, 7/97, 5/99, 7/03, 7/15, 8/15, 2/19, 7/24

Reviewed: 3/75, 1/77, 1/82, 1/85, 1/87, 1/89, 1/91, 7/93, 10/01, 6/05, 1/08, 2/11, 4/13

Union: 270

Range: 26

EEO code: 6



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

EXECUTIVE ASSISTANT

SPN: 025

Bargaining Unit: M&P-B

Pay Range: 34

Effective Date: 3/2024

CLASS SUMMARY

Performs highly responsible, specialized, professional administrative work under direction of a department or division head. Work requires independent judgment and discretion based on considerable knowledge of the functions and pertinent regulations of the assigned areas. Most work is not subject to checks and controls; errors, if not detected, could result in a significant loss of time or money or serious embarrassment to the City. Employee has regular contact with both inside and outside sources to supply or obtain factual information. Duties require concentrated attention to prevent errors.

DISTINGUISHING CHARACTERISTICS:

Executive Assistants are particularly distinguished by the unique nature of work performed in support of executive functions and by assigned work in critical programs and services, as well as the impact of that work on the department or City as a whole. Executive Assistants are distinguished from clerical staff by their high level of responsibility, and by the nature of analysis performed in consideration of unique problems requiring thorough and consistent application of professional knowledge or expertise for proper solution or determination. The work of Executive Assistants may result in changes to processes, procedures, or findings, which are not routinely subject to oversight and review.

SUPERVISION

Reports to a director or official commission. Assumes responsibility for their own work without direct supervision, follows established procedures and best practices, and consults the director in exceptional cases. Incumbents do not directly supervise other employees but may direct or instruct the work of new and existing employees in their own or related work.

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.

- Serves as liaison between the assigned office and the general public, City staff, and outside groups and agencies; provides general and specialized information and assistance that may require the use of judgment, tact, and sensitivity, and the interpretation of policies, rules, and procedures.
- Receives and assists visitors and telephone callers; answers inquiries requiring knowledge of City policies, procedures, and activities, or directs them to the proper person or department. Engages in both proactive and responsive problem-solving.
- Assumes responsibility for various administrative details; establishes, coordinates, and maintains effective office procedures and efficient workflows. Establishes and maintains harmonious working relationships with supervisors, coworkers, and the public.
- Disseminates new policies and procedures established by management. Develops, refines, implements, and communicates strategies used to achieve effective implementation of policies and to comply with recommendations of internal departments and external agencies. Advises and trains staff.
- Schedules appointments and maintains calendars. Arranges and coordinates meetings and events; sets up and runs presentations. Produces business itineraries and coordinates travel

- requirements.
- May serve as recorder of minutes with responsibility for distribution to participants. Transcribes or prepares documents from recordings.
 - Takes action authorized during a director's absence and uses initiative and judgment to see that matters requiring attention are referred to delegated authority or handled in a manner so as to minimize the effects of the absence.
 - Maintains filing and records management systems, processes a variety of contracts, vouchers, travel forms, invoices, and other office flow procedures.
 - Sorts, reads, and annotates incoming email, mail, and documents and facilitates necessary action; determines any routing or signatures required, and maintains follow-up. Composes correspondence and reports for director's utilization or signature when required.
 - Selects and/or makes recommendations for purchase of supplies and equipment; assists budget preparation and maintains budget and expense account records, financial records, and payroll records.
 - Performs related work as required.

COMPETENCIESKnowledge of:

- Modern office administration, including technology and equipment.
- Regulatory and policy compliance specific to municipal government and the department and services provided, government purchasing, etc.
- English composition including proper usage, grammar, spelling, capitalization, punctuation, etc.
- Business mathematics and basic bookkeeping.
- Computer applications and productivity software including email, word processing, presentation, databases, spreadsheets, etc.

Ability to:

- Learn rapidly about the city government operations and other activities, policies, and procedures to which assigned.
- Communicate clearly and concisely and convey information appropriately for the intended audience.
- Establish and maintain effective public and employee relations in a service-oriented environment.
- Maintain calm and respectful communication with others in difficult situations, including with the general public.
- Write correspondence and provide accurate and timely information.
- Maintain the confidentiality of oral and written communication.
- Organize, coordinate, adjust priorities, and problem solve.
- Meet deadlines and manage time effectively.
- Exercise initiative and judgment and make decisions within scope of assigned authority.
- Assume responsibility and complete assignments without direct supervision.
- Independently keep complex records and produce reports.
- Type accurately at the rate of 250 keystrokes (50 words) per minute.

TYPICAL EQUIPMENT USED

Personal computer and associated software, telephone, calculator, and other general office equipment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and 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. This is primarily a sedentary office classification although standing in work areas and walking between and around work areas may be required. 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 to move and lift supplies or equipment. Employees must possess the ability to transport a computer laptop and/or supplies and materials from one work location to another.

WORK ENVIRONMENT

Employees work primarily in a standard office environment with moderate noise levels and controlled temperature conditions. Employees have frequent interaction with staff and public and private representatives in responding to inquiries and interpreting and enforcing departmental policies and procedures. Duties may require some work during nonstandard hours such as evenings, weekends and/or holidays, and work at various locations.

MINIMUM QUALIFICATIONS

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

Open-Entry Requirements: (All requirements must be met at time of application.)

- Education: Bachelor's degree from an accredited college or university.
- Experience: One year of experience in executive-level administrative support, e.g., working for a CEO, department or division director, or other high-level executive within an organization.
- Substitution: Additional executive-level administrative support experience may substitute for the education requirement on a year-for-year basis.

INTERNAL PROCEDURAL INFORMATION:

Selection of a Senior Administrative Assistant, Rule V, Section 8, Rules of the Civil Service Commission, applies.

New: 6/64

Title Change: 1/17, 3/24

Revised: 12/80, 1/85, 7/86, 1/87, 10/91, 5/92, 8/96, 7/98, 12/01, 10/11, 11/13, 9/15, 1/17, 3/22, 3/24, 9/2024 (ref change)

Reviewed: 6/73, 3/75, 1/77, 1/79, 12/82, 4/89, 4/91, 9/94, 7/00, 4/04, 4/06, 4/10



Job Classification Specification

CITY OF SPOKANE CIVIL SERVICE COMMISSION

• ESTABLISHED 1910

ADMINISTRATIVE MANAGER

SPN: 051

Bargaining Unit: M&P - B

Pay Range: 40

Effective Date: 6/2024

CLASS SUMMARY

Performs responsible managerial and professional work in the business operations of one or more departments. Work is varied and requires comprehensive knowledge of the policies and procedures of both the City and the department(s) to which assigned, and the ability to use independent judgment in their application. No specific checks or controls exist; errors or poor judgment could cause work interruptions, personnel problems, embarrassment to the City, and financial impacts. Employee exchanges information regularly with internal and external contacts. Duties are sedentary to light in nature, performed under normal working conditions, and require periods of concentrated attention to prevent errors.

CLASS CHARACTERISTICS

Administrative Managers hold full responsibility for management and supervision of a business operation, including planning, organizing, and coordinating functions of their department(s). Incumbents provide professional support to senior management in a variety of areas. Duties require the ability to plan and perform work where only general instructions are available, and to develop new methods and approaches to accomplish objectives.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to a department/division head or a senior professional employee tasked with managing a major section of a department or division. General objectives are established, and the employee selects their own methods of accomplishment. Supervises and trains clerical subordinates, and coordinates work among staff and with external customers.

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.

- Plans, schedules, assigns, and oversees the work of subordinate clerical or technical employees performing varied and specialized duties, which may include subordinate lead workers or supervisors. Trains or coordinates training of staff to accomplish administrative and clerical tasks. Provides leadership and guidance to their team and encourages employee development.
- Supervises and evaluates the work performance of subordinate employees. Coaches and counsels employees, establishes improvement plans, and recommends disciplinary action to the department/division head when necessary.
- Coordinates, supervises, and participates in a variety of operational tasks relating to the administration of services and programs.
- Develops, continuously improves, and standardizes office procedures. Maintains efficient flow of work by evaluating office production and revising procedures accordingly. Designs or updates forms to meet requirements.
- Coordinates the functions of internal services and programs with other departments, committees, and outside agencies or vendors to ensure program activities are accomplished. Provides information and education to enhance and support business goals and outcomes.

- Responds to internal and external inquiries made by telephone, in writing or in person that are related to established policies, procedures and activities, including responding to complaints and determining solutions to problems.
- Supervises ongoing fiscal operations such as basic bookkeeping, approval of payroll, monitoring expenses, budget preparation, processing charges for contractual work, purchasing supplies, requisitioning of office equipment, etc.
- May represent the department(s) at internal and external business meetings, community events, committee meetings, or other public relations-related appearances.
- Maintains and audits records, performs queries, analyzes data, and prepares charts, graphs, and various reports. Proofreads materials for accuracy and clarity. Sets and ensures standards for public records request response.
- Operates standard office equipment, including a personal computer, and uses standard or specialized computer software applications.
- Performs related work as required.

COMPETENCIES

- **Accountability:** Holds self and others accountable for measurable, timely, and cost-effective results. Accepts responsibility for mistakes.
- **Administration and Management:** Performs planning, coordination, and execution of 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 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.
- **Creative Thinking:** Develops new insights into situations and applies innovative solutions and new methods to problems.
- **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.
- **Leadership:** Influences, motivates, and challenges others, and adapts leadership styles to a variety of situations.
- **Mathematical Reasoning:** Solves practical problems using appropriate mathematical and statistical techniques.
- **Mentoring:** Helps others learn and provides ongoing feedback.
- **Office Technology:** Uses modern equipment and communication tools, including computers and relevant software programs, to complete business functions.
- **Oral Communication:** Makes clear and convincing oral presentations to individuals or groups; actively listens to others and responds appropriately.
- **Organizational Awareness:** Understands the City and departmental organizational structure, programs, services, policies, and operational procedures of the department(s) to which assigned.
- **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.

- **Reading:** Reads, analyzes, and interprets complex technical information including periodicals, journals, procedures, and governmental regulations.
- **Reasoning:** Analyzes and interprets information and makes appropriate connections or draws accurate conclusions.
- **Resource Management:** Selects, acquires, stores, and distributes resources such as materials, equipment, or money.
- **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:** Plans, distributes, coordinates, and monitors work assignments of others; evaluates work performance and provides feedback to others on their performance.
- **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 for audiences with varying levels of knowledge.

TYPICAL EQUIPMENT USED

General office equipment, personal computer, and associated software.

PHYSICAL DEMANDS

Must possess mobility to work in and move around a standard office setting; 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 25 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.

MINIMUM QUALIFICATIONS

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

Promotional Requirements:

- **Education:** Two years of education (90 quarter or 60 semester credit hours) from an accredited college or university in business or public administration, human resources, management, or a closely related field
- **Experience:** Three years of clerical or administrative experience in a business office, including one year in a supervisory role.
- **Substitution:** Additional business office experience in a supervisory role may be substituted for the education requirement on a year for year basis.

Retitled: 6/24

Revised: 5/77, 6/80, 10/82, 11/84, 10/86, 9/94, 4/03, 10/15, 5/18, 6/24

Reviewed: 10/88, 10/90, 2/93, 9/96, 8/98, 8/00, 7/02, 3/05, 3/07, 9/10, 10/12



Item 4B – Resolution 2025-04: Classification Actions

Background

This one might be a record. We present 37 vacant job classifications for deactivation.

The 32 following information technology classifications have been replaced by the 13 new classes adopted by the Commission in August 2024:

<u>SPN</u>	<u>Job Classification Title</u>
133	Senior Information Security Analyst
134	Information Systems Specialist I
135	Information Systems Specialist II
136	Supervisory Information Systems Specialist
137	Network Engineer
138	Network Administrator
139	Senior Network Administrator
140	Systems Administrator I
141	Systems Administrator II
142	Senior Systems Administrator
144	IT Infrastructure Manager
146	Web Developer
149	Law Enforcement Technology and Operations Manager
150	Web Technologies Manager
154	Public Safety Systems Analyst
155	Senior Public Safety Systems Analyst
156	Supervisory Public Safety Systems Analyst
157	Database Administrator
158	Senior Database Administrator
159	Supervisory Database Administrator
160	Business Systems Analyst I
161	Business Systems Analyst II
162	Senior Business Systems Analyst

- 163 Supervisory Business Systems Analyst
- 164 Information Systems Analyst I
- 165 Information Systems Analyst II
- 166 Senior Information Systems Analyst
- 167 Supervisory Information Systems Analyst
- 168 Geographic Information Systems Analyst
- 169 Supervisory Geographic Information Systems Analyst
- 211 Geographic Information Systems Specialist
- 212 Geographic Information Systems Technician

The 5 additional following job classifications are vacant with no need foreseen for use:

<u>SPN</u>	<u>Job Classification Title</u>
053	Office Administrator
108	Payroll Supervisor
600	Media Manager
919	Police Major
926	Integrated Medical Services Manager

The affected departments and bargaining units (Local 270 and the M&P Association; Police Major is exempt from representation) have been notified of the deactivations and raised no concerns.

Recommendation

Staff recommends adoption of classification resolution **2025-04**.

Attachments:

The 37 job class specifications as listed above.

NATURE OF WORK:

Perform responsible managerial and administrative support work directing the office operations, and administrative activities for a division director. Work requires comprehensive knowledge of policies and procedures relating to office and personnel management, and the application of independent judgment in devising new methods and procedures within the framework of existing policy or law. No specific checks or controls exist, and if not detected, errors or poor judgment could cause financial loss, personnel problems, or embarrassment to the City. Employee has regular contact with individuals or groups within or outside the organization, which involves the planning, coordination, or explanation of policies and procedures to achieve desired results. Duties are sedentary in nature, performed under normal working conditions, and require concentrated attention.

SUPERVISION:

Employee reports directly to a division director, and may be responsible for managing the work of employees in multiple departments within the division. General objectives are established, and the employee is required to select their own method of attainment. Supervises subordinate clerical, technical, or paraprofessional personnel performing varied and specialized duties related to administrative functions of a division.

ESSENTIAL JOB FUNCTIONS: *This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Depending on the division to which assigned, essential duties and responsibilities may include, but are not limited to, the following:*

Plans, schedules, assigns and supervises the work of subordinate clerical, technical, or paraprofessional employees performing varied and specialized support work related to the administration of significant programs or services of a division or a department within a division.

Supervises and evaluates the performance of subordinate clerical, technical, or paraprofessional employees who report directly to the Office Administrator, and recommends hiring, disciplinary, or dismissal actions to the division director when necessary.

Coordinates administrative functions of programs and services with employees of other divisions or departments, City Council, various committees, and outside agencies or vendors to ensure all aspects of program activities are accomplished.

Standardizes office operations by analyzing current practices, and provides recommendations to the division director for establishing new or revising existing policies and procedures as needed.

Maintains the efficient flow of work by evaluating office production and workflow management by implementing process improvements accordingly.

Acts as coordinator and division liaison to citizens, groups, consultants, contractors, or other government agencies in working on issues related to development projects, special studies, or programs and services.

Relieves the division director of administrative details regarding the preparation and maintenance of operational records, reports, purchases, and special studies as assigned.

May assist in the preparation of the division's annual budget by compiling data to prepare financial and annual reports and monitoring expenditures throughout the year.

Operates standard office equipment and uses a variety of computer software applications to maintain records, perform queries, analyze data, and prepare charts, graphs, presentations and various reports.

Performs related work as required.

REQUIREMENTS OF WORK:

Comprehensive knowledge of office administration and management principles, records maintenance and operating procedures.

Comprehensive knowledge of personnel management and supervisory techniques.

Knowledge of modern office practices, procedures and equipment, such as: desktop computers, facsimile machines, and photocopiers.

Knowledge of computer applications relating to modern office operations, such as: word processing, presentation, database, email, and spreadsheet software.

Skill in demonstrating and applying leadership attributes sufficient to persuade, motivate, or manage individuals or groups to obtain desired results.

Ability to learn rapidly the policies, operational procedures, programs and services provided by the division to which assigned.

Ability to learn and apply the provisions of bargaining unit agreement, Civil Service rules, and Human Resources personnel policies.

Ability to learn specialized computer software applications to maintain records, compile and organize statistical data, prepare concise and accurate reports, and provide training to subordinates personnel.

Ability to plan, assign, coordinate, and supervise the work of subordinates performing various routine and specialized clerical, technical or paraprofessional duties.

Ability to instruct and train subordinate employees in a variety of administrative support work relating to division services and programs.

Ability to exercise sound judgment in making decisions and solving problems without direct supervision.

Ability to express ideas clearly and concisely, both orally and in writing.

Ability to establish and maintain effective employee, bargaining unit and public relations.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read fine print and text on a computer display monitor.

Ability to hear, with or without a hearing aid, well enough to converse on the telephone.

Enough body mobility to move about the office.

Enough manual dexterity to use a computer keyboard and other standard office equipment.

Enough strength to lift and carry materials, such as boxes of paper weighing up to 25 lbs.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Graduation from an accredited college or university with a Bachelor's degree in business or public administration, human resources, or closely related management field; AND four years of progressively responsible supervisory experience in office administration and personnel management, which must include conducting performance evaluations, implementing performance improvement plans, and the authority to hire, discipline, and dismiss subordinate personnel. Additional supervisory experience may be substituted for education on a year-for-year basis, up to two years.

New: 10/2015

Union: M&P-B

Range: 42

EEO code: 02

PAYROLL SUPERVISOR

SPN: 108

NATURE OF WORK:

Performs professional and supervisory work in the operation and administration of the City's central payroll function. Duties require considerable knowledge of federal, state, and municipal laws and bargaining unit contracts to determine the proper course of action to be taken within the limits of these laws and contracts. Work is subject to checks and controls through audits, however, if not detected, errors could result in a significant loss of time or money. Employee has routine contact with other employees and outside sources. Work is sedentary in nature, performed under normal work conditions, and require concentrated attention to prevent errors.

SUPERVISION:

Employee plans and arranges own work, referring only unusual cases to a supervisor. Supervises the main payroll function in the Accounting Department.

ESSENTIAL JOB FUNCTION:

Supervises subordinate employees in the payroll section of the Accounting department. Audits departmental payroll entries; insures appropriate cost center charges, coding and makes corrections as necessary. Gives direction to payroll clerks in all City departments on payroll matters.

Insures that all City employees are properly paid according to the relevant bargaining group contracts.

Insures that employee deductions, including payroll taxes, court ordered deductions, benefits deductions, deferred compensation deductions, and other deductions, are accurately processed. Insures that the monies deducted are remitted to the proper parties.

Responsible for reporting and filing all payroll information and taxes with local, state and federal agencies.

Prepares, reconciles and remits monthly, quarterly and annual payroll tax reports and returns to state and federal governments as required by law for City employees and retirees.

Develops special reports and inquiries on payroll, compensation and benefits related issues.

Reviews, approves, and/or provides recommendations to management on proposed policies and procedures affecting payroll and benefits administration.

Runs supplemental payrolls for various fixes.

Chairs the HRS Status/User Group Committee, which is responsible for the modification and enhancement of the HRS system.

Prepares and distributes the 1099R form to all retirees and W-2 forms to all active employees.

Performs related work as required.

Payroll Supervisor
Page two

REQUIREMENTS OF WORK;

Considerable knowledge of the principles and practices of payroll administration and the applicable laws, rules, and regulations.

Considerable knowledge of accepted accounting principles as they relate to payroll.

Knowledge of payroll and payroll deduction provisions in collective bargaining agreements.

Ability to operate personal computers and applicable software packages.

Ability to establish and maintain effective public and working relationships.

Ability to plan, organize and direct the activities of subordinates performing work of a similar work.

Skill in supervising subordinate employees.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read computer printouts.

Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to write and use office machines, including computers.

Enough body mobility to move about the office.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Graduation from four year college or university with a degree in Business Administration, Accounting or related field, AND one year of experience in payroll administration. Additional experience may substitute, on a year for year basis, for up to two years of the educational requirements.

Promotional Requirements: Completion of one year of experience with the City of Spokane in the classification of Accountant I (SPN 110); AND, meet the open requirements.

New: 7/05
Revised: 3/08, 7/23
Reviewed: 4/11

Union: M&P

Range: 43

EEO code: 1

NATURE OF WORK:

Performs responsible professional 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. Assignments are carried out with considerable latitude for independent judgment and action, committing all authorized resources needed to accomplish goals. Work is performed under general direction and reviewed with the focus on the fulfillment of organization missions, goals or objectives, and overall achievements. Employee has frequent and regular contact with individuals within or outside the organization that involve motivating, persuading or directing others to obtain desired results. Duties are sedentary to light in nature, performed under normal working conditions, and require a high degree of concentration.

SUPERVISION:

Assignments are stated in terms of broadly-defined organizational policies or objectives, then the employee carries out the work independently, committing all authorized resources needed to accomplish the work. May have limited supervision of employees performing security, business or systems analysis, or risk assessment and mitigation related functions.

ESSENTIAL JOB FUNCTIONS:

Develops policies and procedures to ensure information systems reliability and accessibility and to prevent and defend against unauthorized access to systems, networks, and data based on best practices and compliance requirements.

Conducts risk and vulnerability assessments of planned and installed information systems to identify vulnerabilities, risks, and protection needs.

Promotes awareness and training of security issues among management and staff.

Conducts systems security evaluations, audits, and reviews.

Develops systems security contingency plans and disaster recovery procedures.

Develops and implements programs to ensure that systems, network, and data users are aware of, understand, and adhere to systems security policies and procedures.

Participates in network and systems design to ensure implementation of appropriate systems security policies.

Facilitates the gathering, analysis, and preservation of evidence used in the prosecution of computer crimes.

Assesses security events to determine impact and implements corrective actions.

Ensures the rigorous application of information security and information assurance policies, principles, and practices in the delivery of all IT services.

Monitors and advises on information security issues related to the systems and workflow.

Coordinates and executes IT security projects and responses to information security incidents.

ESSENTIAL JOB FUNCTIONS (continued):

Collaborates with IT management, the legal department, safety and security, and law enforcement agencies to manage and/or mitigate security vulnerabilities.

Conducts research on latest security issues for dissemination across City departments and to regional partners.

Analyzes statistics for the production of monthly, quarterly or yearly performance measures and information security reports.

Assesses and ensures compliance of criminal justice and public safety information systems and software with City information security policies.

May advise investigators on the availability and reliability of digital evidence; work with investigators to acquire digital evidence through onsite & lab searches; examine digital evidence and prepare evidence for trial.

Performs related work as required.

REQUIREMENTS OF WORK:

Knowledge of:

- Information security current industry best practices, techniques and tools.
- Information security standards (e.g., ISO 17799/27002, etc.).
- Rules and regulations related to information security and data confidentiality (e.g., FERPA, HIPAA, etc.) and desktop, server, application, database, and network security principles for risk identification and analysis.
- Information and knowledge management procedures and standards.

Ability to:

- Develop and/or recommend controls and procedures to assure that security and information management goals are achieved.
- Apply strong analytical and problem solving skills.
- Ability to handle sensitive information and keep matters confidential.
- Establish and maintain effective working relationships with all levels of management, other employees, and with outside agencies, contractors or vendors to coordinate project implementations of complex systems.
- Communicate effectively in both written and oral form including ability to make presentations before stakeholder, committee, or technical groups.
- Recognize, address and provide resolution options for technical, operational and political problems or issues within the confines of a project.
- Ability to communicate with people with little technical background about technical subjects. Ability to communicate with people with technical knowledge about their area of expertise when you have little knowledge in their areas.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read standard print and text displayed on a video display terminal.

Ability to communicate by telephone well enough to hear, with or without assistive hearing devices, and speak to individuals on the telephone.

Ability to tolerate and perform work under extended mental pressure.

Ability to operate a terminal keyboard well enough to type, and enough manual dexterity to use other standard office equipment.

Ability to write documents well enough to clearly express ideas.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements:

- Education: Graduation from an accredited college or university with a bachelor's degree in information security, computer science, management information systems, or major coursework in a closely related field; and
- Experience: Five years of increasingly responsible experience in computing and information security, including experience with internet technology and security issues, security policy development, security education, network penetration testing, application vulnerability assessments, risk analysis and compliance testing. An advanced degree in information security, computer science, management information systems may substitute for two years of experience.
- Certification: CISSP or GIAC security certifications may each be substituted for one year of the required experience up to a maximum of two years.

Promotional Requirements:

- Two years of experience in the classification of Network Analyst (SPN 143) or Network Infrastructure Analyst (SPN 156) or Systems Administrator (SPN 151) that have current CISSP or GIAC certifications; OR
- Current City employees who meet the open entry requirements may apply on a promotional basis.

NOTES: All applicants must be able to pass a comprehensive background check and polygraph.

New: 10/2015

Revised:

Reviewed:

Union: M&P-B

Range: 56

EEO code: 01

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	INFORMATION SYSTEMS SPECIALIST I	CLASS CODE:	134
SALARY PLAN:	A04	GRADE:	31
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	N
REPORTS TO:	SUPERVISORY INFORMATION SYSTEMS SPECIALIST	EEO-4 CODE:	03
BARGAINING UNIT:	LOCAL 270 - CLERICAL	DATE:	3/17

JOB SUMMARY:

Under direct supervision, performs information technology work pertaining to the technical maintenance and support of City mainframe, network, desktop, telecommunications, and/or technology systems; installs, configures and maintains equipment and/or applications; performs component level tests and repairs; provides help desk and customer service support by troubleshooting, investigating and resolving technical system problems; and provides technical user training pertaining to assigned systems and equipment.

DISTINGUISHING CHARACTERISTICS:

This is the first working/entry-level class in the Information Systems Specialist series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a paraprofessional nature, utilizing skills that require a basic and routine understanding of technical information systems procedures and processes. Consistent with an entry-level paraprofessional class, duties are performed under immediate supervision, and a supervisor frequently checks job activities. Assignments typically include the more routine technical duties pertaining to an assigned functional area, including basic user support and system maintenance for the less complex applications, systems and/or equipment.

SUPERVISION EXERCISED:

Incumbents in these classes do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Provides technical assistance to customers/system users for City mainframe, network, desktop, telecommunications, and/or other technology systems including hardware, software and peripheral equipment.
- Responds to requests for assistance pertaining to applications, systems and equipment; troubleshoots, investigates and determines the severity of the problem and resolves or refers to higher-level information systems staff; answers routine user questions.
- Installs, tests and configures hardware and software; researches and resolves integration issues; recommends solutions to meet specific needs; researches, recommends and implements upgrades as appropriate.
- Installs, configures and connects hardware, software and equipment to existing networks; researches, tests and implements client-side networking schemes to meet productivity demands; documents installations and configurations.
- Reformats and installs operating systems and other applications; rebuilds standard City software as needed; programs new network devices.
- Creates and maintains required records and documentation of support services performed.
- Performs component level repairs on hardware and peripherals.
- Helps maintain City software licensing/installation information.
- Helps install network wiring and infrastructure components as assigned.
- Provides technical training to users regarding areas of assignment; develops training materials and presentations.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers
- Network equipment
- Telephones and other telecommunications equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic methods and techniques of providing information technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting and testing.
- Basic principles of electricity, electronics, telephony systems, data communications and computer programming.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Basic data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- Some work may be performed in tight spaces.
- The incumbent's 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 REQUIRED:

Education and Experience:

Completion of 60 semester (or equivalent quarter) units from an accredited college or university with major coursework in computer science, information systems or a related field. No previous experience is required, but an equivalent combination of education, training and/or experience may also be qualifying.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	INFORMATION SYSTEMS SPECIALIST II	CLASS CODE:	135
SALARY PLAN:	A04	GRADE:	37
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	N
REPORTS TO:	SUPERVISORY INFORMATION SYSTEMS SPECIALIST	EEO-4 CODE:	03
BARGAINING UNIT:	LOCAL 270 - CLERICAL	DATE:	3/17

JOB SUMMARY:

Under general supervision, performs information technology work pertaining to the technical maintenance and support of City mainframe, network, desktop, telecommunications, and/or technology systems; installs, configures and maintains equipment and/or applications; performs component level tests and repairs; provides help desk and customer service support by troubleshooting, investigating and resolving technical system problems; and provides technical user training pertaining to assigned systems and equipment.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the Information Systems Specialist series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a paraprofessional nature, utilizing skills that require a thorough understanding of technical information systems procedures and processes. Consistent with a journey-level paraprofessional class, duties are performed under general supervision, and incumbents work alone on routine or regular work assignments, checking with a supervisor only on non-routine assignments or when in doubt as to the correct procedures to follow. Assignments include the full range of journey-level technical duties pertaining to an assigned functional area, including user and system support for a wide range of applications, systems and/or equipment.

SUPERVISION EXERCISED:

Incumbents in these classes do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Provides technical assistance to customers/system users for City mainframe, network, desktop, telecommunications, and/or other technology systems including hardware, software and peripheral equipment.
- Responds to requests for assistance pertaining to applications, systems and equipment; troubleshoots, investigates and determines the severity of the problem and resolves or refers to higher-level information systems staff; answers complex user questions.
- Installs, tests and configures hardware and software; researches and resolves complex integration issues; recommends solutions to meet specific needs; researches, recommends and implements upgrades as appropriate.
- Installs, configures and connects hardware, software and equipment to existing networks; researches, tests and implements client-side networking schemes to meet productivity demands; documents installations and configurations.
- Maintains problem management systems designed to effectively recognize, report, track, and resolve technical support issues; responds to end-user work requests, generates work orders and initiates referrals to other staff as required.
- Reformats and installs operating systems and other applications; rebuilds standard City software as needed; programs new network devices.
- Maintains and updates physical inventory records of computer equipment, software, and supplies; manages desktop support spare equipment inventory; orders replacements as necessary.
- Performs component level repairs on hardware and peripherals.
- Helps maintain City software licensing/installation information.
- Helps install network wiring and infrastructure components as assigned.
- Recommends and develops purchasing specifications for hardware and software products; may recommend hardware/software enhancements.
- May participate on or lead the technical aspects of deployment projects; monitors the installation and/or servicing of equipment provided by contractors; coordinates the work of vendors with user departments.
- Provides technical training to users regarding areas of assignment; develops training materials and presentations.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers
- Network equipment
- Telephones and other telecommunications equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of providing information technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting and testing.
- Principles of electricity, electronics, telephony systems, data communications and computer programming.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Basic data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- Some work may be performed in tight spaces.
- The incumbent's 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 REQUIRED:

Education and Experience:

Completion of 60 semester (or equivalent quarter) units from an accredited college or university with major coursework in computer science, information systems or a related field; AND two years of professional information systems technical support experience that emphasized the planning and delivery of customer support services, including installation, configuration, troubleshooting, and customer assistance and/or training. An equivalent combination of education, training and/or experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Information Systems Specialist I (SPN 134) and fully meets minimum qualifications.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: SUPERVISORY INFORMATION SYSTEMS SPECIALIST
SALARY PLAN: A02
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
REPORTS TO: ITSD DIRECTOR
BARGAINING UNIT: M&P-B

CLASS CODE: 136
GRADE: 42
FLSA STATUS: E
EEO-4 CODE: 02
DATE: 3/17

JOB SUMMARY:

Under general direction, supervises, coordinates and performs information technology work pertaining to the technical maintenance and support of City mainframe, network, desktop, telecommunications, and/or other technology systems; assigns, directs, monitors and evaluates the work of subordinate paraprofessional or technical staff; oversees and directs the installation, configuration and maintenance of equipment and/or applications; performs the most advanced technical tests and repairs; coordinates the purchasing of routine computer hardware and software to meet department requests; monitors assigned server functions; provides advanced help desk and customer service support by troubleshooting, investigating and resolving difficult technical system problems; and provides specialized user training regarding systems and equipment.

DISTINGUISHING CHARACTERISTICS:

This is a single-incumbent supervisory level class in the Information Systems Specialist series and is allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. The incumbent serves as first level supervisor over subordinate paraprofessional or technical staff, and may also perform the most complex and difficult work of a technical nature, utilizing skills that require an advanced understanding of technical information systems procedures and processes. Duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include advanced journey-level technical user and system support for a wide range of applications, systems and/or equipment.

SUPERVISION EXERCISED:

The incumbent provides general supervision over subordinate paraprofessional or technical staff.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Supervises, coordinates and provides technical assistance to customers/system users for City mainframe, network, desktop, telecommunications, and/or other technology systems including hardware, software and peripheral equipment.
- Directs, assigns, monitors and evaluates the work of subordinate staff; may participate in staff selection processes; may initiate and implement disciplinary action as assigned.
- Provides technical-level leadership for deployment projects; coordinates and monitors the installation and/or servicing of equipment provided by contractors; coordinates the work of vendors with user departments.
- Responds to complex requests for assistance pertaining to applications, systems and equipment; troubleshoots, investigates and determines the severity of the problem and resolves or refers to higher-level information systems staff; answers difficult user questions.
- Performs advanced hardware and software installations, testing and configurations; researches and resolves complex integration issues; recommends solutions to meet specific needs; researches, recommends, coordinates and implements to most complex system upgrades as appropriate.
- Installs, configures and connects hardware, software and equipment to existing networks; researches, tests and implements complex client-side networking schemes to meet productivity demands; documents installations and configurations.
- Oversees, monitors and maintains technical systems security processes; maintains various network protocols pertaining to specific area of assignment.
- Reformats and reinstalls operating systems and other applications; rebuilds standard City software as needed; programs new network devices.
- Performs complex repairs on hardware and peripherals.
- Adds new users to the City's telecommunications, Internet and Intranet systems; assigns new addresses, new network numbers and naming spaces.
- Develops, recommends and coordinates purchasing activities in support of departmental requests for hardware and software products; works with departments proactively to ensure that they are using hardware and software properly; recommends hardware/software enhancements and/or training as needed; coordinates training needs with trainers to ensure that needs are met.

- Coordinates and maintains the City's software licensing/installation and inventory program.
- Coordinates the installation of network wiring and infrastructure components as assigned.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC and mainframe servers
- Network equipment
- Telephones and other telecommunications equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced methods and techniques of providing information technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting and testing.
- Principles and practices of supervision and leadership.
- Principles of electricity, electronics, telephony systems, data communications and computer programming.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Advanced methods and techniques of performing technical research, statistical compilation and report development.
- Principles and practices of information technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Supervising and leading the work of others.
- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.

- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- Some work may be performed in tight spaces.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND four years of professional information systems technical support experience that emphasized system troubleshooting and customer service, including one year of supervisory experience. An equivalent combination of education, training and/or experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Senior Information Systems Specialist II (SPN 135) and fully meets minimum qualifications.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: NETWORK ENGINEER
SALARY PLAN: A02
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
REPORTS TO: ITSD DIRECTOR
BARGAINING UNIT: M&P-B

CLASS CODE: 137
GRADE: 45
FLSA STATUS: N
EEO-4 CODE: 02
DATE: 10/16

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the planning, design, configuration, acquisition, installation, operation and maintenance of telecommunications and wireless network infrastructure; plans, designs, and coordinates the construction and installation of network conduits, cables and related; oversees telecommunications network operations including moves, adds, changes, rearrangements and removals of City-owned or leased telecommunications equipment and/or facilities.

DISTINGUISHING CHARACTERISTICS:

This is a full working level specialized professional class. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a technical nature, utilizing skills that require a thorough understanding of telecommunications and wireless network infrastructure. Duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties pertaining to the network services functional area, including local area and wide area networking principles, concepts and equipment.

The class of Network Engineer differs from the class of Network Administrator assigned networking functions in that the latter is assigned more support functions, and assists with the design of networking segments and components.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees, but may lead large or complex projects.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, design, construction, installation and maintenance of telecommunications and wireless network infrastructure and appurtenances.
- Designs, engineers and coordinates the installation of wireless network systems utilizing WiSM, WLAN and VLAN; identifies/creates the physical and logical path from the server to the access point; identifies radio frequency issues and proper internet protocol (IP) range; troubleshoots and repairs any logical or physical breaks.
- Designs, engineers and coordinates the installation of fiber/copper networks; determines the type of cabling and wiring, number of strands, route, type and location of splice enclosures and slack loops, endpoint terminations, patch panels, splice trays, etc; documents all fiber circuits created.
- Designs, engineers and coordinates the installation of indoor/outdoor conduits; determines the route, number, size and type of conduits, related fixtures and fittings; determines vault type, size, location and depth.
- Plans and leads network infrastructure projects, including large and complex projects; consults with architects, contractors and City personnel to identify present and future needs; develops complex project technical criteria, configurations, and specifications; prepares costs/benefit analyses; participates in project budget development.
- Plans, implements, and supports network security; utilizes access point detection, intrusion detection, vulnerability scanning and other tools.
- Provides professional technical support for users regarding complex network infrastructure-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues.
- Assists in standards development, implementation, configuration, security, and operational management of data communications hardware and software, including network servers, routers, switches, hubs and related equipment.
- Assists in monitoring and analyzing system performance, server utilization, and availability of resources to perform preventative maintenance, corrective updates and configuration changes.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Develops and maintains documentation, procedures and training materials related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, telecommunications, wireless and distributed systems including voice, data, video, fiber optics, copper cabling, and other components.
- TCP/IP, routing protocols, switches, data packet analyses, Ethernet and network design.
- Computer infrastructure elements including networks, applications, personal computers and servers.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.

- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, data/voice communications, or a related field; AND two years of professional information technology experience that emphasized the design, installation and maintenance of commercial or enterprise-level copper, fiber and digital communications systems. An equivalent combination of education, training and/or experience may also be qualifying.

Licenses and Certifications:

- Valid state driver's license or evidence of equivalent mobility.
- Incumbent must complete the Building Industry Consulting Service International (BICSI) Registered Communications Distribution Designer (RCDD) credential program within probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: NETWORK ADMINISTRATOR
SALARY PLAN: A02
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
REPORTS TO: ITSD DIRECTOR
BARGAINING UNIT: M&P-B

CLASS CODE: 138
GRADE: 45
FLSA STATUS: N
EEO-4 CODE: 02
DATE: 10/16

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the planning, analysis, design, development, testing, quality assurance, configuration, installation, implementation, integration, and maintenance of networked systems used for the transmission of information in voice, data, and/or video formats; tests, installs, configures, and maintains networks including hardware (servers, hubs, bridges, switches, and routers) and software that permit the sharing and transmission of information.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the Network Administrator series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require a thorough understanding of network standards, protocols, and procedures. Consistent with a journey-level professional class, duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties pertaining to the network services functional area, including local area and wide area networking principles, concepts and equipment.

The class of Network Administrator differs from the class of Network Engineer assigned networking functions in that the latter is assigned more technical functions, and leads projects relating to the design and installation of networking segments and components.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Develops, configures, installs and troubleshoots networked systems including local area network (LAN) and wide area networks (WAN) components such as routers, hubs, switches and servers.
- Configures, tests, maintains, monitors and troubleshoots end-user telecommunications hardware, telephony devices, and voice/data hardware products.
- Programs, sets up, installs and deploys routers, switches, wireless access points, servers and other network equipment.
- Monitors and analyzes network traffic patterns to detect operational problems; identifies instabilities to include preventative and corrective maintenance; prepares, maintains, and adheres to procedures for logging, reporting, and monitoring activities, particularly installation and configuration details.
- Assists in the design and maintenance of logical network infrastructure to accommodate growth, optimal performance and disaster recovery procedures.
- Assists in the development and maintenance of network security, including firewall devices, and plans for future security needs to ensure information is safeguarded from unauthorized users and security breaches.
- Provides professional technical support for users regarding complex network-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues.
- Participates on complex systems and network development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops hardware configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed; participates in the implementation of new information systems for new and/or refurbished City buildings.
- Develops and maintains documentation, procedures and training materials related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, telecommunications, wireless and distributed systems including voice, data, video, fiber optics and other components.
- TCP/IP, routing protocols, switches, data packet analyses, Ethernet and network design.
- Computer infrastructure elements including networks, applications, personal computers and servers.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.

- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited college or university with major coursework in computer science, information technology, or a related field; AND two years of professional information technology experience that emphasized network integration and development in a multi-platform information systems environment, including designing, installing and maintaining segments and components of LAN/WAN systems. An equivalent combination of education, training and/or experience may also be qualifying.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: SENIOR NETWORK ADMINISTRATOR
SALARY PLAN: A02
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
REPORTS TO: ITSD DIRECTOR
BARGAINING UNIT: M&P-B

CLASS CODE: 139
GRADE: 47
FLSA STATUS: N
EEO-4 CODE: 02
DATE: 6/18

JOB SUMMARY:

Under general direction, performs professional information technology work pertaining to the planning, analysis, design/architecture, development, testing, quality assurance, configuration, installation, implementation, integration, security, and maintenance of networked systems used for the transmission of information in voice, data, and/or video formats; performs the most complex professional support and administration of enterprise data/voice systems; troubleshoots, researches and resolves difficult and complex data/voice infrastructure problems; and provides advanced professional and technical support for users, including documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced level class in the Network Administrator series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. The incumbent will serve as a lead worker in his/her assigned area as well as provide expertise and leadership over data/voice systems administration and related functions, utilizing skills that require a thorough understanding of network standards, protocols, and procedures. Duties are performed under general direction, with only occasional instruction or assistance when new or unusual situations arise.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision of others, but may exercise indirect (lead) supervision and mentoring over subordinate professional, technical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, implementation, and development of various components and/or segments of the City's converged data/voice infrastructure; may serve as a lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis.
- Provides advanced system administration of voice applications including Voice over Internet Protocol (VoIP) telephone systems and video conferencing systems.
- Architects, installs, upgrades and troubleshoots data/voice systems and related devices.
- Architects, installs, upgrades and troubleshoots firewalls and other security-related systems.
- Monitors and analyzes network traffic patterns to detect operational and security problems and to provide solutions. Identifies capacity and performance issues to ensure continuous, uninterrupted operations.
- Communicates with ITSD management and staff regarding technology issues.
- Plans and leads complex data/voice systems development, enhancement and integration projects; interviews users to analyze client needs; gathers information in order to define business requirements; develops complex project criteria, software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates information technology activities with other departments and divisions.
- Develops and maintains documentation, procedures and training materials related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with management regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced information technology and networking concepts pertaining to LAN, WAN, wireless and distributed systems including data, security, fiber optics and other components.
- Advanced TCP/IP, routing protocols, switches, data packet analyses, Ethernet and network design.
- Voice, video, PSTN, IVR, and other related data/voice technologies.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs, and other applicable tools.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology and telecommunications management.

Skill in:

- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a related field; AND four years of professional information technology experience that emphasized the development, enhancement, maintenance and administration of enterprise data/voice networks, including two years'

experience managing and administering Voice over Internet Protocol (VoIP) systems. An equivalent combination of education, training and/or experience may also be qualifying.

Certifications and Licenses:

A valid state driver's license or evidence of equivalent mobility.

Promotional Requirements:

Two years of experience in the classification of Network Engineer (SPN 137) or Network Administrator (SPN 138) and fully meets minimum qualifications.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: SYSTEMS ADMINISTRATOR I
SALARY PLAN: A02
DEPARTMENT: INNOVATION & TECHNOLOGY SERVICES
BARGAINING UNIT: M&P-B

CLASS CODE: 140
GRADE: 39
FLSA STATUS: N
EEO-4 CODE: 03
DATE: 8/21

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to server, network and related systems installation, analysis, testing, implementation, documentation and maintenance; configures, installs, upgrades, and administers various components and/or segments of the City's information system network (specializing in Windows, UNIX, Security, Telecommunications, Data Network and/or Storage Area network Systems); monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems; participates in a variety of development, enhancement and other system projects; and assists with facilitating system interfaces with data communications and database programs.

DISTINGUISHING CHARACTERISTICS:

This is the first working/entry-level class in the System Administrator series. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with an entry-level professional class, duties are performed under general supervision, utilizing established procedures and limited use of independent judgment. Assignments typically include the more routine professional and analytical duties within the work unit, including basic development and maintenance of the less complex server and network systems.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise or other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Configures, installs, upgrades and administers various components and/or segments of the City's information system network based on established standards; analyzes, monitors, troubleshoots and resolves routine system performance, integrity, security, availability and other issues/problems.
- Schedules and performs routine secure file transfers for daily processing and printing of various jobs; maintains tape library, backup infrastructure and related data center operations.
- Monitors disk space and server logs; analyzes system performance; installs and maintains high-availability clusters; recommends and implements optimizing technologies to enhance system performance.
- Installs upgrades, patches and configuration changes to operating system and other network software.
- Develops, tests, and implements routine scripts to automate common functions or system operations.
- Investigates storage, data retention and duplication issues; responds to requests for additional storage.
- Performs threat and vulnerability assessments and provides subject matter expertise on appropriate threat mitigation approaches.
- Monitors, evaluates, and assist with the maintenance of assigned security systems in accordance with industry best practices to safeguard internal information systems and databases.
- Provides professional technical support for users regarding routine network-related issues; resolves technical problems; communicates with department managers and staff regarding technology issues; develops recommendations for selection, acquisition, deployment and upgrading of network-related technology tools as assigned.
- Administers assigned segments of enterprise programs and systems; monitors system activities and protocols for data security and access; performs backup and recovery operations and capacity planning for a specific data system.
- Participates on less complex systems and network development, enhancement and integration projects; develops hardware configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Communicates assigned information technology activities with other departments and divisions as needed; participates in the implementation of new information systems for new and/or refurbished City buildings.
- Maintains documentation, procedures and training related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic computer infrastructure elements including network, desktop, virtual server, and mainframe operating systems and their applications.
- Basic information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- Network system hardware and software including network-attached storage (NAS) and storage area network (SAN) systems.
- Data communications equipment including TCP/IP, routers, switches, ETHERNET and network design.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.
- Principles, methods, and tools for evaluating information systems security features against a set of specified security requirements.
- Defensive measures to detect and respond to threats, and protect information, systems, and networks.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- Implement information security plans to prevent information system vulnerabilities, and provide or restore security of information systems and network services.

Physical Demands:

While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handles 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND one year of professional information technology experience that emphasized the planning and delivery of desktop support services or maintenance and administration of a centralized computer network/system. An equivalent combination of education, training and experience may also be qualifying.

NOTE: Depending upon area of assignment, may require experience with specific equipment and/or mainframe operating systems as specified by the examination announcement.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SYSTEMS ADMINISTRATOR II	CLASS CODE:	141
SALARY PLAN:	A02	GRADE:	41
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	N
REPORTS TO:	SENIOR SYSTEMS ADMINISTRATOR	EEO-4 CODE:	03
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general supervision or direction, performs professional information technology work pertaining to server, network and related systems design, development, installation, analysis, testing, implementation, documentation and maintenance; plans, designs, configures, installs, upgrades, and administers various components and/or segments of the City's information system network (specializing in Windows, UNIX, Security, Telecommunications, Data Network and/or Storage Area network Systems); analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems; participates in a variety of development, enhancement and other system projects; and facilitates system interfaces with data communications and database programs.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the System Administrator series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey-level professional class, duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties within the work unit, including analysis and support for a wide range of complex server and network systems.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Plans, designs, configures, installs, upgrades and administers various components and/or segments of the City's information system network based on established standards; analyzes, monitors, troubleshoots and resolves difficult or complex system performance, integrity, security, availability and other issues/problems.
- Schedules and performs secure file transfers for daily processing and printing of various jobs; maintains tape library, backup infrastructure and related data center operations.
- Monitors disk space and server logs; analyzes system performance; installs and maintains high-availability clusters; recommends and implements optimizing technologies to enhance system performance.
- Installs upgrades, patches and configuration changes to operating system and other network software.
- Develops, tests, and implements routine to complex scripts to automate common functions or system operations.
- Investigates storage, data retention and duplication issues; responds to requests for additional storage.
- Provides professional technical support for users regarding complex network-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues; develops recommendations for selection, acquisition, deployment and upgrading of network-related technology tools as assigned.
- Administers assigned segments of enterprise programs and systems; establishes and monitors system activities and protocols for data security and access; performs backup and recovery operations and capacity planning for a specific data system.
- Participates on complex systems and network development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops hardware configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Communicates assigned information technology activities with other departments and divisions as needed; participates in the implementation of new information systems for new and/or refurbished City buildings.
- Develops and maintains documentation, procedures and training related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Computer infrastructure elements including network, desktop, virtual server, and mainframe operating systems and their applications.
- Information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- Network system hardware and software including network-attached storage (NAS) and storage area network (SAN) systems.
- Data communications equipment including TCP/IP, routers, switches, ETHERNET and network design.
- Routine programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit: use hands to operate a keyboard, grasp, handles 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND three years of professional information technology experience that emphasized the development, enhancement, maintenance and administration of a centralized computer network/system. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Systems Administrator I (SPN 140) and fully meets minimum qualifications.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SENIOR SYSTEMS ADMINISTRATOR	CLASS CODE:	142
SALARY PLAN:	A02	GRADE:	47
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	N
REPORTS TO:	ITSD DIRECTOR	EEO-4 CODE:	03
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general direction, performs professional information technology work pertaining to server, network and related systems design, development, installation, analysis, testing, implementation, documentation and maintenance; analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues/problems; participates in a variety of development, enhancement and other system projects; and facilitates system interfaces with data communications and database programs; performs the most complex professional support and administration of enterprise systems, which may include administration of one or more highly complex databases; troubleshoots, researches and resolves difficult and complex enterprise system problems; and provides advanced professional technical support for users, including documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the System Administrator series. Positions in this class are allocated to the Technology Operations section of the Innovation & Technology Services Division/Department. An incumbent typically serves as a lead worker in his/her assigned area as well as providing advanced professional expertise and leadership over systems administration and related functions. Incumbents may perform the most difficult professional analysis and administration work including complex database administration. Consistent with an advanced-level professional class, duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but may exercise indirect (lead) supervision over subordinate professional, technical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, implementation and development of various components and/or segments of the City's enterprise data network; incumbent assigned to data center operations serves as a lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis.
- Provides advanced system administration of virtual and physical servers; directs and performs program testing analyzes, monitors, troubleshoots and resolves system performance, integrity, security, availability and other issues.
- Coordinates and leads activities pertaining to data center operations and storage area network administration; monitors disk space and server logs; installs patches and upgrades to operating system and other enterprise software; analyzes system performance and performs capacity planning; recommends and implements optimizing technologies to enhance system performance.
- Plans, installs, upgrades, configures, monitors and administers e-mail and related communication servers.
- Plans, implements and monitors system security; installs and administers firewalls and virus protection as appropriate; maintains access lists; utilizes access point detection, intrusion detection, vulnerability scanning and other tools; designs and administers backup and recovery procedures.
- Provides advanced professional technical support for users regarding complex network/systems-related issues; resolves difficult technical problems; communicates with department managers and staff regarding technology issues; develops recommendations for selection, acquisition, deployment and upgrading of network/systems-related technology tools as assigned.
- Administers assigned segments of enterprise programs and systems; establishes and monitors system activities and protocols for data security and access; reviews and monitors end-user accounts, permission settings, access rights, and storage allocations.
- Adds new users to the City's Internet and Intranet systems; assigns new addresses, allocates new network numbers and sets up naming spaces.
- Plans and leads system administration projects, including large and complex projects; interviews users to analyze client needs; gathers information in order to 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.

- Processes, tracks, and responds to complex public records requests and data extractions; performs data archiving, retrieval, and deletion in accordance with state and local retention policies.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed; participates in the implementation of new information systems for new and/or refurbished City buildings.
- Develops and maintains documentation, procedures and training related to areas of assignment.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Network switches, routers, cabling, and similar items
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced computer infrastructure elements including network, desktop, virtual server, and mainframe operating systems and their applications.
- Advanced information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- TCP/IP networks, DNS, DHCP and Active Directory topology.
- Data communications equipment and network system hardware/software including network-attached storage (NAS) and storage area network (SAN) systems.
- Computer programming and scripting languages.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management and records retention.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.

- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handles 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

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

Open-Entry Requirements:

- Education: Bachelor's degree with major coursework in computer science, information systems, or a related field.
- Experience: Five years of experience in the development, maintenance, and administration of enterprise-level computer environments that includes applications, database and operation servers, and core applications (i.e., Exchange, storage management, Active Directory, monitoring systems), including two years at a lead level.

Promotional Requirements:

- Experience: Two years in the classification of Systems Administrator II (SPN 141).

NOTE: Incumbents assigned to lead worker roles must complete internal Supervisory Series training within probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	IT INFRASTRUCTURE MANAGER	CLASS CODE:	144
SALARY PLAN:	A02	GRADE:	54
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES (ITS)	FLSA STATUS:	E
REPORTS TO:	ITSD EXECUTIVE MANAGEMENT/DEPARTMENT DIRECTOR	EEO-4 CODE:	01
BARGAINING UNIT:	M&P-B	DATE:	8/17

JOB SUMMARY:

Under administrative direction, manages and supervises the operations, functions and staff responsible for the design, installation, and connectivity of computer systems and network infrastructure to ensure the stable operation of the City's information technology assets within a major functional technology area; develops, recommends and implements policies and procedures pertaining to assigned functions; oversees and directs the most complex technology projects; accountable for translating City and departmental objectives into specific outcomes in the areas of policy, programs, and service delivery through effective utilization of the City's human, financial and other resources.

DISTINGUISHING CHARACTERISTICS:

The Infrastructure Manager is a senior management classification with responsibility for strategic planning and oversight of multiple operational units. The incumbent reports directly to the ITSD Executive Management, or a Department Director in cooperation with ITSD. Duties emphasize the management and supervision of complex information technology functions and operations. This class can be distinguished from higher-level exempt classes in that the latter has confidential division/department head responsibility for managing major functional areas within the ITSD, i.e. public works technology, information delivery services, and technology operations. It can also be distinguished from lower-level supervisory classes because the incumbents in those classes manage a single operational unit, i.e. network infrastructure, SCADA networks, enterprise services, desktop support and related information technology services.

SUPERVISION EXERCISED:

The incumbent manages and exercises full scope supervision over subordinate supervisors and professional staff. Interviews, selects and trains staff; assigns, directs, monitors and evaluates staff performance; identifies, recommends and arranges for staff development opportunities; recommends and initiates employee discipline as authorized.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Manages and supervises work groups responsible for enterprise systems or SCADA system administration, related network infrastructure, on- and off-site data centers, desktop support, help desk, product deployment and quality assurance, including off-hours customer service support.
- In Public Works - oversees applications, interfaces, and services related to technology services both internal and external in conjunction with ITSD.
- Manages annual budget for functional area; has delegated authority to exercise discretion in allocating financial resources, including budget adjustments; fiscal management responsibilities include contract management, dealing with multiple funding sources and complying with numerous specialized funding source requirements.
- Manages and ensures effectiveness of servers, including e-mail, print, and backup servers, and their associated operating systems and software; manages and ensures optimal operation of all network hardware and equipment, including routers, switches, hubs, etc.
- Oversees related network/server performance testing and provides related performance statistics and reports; develops strategies for maintaining network/server infrastructure.
- Designs and implements short- and long-term strategic plans to make certain network capacity will meet existing and future requirements; defines performance measurements and is accountable for accomplishments.
- Develops and implements fiscal management strategies to maximize resource utilization and achieve efficiencies;
- Develops, implements, and maintains policies, procedures, and associated training plans to achieve broad objectives for network resource administration and appropriate use.
- Prepares RFPs, bid proposals, scope of work reports, and other documentation for IT projects and associated efforts; negotiates with vendors, outsourcers, and contractors to secure products and services.
- Serves as a technical expert or key contributor on large, complex projects; collaborates with project managers to determine timelines and project tasks; provides direction on the integration of technology infrastructure, hardware, software and security to support existing and new digital product development.
- Provides leadership for project teams and other organized work groups across functional, departmental and/or jurisdictional lines to achieve important outcomes requiring coordination and integration of diverse perspectives, skill sets, competencies and resources.

- Makes independent decisions requiring advanced technical competencies in order to effectively manage and integrate services; provides authoritative advice to technically-oriented staff.
- Represents functional area on a variety of issues before external constituencies; defuses potentially troublesome issues related to policies and procedures; resolves significant problems and gathers external feedback through facilitating group processes.
- Ensures integration and execution of information security protocols and initiatives in cooperation with the Senior Information Security officer.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Mainframes, servers and peripherals

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced computer infrastructure elements including network, desktop, virtual server, and mainframe operating systems and their applications.
- PLC and SCADA network, virtual server, and their applications – for Public Works.
- Advanced information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- TCP/IP networks, DNS, DHCP and Active Directory topology.
- Data communications equipment and network system hardware/software including network-attached storage (NAS) and storage area network (SAN) systems.
- Data organization and access methods in computerized systems.
- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Principles and practices of technology project management.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management and records retention.

Skill in:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.

- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the City.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may include some exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

For position in Core IT:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND five years of technology infrastructure experience that emphasized the development, enhancement, maintenance and administration of centralized computer network/server systems, including three years of managerial experience managing complex projects and infrastructure teams. An equivalent combination of education, experience and systems-specific technical certifications (e.g. CCNP, CCIE, CCDE, MCSE) relating to job duties may also be qualifying.

For position in Public Works:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND five years of technology infrastructure experience that emphasized the development, enhancement, maintenance and administration of network/server systems (primary focus with SCADA/PLC), including three years of managerial experience managing complex projects and infrastructure teams. An equivalent combination of the above specified minimum education and experience, and systems-specific technical certifications (e.g. CCNP, CCIE, CCDE, MCSE) relating to job duties may also be qualifying.

PROCEDURAL INFORMATION:

Examination announcements and requisitions will specify field of activity in which vacancy exists and only those on the eligible list examined for that field will be certified.

All candidates who attain a passing score on the examination shall be certified for vacancies in the order of their final ranking in accordance with Rule V, Section 8, of the Civil Service Commission Merit System Rules.

New: 8/17

Revised: 9/18, 9/2024 (ref change)

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

WEB DEVELOPER

SPN: 146

NATURE OF WORK:

Performs professional work in the development of internet and intranet web applications for the City. Duties require independent judgement in determining the best course of action to obtain the desired results. Carelessness or lack of judgment may cause serious financial loss and/or embarrassment for the City. Employee has frequent contact with employees in other departments and with professionals outside the City to obtain and supply factual information. Duties are sedentary in nature, performed under normal office conditions, and require a high degree of concentration to prevent errors.

SUPERVISION:

Employee works independently with a minimum of supervision, performs as a project leader, and provides direction to other project staff. Employee may provide training to others.

ESSENTIAL JOB FUNCTIONS:

Develops and maintains City's internet and intranet web applications.

Oversees database development, technical programming, website design, and daily operations.

Performs systems analysis and design. Plans and coordinates multiple projects and tasks.

Designs and develops custom application programming interfaces for existing and future systems.

Ensures that servers, browsers, and communication parameters are configured and set to provide timely delivery of information to the intended audience.

Ensures that security measures are established and in place to safeguard the system.

Performs related work as required.

REQUIREMENTS OF WORK:

Considerable knowledge of computers, related equipment, and operational theory.

Considerable knowledge of the World Wide Web, as a system, and of the principles and practices of good website design from both server and client perspectives.

Considerable knowledge of, and ability to develop, website architecture and applications using current best of breed web development tools.

Thorough scheduling skills, including knowledge of Gantt charting and critical path analysis, and overall project planning following the planning cycle.

Ability to work on multiple projects simultaneously under stressful working conditions and meet demanding deadlines.

Web Developer
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REQUIREMENTS OF WORK: (continued)

Knowledge of TCP/IP, systems administration, security/firewalls, databases, and database linking.

Fluent with the following World Wide Web Consortium programming languages: HTML, XHTML, XML, XSL, XSLT, CSS, SOAP/XMLP, XPATH, DOM, XML Schema, XPath, P3P, WAI, WAP/WML, XML-FO, DTD.

Knowledge of server-side programming to include VBScript, C#, VB.Net, SQL.

Knowledge of the following transport protocols HTTP, HTTPS, SMTP, FTP.

Knowledge of client-side programming languages to include JavaScript, FlashScript, Java, DHTML.

Knowledge of related web technologies to include RSS, WSDL.

Knowledge of the following server applications IIS, SQL Server, ADO.Net, ASP.Net, ASP.

Knowledge of relational database systems and architecture.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read standard text and text displayed on a video display.

Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone and give presentations.

Enough body mobility to move about the office and to several work locations.

Enough manual dexterity to write and operate a computer keyboard.

Tolerance to work under extended mental pressure.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Graduation from an accredited four-year college or university with a degree in Computer Science, Information Systems, or related field; AND, two years of increasingly responsible professional experience performing web application programming. Additional experience in the above areas may be substituted on a year for year basis for up to two years of the education requirement.

New: 7/06
Revised: 1/12, 6/12, 11/13
Reviewed: 12/09, 7/16

Union: SM&PA

Range: 40

EEO code: 2

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	LAW ENFORCEMENT TECHNOLOGY & OPERATIONS MANAGER	CLASS CODE:	149
SALARY PLAN:	A02	GRADE:	54
DEPARTMENT:	POLICE	FLSA STATUS:	E
REPORTS TO:	SPD COMMAND – COORDINATES WITH CITO	EEO-4 CODE:	01
BARGAINING UNIT:	M&P-B	DATE:	10/18

JOB SUMMARY:

Oversees and administers technology and operations business processes, including technology and desktop support, Geographic Information Systems (GIS) support, telecommunications, mobile technologies, video and digital communications infrastructure, continuous improvement, and project management. Responsible for complex technical program management work, as well as capital improvement projects involving multiple partner agencies.

SUPERVISION:

General objectives are established, and employee selects their own methods.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Lead, manage and supervise SPD Technical Assistance and Response Unit (TARU) and City Technology staff for maximum efficiency results
- Plan for and manage technology resources and projects in the short and long term – a multi-year SPD strategic technology plan
- Manage ALL software applications used by Department to ensure interoperability and value to the organization
- Develop and implement a comprehensive technology capital/replacement budget plan
- Provide comprehensive software / hardware plan incorporating new and innovative technology infrastructure and software developments
- Liaison with all City / County IT staff
- Develop and implement policies, procedures, job assignments, staff authority and responsibility
- Lead planning and/or implementation of projects, including facilitate the definition of project charters, goals, tasks and resource requirements.
- Plan and manage resources including expenditure monitoring, budget preparation, grant preparation and management, and professional services contracts
- Oversee organization personnel management issues including hiring, training, performance management and evaluation and corrective action
- Prepare and present information including staff reports, requests for proposal, decision packages to governing boards, Command Team, user agencies, and other stakeholders
- Respond to requests for information and advice regarding organization systems and services
- Serve as liaison with user agencies, service agencies, vendors, stakeholders and the community regarding technical and support program service, delivery and quality
- Review and provide feedback on SPD-wide processes, development and implementation
- Actively plans and participates in business continuity of operations and emergency management plan functions
- Participate as needed during emergencies, including emergency coordination center activations
- Performs related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge and skill in:

- Law enforcement or public safety technology and communications systems
- Principles and practices of emergency services
- Principles, practices and regulations for public sector organizations, including governmental regulations, budgeting, purchasing, management and public records maintenance
- Project management principles, practices and techniques
- Emerging technology research, analysis, development and implementation
- Development of policies, procedures, contracts, and training requirements
- Effective supervision and personnel practices
- Regional or multi-agency cooperation

- Statistical and performance measurement reporting and management
- Visionary leadership to help plan future solutions
- Effective collaboration to ensure reliable, innovative services to SPD officers, staff, user agencies and stakeholders, and the City of Spokane

Ability to:

- Manage and direct complex technology services operations and personnel in a 24/7/365 environment
- Manage and direct organization technology systems, services and operations; define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations
- Organize, set priorities and exercise independent judgment within areas of responsibility
- Understand, interpret, apply and explain relevant policies, procedures, laws and regulations
- Prepare clear, concise and comprehensive reports and materials
- Establish and maintain positive, proactive and professional working relationships at all levels
- Communicate effectively and present information clearly, logically and persuasively
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues
- Carry a cell phone, work irregular hours or shifts to connect with all operations personnel, and be available to respond by phone or in person at all hours of the day

Physical Demands:

- Ability to read and comprehend regulatory information, including federal and state regulations.
- Ability to converse with others in person and on the telephone.
- Ability to use a computer.
- Ability to move about the office.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited four year college or university in criminal justice, public administration, information systems management, project management, business management, or a related field; AND four years of progressively responsible professional experience in the field of technology services and communications systems, with at least two years in a law enforcement or public safety environment.

An equivalent combination of education and experience that provides the required knowledge, skills and abilities may also be qualifying.

NOTE: Selected individuals must successfully pass pre-employment reference and criminal history checks including a polygraph examination.

New: 5/98

Retitled: 12/11, 9/18

Revised: 10/04, 9/18

Reviewed: 7/00, 6/02, 10/06, 10/09, 11/11

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

WEB TECHNOLOGIES MANAGER

SPN: 150

NATURE OF WORK:

Performs professional work managing the internet and intranet web sites for the City. Duties require independent judgment and the ability to determine the proper course of action. Carelessness or lack of judgment may cause severe financial loss and/or embarrassment for the City. Employee has frequent contact with employees in other departments of a policy-making nature, and with professionals outside the City to obtain and supply factual information. Duties are sedentary in nature performed under normal office conditions, and require a high degree of concentration to prevent errors.

SUPERVISION:

Employee works independently with a minimum of supervision. General objectives are established and employee selects own method of attainment. Supervises employees performing web site design, development, and maintenance. Employee will be involved in training other employees.

ESSENTIAL JOB FUNCTIONS:

Functions as the primary architect for all City electronic government services. Supervises and participates in the development of the City's web applications. Manages the evolution of the City's web sites, web related work, and technical applications.

Oversees database development, technical programming, web site design, and daily operations.

Participates in developing both short and long-range goals. Works with management and MIS staff in developing new procedures.

Represents the City on external working and advisory committees.

Makes presentations to staff and management groups in various departments. Promotes the City web site to appropriate internal and external audiences.

Works with vendors to ensure that supplies, equipment and software conform to City's needs.

Does systems analysis and design. Plans and coordinates multiple projects and tasks. May perform analysis and programming work.

Ensures that servers, browsers, and communication parameters are configured and set to provide timely delivery of information to the intended audience.

Ensures that security measures are established and in place to safeguard the system.

Performs related work as required.

REQUIREMENTS OF WORK:

Considerable knowledge of the World Wide Web as a system and of the principles and practices of good web site design from both server and client perspectives.

Considerable knowledge of, and ability to develop, web site architecture and applications using current web development tools.

Web Technologies Manager
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REQUIREMENTS OF WORK (Continued):

Thorough knowledge of computers, related equipment, and operational theory.

Considerable knowledge of TCP/IP, systems administration, security/firewalls, databases, and database linking.

Considerable knowledge of relevant hardware, software applications, and techniques used in web site design, development, and maintenance.

Considerable knowledge of computer concepts for business and government including systems analysis and programming.

Ability to learn complex technical materials and to adapt in a rapidly changing technological area.

Ability to communicate with people with little technical background about technical subjects and with people with technical knowledge when you have little knowledge in their areas.

Ability to supervise people and serve as a project leader.

Ability to work with management people both within and outside the City.

Ability to communicate orally and in writing; ability to make presentations and write reports.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read standard text and text displayed on a video display terminal.

Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to write and to type at a terminal keyboard.

Tolerance of work under extended mental pressure.

MINIMUM EDUCATION AND EXPERIENCE:

OPEN ENTRY REQUIREMENTS: Graduation from an accredited four-year college or university with a degree in information systems, computer science, or closely related field with a strong academic background in data processing; AND, two years experience in web site design and development. At least one year of the required experience must be as a project leader in a supervisory capacity. Experience in web site design and development may be substituted for up to two years of education on a year for year basis.

PROMOTIONAL REQUIREMENTS: Completion of two years with the City in the classification of Web Designer (SPN 147), and meet the open entry requirements.

New: 9/98

Title Change: 1/99, 2/02

Revised: 1/99, 1/01, 2/02, 3/12

Reviewed: 4/04, 9/06, 12/09

Union: M&P

Range: 45

EEO code: 2

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	PUBLIC SAFETY SYSTEMS ANALYST	CLASS CODE:	154
SALARY PLAN:	A02	GRADE:	44
DEPARTMENT:	POLICE & FIRE	FLSA STATUS:	E
REPORTS TO:	SUPERVISORY PUBLIC SAFETY SYSTEMS ANALYST	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	12/21

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of public safety information systems and applications across multiple platforms and technologies; provides professional support and administration for assigned programs and applications; troubleshoots, researches and resolves application problems; and provides professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the Public Safety Systems Analyst series. Positions in this class are allocated to the Police and Fire departments. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey-level professional class, duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties within the work unit, including development, maintenance and administration of a variety of public safety applications and systems.

This progression series can be distinguished from the Information/Business Systems Analyst series by its specialized focus on operational characteristics of Computer Aided Dispatch (CAD), Records Management Systems (RMS) and other systems applications that are considered mission critical to general public safety and lifesaving efforts.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others but may lead small or less complex projects.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Plans, designs and develops software applications by writing programs using a variety of operating systems and modern computer languages in order to improve public safety business systems; tests programs; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Customizes and modifies existing public safety applications; analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Performs routine setup, installation, and configuration of CAD and voice recording systems to include new software releases and upgrades; implements, configures, and tests related CAD applications.
- Conducts periodic system checks to ensure CAD, phone, and mobile paging systems are accurately processing calls and that corrections are properly reflected in the information display on inbound calls to emergency dispatch/communications centers.
- Troubleshoots and resolves routine problems with system performance, databases, emergency communications applications, and user hardware and software; works with vendors to resolve issues when appropriate.
- Provides professional technical support for users regarding public safety applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Monitors and modifies database configurations; maintains database indexing; develops SQL queries and creates ad hoc reports upon request.
- Implements security measures to protect data and applications; maintains security of user profiles for applications; adds and removes users when necessary.
- Performs backup and recovery operations for servers and databases and assists with capacity planning for CAD and voice recording systems.
- Develops, maintains, and publishes routine to complex custom crystal reports.
- Interviews users to analyze client needs; gathers user information in order to define business requirements; creates and presents alternatives and solutions using diagrams and documentation.
- Integrates software packages into existing public safety applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.

- Provides applications-related training to end users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Participates on applications development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Programs and designs the department's Internet/Intranet websites; responds to Webmaster contacts and mail; trains departmental clients to do web postings and content updates.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Operational characteristics of Computer Aided Dispatch and other public safety systems applications and equipment.
- Methods and techniques of large-scale application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Database design, data access, data warehousing and computer operating systems and office automation products.
- A wide variety of standard programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing applications using programming languages, database services, middleware services, Web services, and office automation services.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence, and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors, and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND two years of professional information technology experience that emphasized the development, enhancement and maintenance of emergency communications systems and related public safety applications. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements: Current non-probationary City employees who meet the Open Education and Experience requirements may apply on a Promotional basis.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SENIOR PUBLIC SAFETY SYSTEMS ANALYST	CLASS CODE:	155
SALARY PLAN:	A02	GRADE:	49
DEPARTMENT:	POLICE & FIRE	FLSA STATUS:	E
REPORTS TO:	SUPERVISORY PUBLIC SAFETY SYSTEMS ANALYST	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	12/21

JOB SUMMARY:

Under general direction, performs advanced professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of public safety information systems and applications across multiple platforms and technologies; performs the most complex professional support and administration of assigned programs and applications, which may include administration of one or more highly complex databases; troubleshoots and resolves difficult and complex application problems; and provides advanced professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the Public Safety Systems Analyst series. Positions in this class are allocated to the Police and Fire departments. An incumbent may serve as a lead worker in his/her assigned area as well as providing advanced professional expertise and leadership over public safety applications development and related functions. Incumbents may perform the most difficult public safety applications development, support, and analysis work including complex database administration. Consistent with an advanced-level professional class, duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise.

This progression series can be distinguished from the Information/Business Systems Analyst series by its specialized focus on operational characteristics of Computer Aided Dispatch (CAD), Records Management Systems (RMS) and other systems applications that are considered mission critical to general public safety and lifesaving efforts.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but may exercise indirect (lead) supervision over subordinate professional, technical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and/or leads activities pertaining to the planning, design and development of new software applications by writing programs using a variety of operating systems and modern computer languages in order to improve public safety business systems; may serve as lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis.
- Customizes and modifies existing public safety applications; analyzes and corrects complex operational problems to ensure the smooth operation of specific applications systems.
- Plans and coordinates the setup, installation, and configuration of CAD and voice recording systems to include new software releases and upgrades; implements, configures, and tests related CAD applications.
- Conducts periodic system checks to ensure CAD, phone, and mobile paging systems are accurately processing calls and that corrections are properly reflected in the information display on inbound calls to emergency dispatch/communications centers.
- Troubleshoots and resolves complex problems with servers, databases, emergency communications applications; works with vendors to resolve issues when appropriate.
- Provides advanced professional technical support for users regarding public safety applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Monitors and modifies complex database configurations; maintains database indexing; develops SQL queries and creates ad hoc reports upon request.
- Plans, coordinates, and implements security measures to protect data and applications; maintains security of user profiles for applications; adds and removes users when necessary.
- Implements and documents backup and recovery processes and leads capacity planning for CAD and voice recording systems.
- Develops, tests, and implements complex scripts to automate common functions or system operations; develops, maintains, and publishes complex custom crystal reports.
- Interviews users to analyze client needs; gathers user information in order to define business requirements; creates and presents alternatives and solutions using diagrams and documentation.

- Researches and performs complex integration of software packages into existing public safety applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.
- Provides applications-related training to end users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Participates on applications development, enhancement and integration projects; may serve as project leader on large or complex projects; 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.
- Programs and designs the department's Internet/Intranet websites; responds to Webmaster contacts and mail; trains departmental clients to do web postings and content updates.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Operational characteristics of Computer Aided Dispatch and other public safety systems applications and equipment.
- Advanced methods and techniques of large-scale application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Advanced database design, data access, data warehousing and computer operating systems and office automation products.
- A wide variety of standard programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing applications using programming languages, database services, middleware services, Web services, and office automation services.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND four years of professional information technology experience that emphasized the development, enhancement and maintenance of emergency communications systems and related public safety applications, including two years at a journey level. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Public Safety Systems Analyst (SPN 154) and fully meets minimum qualifications.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SUPERVISORY PUBLIC SAFETY SYSTEMS ANALYST	CLASS CODE:	156
SALARY PLAN:	A02	GRADE:	52
DEPARTMENT:	POLICE & FIRE	FLSA STATUS:	E
REPORTS TO:	POLICE/FIRE CHIEF	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	12/21

JOB SUMMARY:

Under administrative direction, manages and supervises public safety information delivery and systems support operations, functions and staff within the Police or Fire department; assists executive management in planning, acquisition, implementation and maintenance of public safety information systems and related technology services; recommends and implements policies and procedures pertaining to assigned functions; coordinates and supervises the staff and day-to-day operations of the assigned work unit; manages assigned technology projects.

DISTINGUISHING CHARACTERISTICS:

This is a single-incumbent (per department) supervisory classification in the Public Safety Systems Analyst series with responsibility for managing the public safety information systems operational unit within the Police/Fire department. The incumbent reports directly to the Police/Fire Chief and coordinates applicable activities with the Chief Information Technology Officer (CITO). Duties emphasize the management and supervision of several complex public safety information technology functional areas.

This progression series can be distinguished from the Information/Business Systems Analyst series by its specialized focus on operational characteristics of Computer Aided Dispatch (CAD), Records Management Systems (RMS) and other systems applications that are considered mission critical to general public safety and lifesaving efforts.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate professional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Manages and supervises the public safety application programming and support operations, functions and staff within the Police/Fire department; assists executive management in planning, organizing, directing, staffing and controlling the activities of assigned areas.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of public safety applications programming and related information technology services; resolves difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades.
- Provides technical direction and leadership pertaining to public safety application systems; leads, participates in, and supports programming and development activities; develops and recommends job control processes to meet end-user requirements; ensures that job related deadlines are met.
- Recruits, selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and initiates employee discipline as authorized.
- Develops and recommends policies and procedures for assigned areas; participates in technology strategic planning activities and identifies opportunities to develop and enhance operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve assigned processes.
- Coordinates and manages a wide range of complex information technology projects; reviews and recommends project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; negotiates and administers assigned contracts and agreements; monitors and administers project budgets.
- Communicates and coordinates with other departments and divisions to help identify and achieve their information technology goals; facilitates discussions regarding business needs and objectives; analyzes and identifies system requirements; plans, develops and presents options and recommendations for technology solutions.
- Ensures the timely, accurate and prompt provision of customer service and monitors customer feedback; receives and resolves customer complaints; adjusts practices as needed.
- Assists with the preparation, monitoring and administration of the operational unit budget; compiles and analyzes workload data; consults with other departments regarding their information technology needs and plans; prepares complex correspondence, reports and statistical summaries.

- Attends and participates in meetings; serves on committees and task forces; represents the City to groups and individuals as assigned; continuously communicates with executive management regarding the status of assigned projects, issues, goals and objectives.
- Monitors and analyzes legislation and trends pertaining to information technology; recommends technology changes and upgrades to ensure that City technology is efficient, current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers and peripherals

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Operational characteristics of Computer Aided Dispatch and other public safety systems applications and equipment.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology concepts pertaining to database and system administration.
- Programming design, languages, and operating systems as well as structured coding and analysis; standard application development products.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.

- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the City.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may include some exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND six years of professional information technology experience that included the development, enhancement and administration of emergency communications systems and related public safety applications. One year of supervisory experience is required including the development of policies, procedures, standards and best practices for information delivery services. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Senior Public Safety Analyst (SPN 155) and fully meets minimum qualifications.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	DATABASE ADMINISTRATOR	CLASS CODE:	157
SALARY PLAN:	A02	GRADE:	45
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	E
REPORTS TO:	SUPERVISORY DATABASE ADMINISTRATOR	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the installation, configuration, upgrade and migration of enterprise database server software and related products; monitors database performance and security; performs backup, recovery, database refreshes, data replication and archiving; analyzes and resolves routine to complex database issues; develops conceptual, logical, and physical data models; designs, implements, and administers data migrations, extractions, transformations, and loading processes; assists with developing, implementing, and maintaining operational policies and procedures for database administration.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the Database Administration series. Positions in this class are allocated to the Information Delivery Services section of the Innovation & Technology Services Division/Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey-level professional class, duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties within the work unit, including development, maintenance and administration of a wide range of complex database systems.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but may lead small database projects.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Installs, configures, upgrades and migrates database server software and related products; develops, implements and maintains data migrations, extract, transform, and load functions.
- Monitors and optimizes the performance of the database including SQL tuning; performs storage and capacity planning.
- Performs troubleshooting, resolution, and root cause analysis for routine to complex database performance and outages; ensures compliance with database vendor license agreements; contacts database vendor for technical support.
- Creates and administers objects (e.g. tables, views, indexes, triggers, and stored procedures) using change control procedures; develops conceptual, logical, and physical data models for databases in coordination with applications teams.
- Implements, maintains, and monitors database security in accordance with standards while following policies and procedures for security, consistency, manageability, and integrity of databases.
- Plans and implements operating procedures for database backup and recovery and refreshing of databases; designs, implements, administers, and maintains data replication; executes and monitors procedures for archiving operational data in compliance with data retention requirements.
- Provides professional technical support for users regarding routine database issues; resolves difficult technical problems; communicates with department managers and staff regarding issues; establishes appropriate end-user database access control levels.
- Participates on complex database development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods, commands, and tools for the upgrading, development, automation, migration, performance monitoring, optimization, storage administration, database refreshes, and security of enterprise class database systems.
- Database server design, data access and user administration, installation, configuration, backup and support.
- Data organization and access methods in computerized systems including policies, procedures, and best practices to ensure security, consistency, manageability, and integrity of databases.
- A wide variety of standard programming and scripting languages.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using commands and tools for backup and recovery of database systems.
- Performing data analysis and data integrity checks, data import and exports, and data migrations.
- Identifying slow running SQL commands and performing tuning.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND two years of professional information technology experience that emphasized the development, enhancement and maintenance of enterprise database server software including backup and recovery, data migrations, extractions, transformations and loading processes. An equivalent combination of education, training and experience may also be qualifying.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SENIOR DATABASE ADMINISTRATOR	CLASS CODE:	158
SALARY PLAN:	A02	GRADE:	47
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	E
REPORTS TO:	SUPERVISORY DATABASE ADMINISTRATOR	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general direction, performs professional information technology work pertaining to the installation, configuration, upgrade and migration of enterprise database server software and related products; may serve as a lead worker in the assigned work unit, assigning, directing and monitoring the work of subordinate professional, technical and other staff on a regular or project basis; performs the most complex professional support and administration of one or more highly complex databases; troubleshoots, researches and resolves difficult database and platform/infrastructure issues; provides advanced professional technical support for users; and develops, implements and maintains operational policies and procedures for database administration.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the Database Administration series. This is a single-incumbent classification allocated to the Information Delivery Services section of the Innovation & Technology Services Division/Department. The incumbent may serve as a lead worker providing advanced professional expertise and leadership over database administration and related functions. Consistent with an advanced-level professional class, duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise.

SUPERVISION EXERCISED:

The incumbent does not provide direct supervision over others, but may exercise indirect (lead) supervision over subordinate professional, technical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and may lead activities pertaining to the installation, configuration, upgrade and migration of database server software and related products; develops, implements and maintains data migrations, extract, transform, and load functions.
- Provides advanced database administration for one or more enterprise database systems; monitors and optimizes the performance of the database including SQL tuning; performs storage and capacity planning.
- Performs advanced troubleshooting, resolution, and root cause analysis for complex database performance and outages; ensures compliance with database vendor license agreements; contacts database vendor for technical support.
- Creates and administers objects (e.g. tables, views, indexes, triggers, and stored procedures) using change control procedures; develops conceptual, logical, and physical data models for databases in coordination with applications teams.
- Implements, maintains, and monitors database security in accordance with standards while following policies and procedures for security, consistency, manageability, and integrity of databases.
- Plans and implements operating procedures for database backup and recovery and refreshing of databases; designs, implements, administers, and maintains data replication; executes and monitors procedures for archiving operational data in compliance with data retention requirements.
- Provides professional technical support for users regarding complex database issues; resolves difficult technical problems; communicates with department managers and staff regarding issues; establishes appropriate end-user database access control levels.
- Plans and leads highly complex database development, enhancement and integration projects; interviews users to analyze client needs; gathers user information in order to 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.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform applications programming and software development as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced methods, commands, and tools for the upgrading, development, automation, migration, performance monitoring, optimization, storage administration, database refreshes, and security of enterprise class database systems.
- Advanced database server design, data access and user administration, installation, configuration, backup and support.
- Data organization and access methods in computerized systems including policies, procedures, and best practices to ensure security, consistency, manageability, and integrity of databases.
- A wide variety of standard programming and scripting languages.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using commands and tools for backup and recovery of database systems.
- Performing advanced data analysis and data integrity checks, data import and exports, and data migrations.
- Identifying slow running SQL commands and performing tuning.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND four years of professional information technology experience that emphasized the development, enhancement and maintenance of enterprise database server software including backup and recovery, data migrations, extractions, transformations and loading processes. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Database Administrator (SPN 157) and fully meets minimum qualifications.

NOTE: Incumbents assigned to lead worker roles must complete internal Supervisory Series training within probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SUPERVISORY DATABASE ADMINISTRATOR	CLASS CODE:	159
SALARY PLAN:	A02	GRADE:	50
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	E
REPORTS TO:	ITSD DIRECTOR	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general direction, coordinates and supervises data management functions and staff within the Information Technology department; supervises, coordinates and performs work pertaining to the installation, configuration, upgrade and migration of complex enterprise database server software and related products; directs and supervises data migrations, extractions, transformations, and loading processes; designs and performs backup, recovery, database refreshes, data replication and archiving; performs the most complex professional support and administration of one or more highly complex databases; troubleshoots, researches and resolves difficult database and platform/infrastructure issues; provides advanced professional technical support for users; and develops, implements and maintains operational policies and procedures for database administration.

DISTINGUISHING CHARACTERISTICS:

This is a single-incumbent classification with responsibility for managing complex enterprise database systems within the Information Delivery Services section of the Innovation & Technology Services Division/Department. Duties emphasize functional rather than operational management, but include supervision of professional level staff performing work related to database administration. This class can be distinguished from other Information Systems management classes by its specialized enterprise database focus and its functional rather than operational management emphasis.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate professional employees performing database administration activities.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Leads and supervises data management functions and staff; supervises, coordinates and performs database planning, design, development, implementation, and systems administration.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of enterprise database systems; resolves difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades; ensures that work schedules and deadlines are met.
- Develops policies, procedures, standards and best practices used to govern and direct the technical aspects of database administration in order to ensure security, consistency, manageability, and integrity of databases.
- Oversees the preparation of written specifications for database server software and the acquisition of software, hardware and communication devices; recommends and coordinates the procurement of new hardware, software and supplies for data management functions and areas; recommends vendor contracts and services.
- Designs and develops database applications, such as interfaces, data transfer mechanisms, global temporary tables, data partitions, and function-based indexes to enable efficient access of the generic database structure.
- Participates in technology strategic planning activities and identifies opportunities to develop and enhance enterprise database operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve processes.
- Selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and implements employee discipline as authorized.
- Serves as the primary City interface for data management, correction and maintenance efforts; represents the City at public meetings, conferences, hearings and related activities with public and private groups.
- Communicates and coordinates with other departments and divisions to help identify their data management options; facilitates discussions regarding business needs and objectives; analyzes and identifies system requirements; plans, develops and presents options and recommendations for database solutions.
- Coordinates and manages enterprise database projects; identifies and plans project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; administers assigned contracts and agreements; monitors project budgets.

- Coordinates the resolution of complex system availability, performance management and capacity planning issues pertaining to enterprise database systems.
- Provides input and support to the preparation, monitoring and administration of the data management budget; compiles and analyzes workload data; consults with other departments regarding their database software needs and plans; prepares complex correspondence, reports and statistical summaries; prepares grants and other funding proposals.
- Creates technical documentation for environments with advanced complexity.
- Continuously communicates with the supervisor regarding the status of assigned projects, issues, goals and objectives.
- Monitors and analyzes legislation and trends pertaining to data management; recommends changes and upgrades to ensure that City data management technology is efficient and current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Methods, commands, and tools for the upgrading, development, automation, migration, performance monitoring, optimization, storage administration, database refreshes, and security of enterprise class database systems.
- Database server design, data access and user administration, installation, configuration, backup and support.
- Data organization and access methods in computerized systems including policies, procedures, and best practices to ensure security, consistency, manageability, and integrity of databases.
- A wide variety of standard programming and scripting languages.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Development and administration of schema objects such as tables, views, constraints, triggers, indexes, and in the identification and tuning of complex SQL commands.
- Development and implementation of maintenance policies, procedures, standards and best practices to ensure security, consistency, manageability, and integrity of databases.
- Developing conceptual, logical, and physical data models using related tools and a knowledge of data warehousing concepts.
- Using commands and tools for backup and recovery, disaster recovery, and high availability of database systems.
- Performing data analysis and data integrity checks, data import and exports, and data migrations and transformations.
- Troubleshooting and resolving database configuration and performance problems and complex database issues.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.

- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND six years of professional information technology experience that emphasized the development, enhancement and maintenance of enterprise database server software including backup and recovery, data migrations, extractions, transformations and loading processes. One year of supervisory experience is required including the development of policies, procedures, standards and best practices for data management. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Senior Database Administrator (SPN 158) and fully meets minimum qualifications.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	BUSINESS SYSTEMS ANALYST I	CLASS CODE:	160
SALARY PLAN:	A02	GRADE:	37
DEPARTMENT:	Varies	FLSA STATUS:	E
REPORTS TO:	Varies	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	2/17

JOB SUMMARY:

Under general supervision, performs information technology support work and administrative coordination, emphasizing the maintenance and general administration of specialized computer programs and business systems within a City department; troubleshoots and researches technical system and application problems and coordinates their resolution; prepares documentation of methods and instructions; and provides technical user support for department staff pertaining to assigned programs and systems.

DISTINGUISHING CHARACTERISTICS:

This is first working/entry-level class in the Business Systems Analyst series, which is a departmental technical coordinator class series. Positions in this class are utilized within a City team unit (under such areas as Public Works, Wastewater, Parks and Recreation, Financial Services, etc.) that jointly maintains and administers business/industry specialized processes, computer applications, and/or systems in cooperation with Human Resources and the Innovation and Technology Division. Incumbents serve as a departmental technology coordinator and liaison, performing skilled information systems technical support work while also applying a basic understanding of the specialized programs and administrative needs within the assigned department. Incumbents work under the direction of a Senior Business Systems Analyst or other appropriate department supervisor, utilizing established procedures and limited use of independent judgment. Assignments typically include the more routine professional analytical duties within the work unit, including basic analysis and support for the less complex operational systems and projects.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Serves as a liaison for specialized computer technology activities of their department.
- Supports the technical aspects of departmental information systems planning, development and maintenance.
- Participates in continuous improvement or performance measurement projects and practices.
- Provides support and administration for one or more specialized departmental systems and/or applications; adds and removes users; sets up and changes passwords; monitors system resources and availability; monitors and administers system security measures.
- Participates on less complex applications development, enhancement and integration projects by coordinating assigned technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Installs hardware and software; ensures timely and appropriate installation of system upgrades.
- Performs application and system backups; plans, recommends and implements disaster recovery procedures.
- Troubleshoots, researches and resolves computer application and system performance, integrity, security, access and other issues/problems within technical parameters; coordinates the less complex system problems with outside vendors and/or Information Technology Department staff.
- Reads and interprets computer printouts, reports and screen information; compiles and processes statistical and Ad Hoc data for departments, vendors and others; ensures that data is complete and accurate.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; identifies repetitive user issues and either personally provides training or coordinates with vendors to provide more comprehensive training.
- Supports system access policies and procedures; maintains system documentation and user instructions; maintains system service records and resource contacts.
- Performs basic technical administrative support work involving data compilation, technical reporting and other areas.
- May provide user support and coordination pertaining to phone, video, and other technology systems.

- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Department-specific information technology, systems, and related equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of providing application support, maintenance and administration including areas such as software installation, troubleshooting and testing.
- Principles and practices of business information technology customer service.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, and Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- Basic principles and practices of Lean business improvement processes in a government environment.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, accounting, information systems, or a closely related field. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

N/A

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	BUSINESS SYSTEMS ANALYST II	CLASS CODE:	161
SALARY PLAN:	A02	GRADE:	42
DEPARTMENT:	Varies	FLSA STATUS:	E
REPORTS TO:	Varies	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	5/17

JOB SUMMARY:

Under limited supervision, performs information technology support work and administrative coordination, emphasizing the maintenance and general administration of specialized computer programs and business systems within a City department. Supports departmental functions by coordinating the procurement, installation, modification, and maintenance of departmental hardware, software, and peripheral systems; troubleshoots and researches technical system and application problems and coordinates their resolution; serves as a departmental liaison to hardware and software vendors; prepares documentation of methods and instructions; and provides technical and process improvement support for department staff pertaining to assigned programs and systems.

DISTINGUISHING CHARACTERISTICS:

This is the journey-level class in the Business Systems Analyst series, which is a departmental technical coordinator class series. Positions in this class are utilized within a City team unit (under such areas as Public Works, Wastewater, Parks and Recreation, Financial Services, etc.) that jointly maintains and administers business/industry specialized processes, computer applications, and/or systems in cooperation with Human Resources and the Innovation and Technology Division. Consistent with a journey-level professional class, duties are performed under limited supervision, with only occasional instruction or assistance as when new or unusual situations arise. Incumbents serve as a departmental technology coordinator and liaison, performing skilled information systems technical support work while also applying full-skill analytical procedures and processes related to the specialized programs and administrative needs within the assigned department. Assignments include the full range of journey-level professional analytical duties within the work unit, including analysis and support for a wide range of operational systems and projects.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but may lead small projects and/or train entry-level employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Serves as the primary liaison for assigned specialized computer technology activities of their department;
- Coordinates and supports the technical aspects of departmental information systems planning, development and maintenance.
- Provides primary support and administration for one or more specialized departmental systems and/or applications; adds and removes users; sets up and changes passwords; monitors system resources and availability; monitors and oversees system security measures.
- Assists with the identification of business needs, desired outcomes and process adjustments; communicates with staff regarding system deficiencies and/or enhancement goals; communicates with vendors regarding the feasibility and cost of such modifications; coordinates the implementation of approved changes.
- Works closely with departments to enhance operational effectiveness, providing training on the Lean Business Improvement Process and facilitating ongoing progress.
- Monitors and reports on performance measurement related to identifying trends and root causes of performance gaps. Participates on complex applications development, enhancement and integration projects by coordinating assigned technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Installs hardware and software; ensures timely and appropriate installation of system upgrades.
- Performs application and system backups; plans, recommends and implements disaster recovery procedures.
- Troubleshoots, researches and resolves computer application and system performance, integrity, security, access and other issues/problems within technical parameters; coordinates complex system problems with outside vendors and/or Information Technology Department staff.

- Reads and interprets computer printouts, reports and screen information; compiles and processes statistical and Ad Hoc data for departments, vendors and others; ensures that data is complete and accurate.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; identifies repetitive user issues and either personally provides training or coordinates with vendors to provide more comprehensive training.
- Recommends and develops system access policies and procedures; develops and maintains system documentation and user instructions; creates and maintains system service records and resource contacts.
- Performs professional technical administrative support work involving data compilation, technical reporting and other areas; sets up databases, spreadsheets, presentations, graphics and other documents; develops complex forms and templates.
- May provide user support and coordination pertaining to phone, video, and other technology systems.
- May serve as a lead worker over subordinate clerical or technical administrative staff.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Department-specific information technology, systems, and related equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of providing application support, maintenance and administration including areas such as software installation, troubleshooting and testing.
- Principles and practices of business information technology customer service.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, and Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- Principles and practices of Lean business improvement processes in a government environment.
- Current developments and trends in performance management in a government environment.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.

- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university in business or public administration, accounting, information systems, or a closely related field; AND two years of progressively responsible professional experience in information technology support and business analysis or process improvement. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience with the City in the classification of Business Systems Analyst I (SPN 160) or Information Systems Analyst I (SPN 164).

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SENIOR BUSINESS SYSTEMS ANALYST	CLASS CODE:	162
SALARY PLAN:	A02	GRADE:	47
DEPARTMENT:	Varies	FLSA STATUS:	E
REPORTS TO:	Varies	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	5/17

JOB SUMMARY:

Under general direction, leads and performs professional analysis, development, and continuous improvement of one or more major, complex business systems and processes at an operational level for a City department; employee works closely with central information technology staff and has frequent contact with outside professionals; independently plans, designs, and carries out programs, projects, and studies in accordance with broad policy statements and legal requirements; serves as a lead worker in the assigned work unit; performs the most complex professional support and administration of assigned programs, applications; troubleshoots, researches and resolves difficult and complex application problems; and provides advanced professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the Business Systems Analyst series. Positions in this class are utilized within a City team unit (under such areas as Public Works, Wastewater, Parks and Recreation, Financial Services, etc.) that jointly maintains and administers business/industry specialized processes, computer applications, and/or systems in cooperation with Human Resources and the Innovation and Technology Division. An incumbent typically serves as a lead worker in his/her assigned area as well as providing advanced professional expertise and leadership over specialized applications or systems development and related functions. Incumbents may perform the most difficult professional analysis and administration work. Consistent with an advanced-level professional class, duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise.

SUPERVISION EXERCISED:

Incumbents in this class may provide direct supervision over others, but typically exercise indirect (lead) supervision over subordinate professional, technical, clerical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and leads the work of technical and professional employees in support of department mission-critical systems, applications, and technology. Trains employees, leads complex projects, and may evaluate subordinate staff.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment, and methodologies to expedite and/or enhance existing processes.
- Develops and leads the Lean Business Improvement Process, working closely with involved parties to enhance operational effectiveness, providing training, and facilitating ongoing progress.
- Creates, monitors, and reports on the performance measurement program, identifying trends and root causes of performance gaps.
- Researches, proposes, and leads large-scale, long-term technology related projects. Gives presentations to customers, other employees in various departments, and outside vendors.
- Participates in and leads complex applications development, enhancement and integration projects by coordinating assigned technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff to ensure that needs are being met and to relay any concerns or problems to the appropriate parties.
- Provides advanced support and administration for one or more complex, specialized departmental systems and/or applications.
- Leads and performs system maintenance, upgrades, and replacements. Tests potential system changes to ensure conformance with specifications and requirements.
- Coordinates and plans the migration of computer systems from test to production environments. Troubleshoots problems.
- Identifies and analyzes complex or conflicting work processes; consults with customers on system or process changes to meet their needs. Recommends complementary technology and work process changes.

- Recommends the acquisition or retirement of systems based on department needs; communicates with vendors regarding software and hardware costs and availability.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Documents business processes and procedures for related software and hardware; writes and edits training manuals. Communicates with vendors about products, pricing, schedules, and problems. Ensures vendors adhere to contract requirements.
- Responds to varied information requests. Creates custom reports and queries to support specific customer information needs.
- Creates and maintains various technical reports. Maintains legally required records and reports according to regulations.
- Perform related work as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Department-specific information technology, systems and related equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Advanced methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, and project cost estimating.
- Department-specific software, hardware and infrastructure elements and requirements.
- General information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- Relevant software applications, databases, spreadsheets, reporting tools, and all Microsoft Office products.
- Project management tools and techniques, and ability to apply them.
- Principles and practices of Lean business improvement processes in a government environment.
- Current developments and trends in performance management in a government environment.
- Principles and practices of sound business communication and record keeping.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Utilizing department technology to meet organizational requirements.
- Analyzing and using creative thought in resolving technology related problems and customer requests.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Leading and motivating staff.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies, vendors, and contractors.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Rapidly learn complex technical materials and to maintain current technical knowledge.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate, prioritize, and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both concrete and abstract variables.

Physical Demands:

While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit: use hands to operate a keyboard, grasp, handles 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.

Working Conditions:

- Work is performed in a normal office environment but can have some exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, accounting, information systems, or a closely related field, AND four years of professional experience analyzing, documenting, implementing and maintaining operational business systems or process improvements, including at least two years at a journey level and one year of project leadership. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience with the City in the classification of Business Systems Analyst II (SPN 161) or Information Systems Analyst II (SPN 165).

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SUPERVISORY BUSINESS SYSTEMS ANALYST	CLASS CODE:	163
SALARY PLAN:	A02	GRADE:	50
DEPARTMENT:	Varies	FLSA STATUS:	E
REPORTS TO:	Varies	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	2/17

JOB SUMMARY:

Under administrative direction, manages and supervises professional analysis, development, and continuous improvement of one or more major, complex business systems and processes at an operational level for City departments; independently plans, designs, and carries out programs, projects, and studies which are complex in nature and require independent judgment, logical reasoning, creative thought, problem solving, and leadership skills.

DISTINGUISHING CHARACTERISTICS:

This is a department-specific or multi-department supervisory class in the Business Systems Analyst series. Positions in this class are utilized as supervisors of a team unit (under such areas as Public Works, Wastewater, Parks and Recreation, Financial Services, etc.) that jointly maintains and administers business/industry specialized processes, computer applications, and/or systems in cooperation with Human Resources and the Innovation and Technology Division. The incumbent reports to a department manager or director, coordinating closely with IT for technology integration and HR for continuous improvement, to leverage integration and workflow opportunities in support of large, mission-critical functional areas.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinates, which may include professional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Manages and supervises the work of a team of technical and professional employees in support of department mission-critical systems, business/industry specialized applications, and related technology.
- Assists management in organizing, directing, staffing, and controlling the activities of assigned areas.
- Assists in departmental planning, budgeting, and the development of goals, strategies, and performance measures for their area of expertise, including infrastructure initiatives and system automation.
- Plans, organizes, and leads the development, implementation, and continuous improvement of strategic initiatives and business operations; serves as subject matter expert in organizing, leading, facilitating and consulting on performance measurement and Lean process improvement practices. Selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work.
- Ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and initiates employee discipline as authorized.
- Establishes and maintains collaborative and effective working relationships with all levels of staff and vendors.
- Creates and administers workable information technology solutions to meet business needs.
- Analyzes and evaluates methods of extracting, using, and migrating data; alternatives to current hardware, software, and communication technology; and conversion of existing systems and processes.
- Researches, proposes, and supervises major, diverse technology related projects. Develops project timelines and identifies project tasks and procedures. Gives related presentations to customers, employees in various departments, and outside vendors.
- Generates functional system requirements for upgrades, repairs, or replacements. Prepares and evaluates requests for proposals for computer hardware, software, installation, etc.
- Identifies and analyzes complex or conflicting work processes; consults with customers on system or process changes to meet their needs. Recommends complementary technology and work process changes.
- Streamlines technical infrastructure to be used by multiple systems.
- Manages and performs system maintenance, upgrades, repairs, and replacements.
- Develops and implements tests of potential system changes to ensure conformance with specifications and requirements.
- Maintains and documents electronic records library, including technical and user documentation.
- Develops and implements communication and training plans to support new system functions.

- Responds to varied information requests. Creates custom reports and queries to support specific customer information needs.
- Creates and maintains various technical reports. Prepares legally required records and reports according to regulations.
- Perform related work as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Department-specific information technology, systems, and related equipment

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building, conflict resolution, public sector supervision, and personnel management.
- Advanced methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Department-specific software, hardware and infrastructure elements and requirements.
- General information technology, networking, and electrical concepts.
- Relevant software applications, databases, spreadsheets, reporting tools, and all Microsoft Office products.
- Change management tools and techniques, and ability to apply them.
- Principles and practices of Lean business improvement processes in a government environment.
- Current developments and trends in performance management in a government environment.
- Project management principles, tools and techniques, and ability to apply them.
- Principles and practices of sound business communication and record keeping.
- Pertinent state, federal and local ordinances, laws, rules and regulations.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Utilizing department technology to meet organizational requirements.
- Analyzing and using creative thought in resolving complex technology related problems and customer requests.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve complex operational problems or to accomplish tasks.
- Selecting and motivating staff and providing for their professional development.
- Planning, organizing and directing staff and functions.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies, vendors, and contractors.
- Effectively building consensus and cooperation amongst a diverse interest group.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.

- Rapidly learn complex technical materials and to maintain current technical knowledge.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate, prioritize, and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Work under extended mental pressure.
- Interpret information that includes both concrete and abstract variables.

Physical Demands:

While performing the essential functions of this 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may include some exposure to computer noise.
- Duties occasionally require travel between work locations.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in business or public administration, accounting, information systems, or a closely related field; AND six years of professional experience analyzing, documenting, implementing and maintaining operational business systems or process improvements, including at least two years of project leadership and one year of supervisory experience. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience with the City in the classification of Senior Business Systems Analyst (SPN 162).

Applicants must possess a valid driver's license or evidence of equivalent mobility.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	INFORMATION SYSTEMS ANALYST I	CLASS CODE:	164
SALARY PLAN:	A02	GRADE:	37
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES, POLICE, FIRE, WATER	FLSA STATUS:	E
REPORTS TO:	VARIES BY DEPARTMENT	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of computer programs and applications across multiple platforms and technologies; provides professional support and administration for assigned programs and applications; troubleshoots, researches and resolves application problems; and provides professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the first working/entry-level class in the Information Systems Analyst series. Positions in this class are primarily allocated to the Information Delivery Services section of the Innovation & Technology Services Division/Department and also allocated to the Police, Fire and Water Departments. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with an entry-level professional class, duties are performed under general supervision, utilizing established procedures and limited use of independent judgment. Assignments typically include the more routine professional and analytical duties within the work unit, including basic development and maintenance of the less complex applications and systems.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Designs, writes, tests, and maintains applications software using a variety of operating systems and modern programming languages in order to improve City business systems; designs and creates programming work plans; tests programs; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Customizes and modifies existing software applications; analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Interviews users to analyze client needs; gathers user information in order to define business requirements; creates and presents alternatives and solutions using diagrams and documentation.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Selects and integrates software packages into existing City applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.
- Programs and designs the City's Internet/Intranet websites; responds to Webmaster contacts and mail; trains departmental clients to do web postings and content updates.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Plans, implements and monitors software-based database security.
- Provides professional technical support for users regarding applications issues; resolves technical problems; communicates with department managers and staff regarding issues.
- Develops recommendations for selection, acquisition, deployment and upgrading of applications and programming tools as assigned.
- Participates on less complex applications development, enhancement and integration projects; develops software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.

- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal Computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Database design, data access, computer operating systems and office automation products.
- A wide variety of standard programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing applications using programming languages, database services, middleware services, Web services, and office automation services.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Information Systems Specialist II (SPN 135).

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	INFORMATION SYSTEMS ANALYST II	CLASS CODE:	165
SALARY PLAN:	A02	GRADE:	42
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES, POLICE, FIRE	FLSA STATUS:	E
REPORTS TO:	VARIES BY DEPARTMENT	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	5/17

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of computer programs and applications across multiple platforms and technologies; provides professional support and administration for assigned programs and applications; troubleshoots, researches and resolves application problems; and provides professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the full working/journey-level class in the Information Systems Analyst series. Positions in this class are allocated to the Information Delivery Services section of the Innovation & Technology Services Division/Department and also allocated to the Police and Fire Departments. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey-level professional class, duties are performed under general supervision, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey-level professional analytical duties within the work unit, including development, maintenance and administration of a wide range of complex applications and systems.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but may lead small projects and/or train entry-level employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Designs, writes, tests, and maintains complex applications software using a variety of operating systems and modern programming languages in order to improve City business systems; designs and creates programming work plans; tests programs; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Customizes and modifies existing software applications; analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Interviews users to analyze client needs; gathers user information in order to define business requirements; creates and presents alternatives and solutions using diagrams and documentation.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Selects and integrates software packages into existing City applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.
- Programs and designs the City's Internet/Intranet websites; responds to Webmaster contacts and mail; trains departmental clients to do web postings and content updates.
- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Plans, implements and monitors software-based database security.
- Provides professional technical support for users regarding complex applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Develops recommendations for selection, acquisition, deployment and upgrading of applications and programming tools as assigned.
- Participates on complex applications development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.

- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal Computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of large-scale application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Database design, data access, computer operating systems and office automation products.
- A wide variety of standard programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public-sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing applications using programming languages, database services, middleware services, Web services, and office automation services.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems, or a related field; AND two years of professional information technology experience that emphasized the development, enhancement and maintenance of programs, applications and related systems. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Information Systems Analyst I (SPN 164) or Business Systems Analyst I (SPN 160) and fully meets minimum qualifications.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SENIOR INFORMATION SYSTEMS ANALYST	CLASS CODE:	166
SALARY PLAN:	A02	GRADE:	47
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES, POLICE, FIRE	FLSA STATUS:	E
REPORTS TO:	SUPERVISORY INFORMATION SYSTEMS ANALYST	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general direction, leads and performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of computer programs and applications across multiple platforms and technologies; serves as a lead worker in the assigned work unit, assigning, directing and monitoring the work of subordinate professional, technical and other staff on a regular or project basis; performs the most complex professional support and administration of assigned programs, applications, which may include administration of one or more highly complex databases; troubleshoots, researches and resolves difficult and complex application problems; and provides advanced professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

This is the advanced-level class in the Information Systems Analyst series. Positions in this class are allocated to the Information Delivery Services section of the Innovation & Technology Services Division/Department and also allocated to the Police and Fire Departments. An incumbent typically serves as a lead worker in his/her assigned area as well as providing advanced professional expertise and leadership over applications development and related functions. Incumbents may perform the most difficult professional applications development, analysis and administration work including complex database administration. Consistent with an advanced-level professional class, duties are performed under general direction, with only occasional instruction or assistance as when new or unusual situations arise.

SUPERVISION EXERCISED:

Incumbents in this class do not provide direct supervision over others, but typically exercise indirect (lead) supervision over subordinate professional, technical, clerical and other staff on a regular or project basis.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates and leads activities pertaining to the planning, designing and development of new software applications using a variety of operating systems and modern computer languages in order to improve City business systems; serves as a lead worker over subordinate professional, technical and other staff by assigning, directing and monitoring their work on a regular or project basis.
- Provides database administration support for one or more City-wide enterprise databases; serves as the primary liaison with the vendor for implementation, development and maintenance; creates scripts to improve database function and integration; monitors systems storage and performance; sets parameters for optimal function; coordinates upgrades and testing processes.
- Leads the design, creation and implementation of programming work plans; directs and performs program testing; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Leads application customization and modification activities; personally works on the most complex application issues; investigates, analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Plans and leads application development projects, including large and complex projects; interviews users to analyze client needs; gathers user information in order to 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.
- Creates and presents development proposals to customers using diagrams and documentation.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Researches and performs complex integration of software packages into existing City applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.
- Coordinates and performs complex programming and design work pertaining to the City's Intranet/Internet websites.

- Provides applications-related training to end users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Ensures appropriate software-based database security.
- Provides advanced professional support for users regarding complex applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Develops recommendations for, and plans the selection, acquisition, deployment and upgrading of, applications and programming tools as assigned.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Advanced methods and techniques of application analysis, inter-relationships, design, implementation, integration, programming, testing and debugging.
- Advanced database design, data access, computer operating systems and office automation products.
- A wide variety of programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Principles and practices of leadership and employee motivation.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing complex applications using programming languages, database services, middleware services, Web services and office automation services.
- Administering large and complex databases in support of broad enterprise components.
- Leading and motivating subordinate employees, including professional staff.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling, and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handles 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND four years of professional information technology experience that emphasized the development, enhancement and maintenance of programs, applications and related systems, including two years at a journey level. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Information Systems Analyst II (SPN 165) and fully meets minimum qualifications.

NOTE: Incumbents assigned to lead worker roles must complete internal Supervisory Series training within probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SUPERVISORY INFORMATION SYSTEMS ANALYST	CLASS CODE:	167
SALARY PLAN:	A02	GRADE:	50
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES, POLICE, FIRE	FLSA STATUS:	E
REPORTS TO:	VARIES BY DEPARTMENT	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under administrative direction, manages and supervises information delivery and support operations, functions and staff within the Information Technology department; assists the Director in planning, organizing and directing City centralized operations, applications programming and support, and related information technology services; recommends and implements policies and procedures pertaining to assigned functions; coordinates and supervises the staff and day-to-day operations of the assigned work unit; manages assigned technology projects; and acts in the absence of the Director when assigned.

DISTINGUISHING CHARACTERISTICS:

This is a single-incumbent supervisory classification in the Information Systems Analyst series with responsibility for managing the Applications Support operational units within the Innovation & Technology Services Division/Department and also the Police and Fire Departments. The incumbent reports directly to the ITSD Director, Police Chief, or Fire Chief and duties emphasize the management and supervision of several complex information technology functional areas. This class can be distinguished from higher-level exempt classes in that the latter has department head/senior management responsibility for administering multiple sections within ITSD, Police or Fire.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate professional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Manages and supervises the application programming and support operations, functions and staff within the Information Delivery Services section of the ITSD Division/Department or within the Police and Fire Departments; assists in planning, organizing, directing, staffing and controlling the activities of assigned areas.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of applications programming and related information technology services; resolves difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades.
- Provides technical direction and leadership pertaining to City enterprise application systems; leads, participates in, and supports programming and development activities; develops and recommends job control processes to meet end-user requirements; ensures that job related deadlines are met.
- Recruits, selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and initiates employee discipline as authorized.
- Develops and recommends policies and procedures for assigned areas; participates in technology strategic planning activities and identifies opportunities to develop and enhance operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve assigned processes.
- Coordinates and manages a wide range of complex information technology projects; reviews and recommends project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; negotiates and administers assigned contracts and agreements; monitors and administers project budgets.
- Communicates and coordinates with other departments and divisions to help identify and achieve their information technology goals; facilitates discussions regarding business needs and objectives; analyzes and identifies system requirements; plans, develops and presents options and recommendations for technology solutions.
- Ensures the timely, accurate and prompt provision of customer service and monitors customer feedback; receives and resolves customer complaints; adjusts practices as needed.
- Assists the Director with the preparation, monitoring and administration of the operational unit budget; compiles and analyzes workload data; consults with other departments regarding their information technology needs and plans; prepares complex correspondence, reports and statistical summaries.
- Attends and participates in meetings; serves on committees and task forces; represents the City to groups and individuals as assigned; continuously communicates with the Director regarding the status of assigned projects, issues, goals and objectives.

- Monitors and analyzes legislation and trends pertaining to information technology; recommends technology changes and upgrades to ensure that City technology is efficient, current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers and peripherals

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- Computer infrastructure elements including networks, applications, personal computers and mid-range computers.
- Information technology concepts pertaining to database and system administration.
- Programming design, languages, and operating systems as well as structured coding and analysis; standard application development products.
- Principles, methods and techniques of systems analysis, inter-relationships, design, implementation and integration.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems and accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.

- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the City.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.

Physical Demands:

While performing the essential functions of this 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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's working conditions are typically moderately quiet, but may include some exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field; AND six years of professional information technology experience that included the development, enhancement and administration of enterprise-level applications programming. One year of supervisory experience is required including the development of policies, procedures, standards and best practices for information delivery services. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of Senior Information Analyst (SPN 166) and fully meets minimum qualifications.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE: GEOGRAPHIC INFORMATION SYSTEMS (GIS) ANALYST
SALARY PLAN: A02

CLASS CODE: 168
GRADE: 43
FLSA STATUS: E
EEO-4 CODE: 02
DATE: 1/20

BARGAINING UNIT: M&P-B

JOB SUMMARY:

Under general supervision, performs professional information technology work pertaining to the technical development, maintenance and support of City Geographic Information Systems (GIS) and related programs; compiles, stores and analyzes data; assembles and develops cartographic maps; provides customer service support regarding technical systems issues; and provides technical user training pertaining to assigned systems and equipment.

DISTINGUISHING CHARACTERISTICS:

This is a full working level specialized professional class. Incumbents preponderantly perform work of a technical nature, utilizing skills that require a thorough understanding of technical GIS procedures and processes. Duties are performed under general supervision but require full compliance with policies regarding City GIS standards and best practices. Incumbents work alone on routine or regular work assignments, checking with a supervisor only on non-routine assignments or when in doubt as to the correct procedures to follow. Assignments include the full range of technical duties pertaining to the GIS functional area, including user and system support for specialized GIS applications, systems and/or equipment.

SUPERVISION EXERCISED:

Incumbents in this class do not directly lead or supervise other employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Provides technical GIS-related support pertaining to GIS planning, design, development, implementation, and system operations.
- Researches and compiles data from City records or other sources including legal descriptions, surveys and land/right-of-way/topography maps, roads, development plans and related geographical instruments; interprets various documents including surveys and plats and makes parcel boundary line determinations using accepted principles and practices.
- Prepares and maintains GIS datasets using specialized mapping applications and hardware; creates, edits, and manipulates vector data and their associated attribute data; completes data conversions and performs technical quality analysis.
- Enters data into base layers; ensures the integrity, quality and accuracy of information and data; conducts on-site inspections to identify and verify locations, markers and monuments.
- Uses geographical positioning system (GPS) receivers to collect geographic data and complete post-processing to increase the accuracy of the data.
- Utilizes mapping applications to design, develop and assemble cartographic quality maps for use by City departments or sale to the public; scans existing maps, archives and aerial photographs; edits digital photos for visual clarity; creates, revises and manipulates maps and mapping-related records.
- Provides GIS and GPS technical support for City employee system users; troubleshoots and resolves equipment and software problems, including data conversion and analysis issues; provides a timely, accurate and prompt response to customer service requests.
- Researches and recommends new tools, equipment and methodologies to expedite and/or improve processes.
- Participates on GIS development projects; communicates with vendors and contractors regarding products and services; provides technical support pertaining to hardware/software installation, testing and other areas.
- Develops and provides user training.
- Continuously communicates with the supervisor regarding the status of assigned projects, issues, goals and objectives.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- PC servers

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Basic methods and techniques of providing GIS technology support, maintenance and administration including areas such as software/hardware installation, troubleshooting and testing.
- Basic principles geography and mapping.
- Principles and practices of information technology customer service.
- Routine technical programming and scripting techniques.
- Basic data organization and access methods in GIS applications.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Basic principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector information technology and telecommunications management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Read, analyze and interpret moderately complex technical information including technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- Comply with instructions, rules, policies, and procedures related to City GIS software and access.

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.

Working Conditions:

- Most work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- Some work may be performed in an outdoor or other environment where exposure to weather and/or dust can occur.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited college or university with major coursework in geography, engineering, drafting, cartography, architecture, computer science, information systems or a related field; AND three years of professional GIS technical support experience that included system development, maintenance, troubleshooting and customer service. An equivalent combination of education, training and/or experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of GIS Specialist (SPN 211) and fully meets minimum qualifications.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	SUPERVISORY GEOGRAPHIC INFORMATION SYSTEMS (GIS) ANALYST	CLASS CODE:	169
SALARY PLAN:	A02	GRADE:	50
DEPARTMENT:	INNOVATION & TECHNOLOGY SERVICES	FLSA STATUS:	E
REPORTS TO:	ITSD DIRECTOR	EEO-4 CODE:	02
BARGAINING UNIT:	M&P-B	DATE:	10/16

JOB SUMMARY:

Under general direction, coordinates and supervises Geographic Information Systems (GIS) functions and staff within the Information Technology department; supervises, coordinates and performs GIS planning, design, development, implementation and systems operations; directs and supervises GIS data conversion, application production, funding application and maintenance activities; provides advanced and specialized customer support regarding available GIS technology and services; recommends and implements policies and procedures pertaining to GIS functions; coordinates and supervises the staff and day-to-day operations within the GIS work unit; and manages assigned GIS technology projects.

DISTINGUISHING CHARACTERISTICS:

This is a single-incumbent classification with responsibility for managing a complex and specialized technology function within the Information Delivery Services section of the Innovation & Technology Services Division/Department. Duties emphasize functional rather than operational management, but include limited supervision of paraprofessional support staff. This class can be distinguished from other Information Systems management classes by its specialized GIS focus and its functional rather than operational management emphasis.

SUPERVISION EXERCISED:

The incumbent exercises full scope supervision over subordinate professional employees performing GIS-related technical support activities.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Leads and supervises GIS-related functions and staff; supervises, coordinates and performs GIS planning, design, and development, implementation, and systems operations.
- Provides advanced technical support and direction regarding the development, enhancement and maintenance of City GIS systems and services; participates in the design, creation and maintenance of GIS datasets and the operation and maintenance of the Intranet mapping application website; resolves difficult technical issues and problems; monitors workload statistics to plan capacity and other upgrades; ensures that work schedules and deadlines are met.
- Serves as the primary City interface for GIS data acquisition, correction and maintenance efforts in support of the City-wide GIS program; represents the City at public meetings, conferences, hearings and related activities with public and private groups.
- Oversees the preparation of written specifications for GIS software development and the acquisition of software, hardware and communication devices.
- Designs and develops computer applications to support data acquisition activities; develops and recommend GIS policies, operating procedures and standards.
- Participates in technology strategic planning activities and identifies opportunities to develop and enhance GIS operational efficiencies; evaluates and recommends new tools, equipment and methodologies to expedite and/or improve processes.
- Selects, develops and trains assigned staff; assigns, directs, monitors and evaluates staff work; ensures adherence to policies, standards and procedures; identifies, recommends and arranges for staff development; recommends and implements employee discipline as authorized.
- Communicates and coordinates with other departments and divisions to help identify their GIS options; facilitates discussions regarding business needs and objectives; analyzes and identifies system requirements; plans, develops and presents options and recommendations for GIS solutions.
- Coordinates and manages GIS projects; identifies and plans project goals and technical criteria; communicates with vendors and contractors to research products and services; develops requests for proposals; reviews and recommends vendor and contractor proposals; administers assigned contracts and agreements; monitors project budgets.
- Coordinates the resolution of complex system availability, performance management and capacity planning issues pertaining to GIS systems.
- Continuously communicates with the supervisor regarding the status of assigned projects, issues, goals and objectives.

- Provides professional GIS customer support and training; provides timely, accurate and prompt response to customer service requests; monitors customer feedback; develops and provides user training; receives and resolves customer complaints; adjusts practices as needed.
- Recommends and coordinates the procurement of new hardware, software and supplies for GIS functions and areas; recommends vendor contracts and services.
- Provides input and support to the preparation, monitoring and administration of the GIS budget; compiles and analyzes workload data; consults with other departments regarding their GIS needs and plans; prepares complex correspondence, reports and statistical summaries; prepares grants and other funding proposals.
- Monitors and analyzes legislation and trends pertaining to GIS technology; recommends changes and upgrades to ensure that City GIS technology is efficient and current and in compliance with regulations.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers
- Specialized GIS printers and other peripheral devices

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Principles and practices of public and business administration, including planning, budgeting, procurement and contract management.
- Principles and practices of leadership, motivation, team building and conflict resolution; public sector supervision and personnel management.
- Methods of analyzing customer business needs and recommending technology solutions.
- Principles and methods of cost/benefit analysis, project cost estimating and budgeting.
- GIS software, hardware and infrastructure elements and requirements.
- GIS database design, structured coding and analysis and report development.
- General information technology and networking concepts pertaining to teleprocessing, LAN, WAN, database administration, telecommunications, wireless and distributed systems.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public information technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Utilizing GIS technology to meet organizational requirements.
- Analyzing and resolving technology related problems and customer requests.
- Preparing cost estimates, cost/benefit analyses and budgets.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Applying analytical and management thinking to solve problems or accomplish tasks.
- Planning, organizing and directing functions and staff.
- Selecting and motivating staff and providing for their professional development.
- Communicate clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Ability to:

- Provide consistent and productive leadership to others in both routine and stressful situations.
- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.

- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both concrete and abstract variables.

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.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on-call work.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in geography, engineering, architecture, computer science, information systems or a related field; AND five years of professional GIS experience that included the analysis, development, enhancement and maintenance of GIS systems and the provision of GIS customer service. One year of supervisory experience is required including the development of policies, procedures, standards and best practices for GIS data management. An equivalent combination of education, training and experience may also be qualifying.

Promotional Requirements:

Two years of experience in the classification of GIS Analyst (SPN 168) and fully meets minimum qualifications.

NOTE: Incumbent must complete internal Supervisor Series training within the probationary period.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.

GEOGRAPHIC INFORMATION SYSTEMS SPECIALIST

SPN: 211

NATURE OF WORK:

Performs complex spatial data processing work including data creation, manipulation, and cartographic/data output utilizing geographic information systems (GIS). Employee is required to analyze facts and make independent decisions in order to determine the proper course of action within the limits of policy. Some work is verified by others in subsequent operations; but, if not detected, errors might cause a considerable loss of time, money, or embarrassment to the City. Employee has regular contact with peers in other departments and outside sources in order to obtain and supply factual information. Work is sedentary in nature, performed under normal working conditions, and requires sustained periods of more than normal concentrated attention.

SUPERVISION:

Employee works independently under limited supervision and functions as a project leader when required. Responsible for work direction of subordinate employees and trains others in own work.

ESSENTIAL JOB FUNCTIONS:

Performs complex spatial analysis and digital database construction involving mathematical entry and manipulation of spatial data to achieve consistency with record data, survey principles, legal requirements, and GIS usage requirements.

Performs digital map editing, quality control checking, and database maintenance functions.

Coordinates production and design of GIS maps and reports.

Trains and informs personnel in GIS matters.

Installs and maintains GIS hardware and software.

Accesses and integrates data from other databases throughout the City and County into the Geographic Information System.

Prepares GIS meta data documentation and documents GIS procedures utilized.

Utilizes GIS software tools to develop data sets within applications as needed.

Performs related duties as required.

REQUIREMENTS OF WORK:

Considerable knowledge of GIS and uses including hardware, software, and applications.

Considerable knowledge of spatial and attribute digital data capture and editing procedures, review and cross-checking of spatial/attribute relationships in digital products, GIS requirements.

Geographic Information Systems Specialist
Page two

REQUIREMENTS OF WORK (continued):

Considerable knowledge of cartographic data requirements necessary to develop given GIS products.

Considerable knowledge of ESRI/GIS, editing procedures, and procedures to cross check spatial/attribute relationships in digital products. .

Knowledge of computer programming within GIS applications and the ability to define and obtain data sets for specific projects.

Knowledge of advanced database utilities and the ability to apply methods and techniques of statistical analysis.

Knowledge of computer aided drafting hardware, software and applications.

Ability to establish and maintain effective working relationships with other employees.

Ability to communicate effectively, both orally and in writing.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read computer displays, maps and data.

Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.

Enough manual dexterity to operate a computer, calculator and other office machines.

Enough body mobility to move about the office.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Graduation from a four year college or university with a degree in computer science, civil engineering, geography, planning, or related field; AND, at least one year of experience in Geographic Information Systems using Esri software applications, to include developing maps and related products, performing spatial analyses, and creating and maintaining GIS datasets. Additional experience may be substituted, on a year for year basis, for up to two years of the educational requirement.

Promotional Requirements: Completion of two years of experience with the City in the classification of GIS Technician, Engineering Technician III, or higher, and meet the open entry requirements.

New: 6/2001

Revised: 12/04, 1/08, 1/13, 2/17

Reviewed: 4/03, 1/07, 2/11

Union: 270

Range: 39

EEO code: 3

NATURE OF WORK:

Performs technical spatial data processing work including data creation, manipulation, and cartographic/data output utilizing geographic information systems (GIS). Employee is required to analyze facts to determine the proper course of action within the limits of standard procedure. Some work is verified by others in subsequent operations; but, if not detected, errors might cause a significant loss of time or money. Employee has regular contact with peers in other departments to obtain and supply factual information. Work is sedentary in nature, performed under normal working conditions, and requires periods of more than normal concentrated attention.

SUPERVISION:

Employee works under general supervision referring questionable cases to the supervisor, but as experience is gained is expected to perform in a more independent manner according to standard procedures. Responsible for instructing other employees in their own work, and may be required to check the work of others.

ESSENTIAL JOB FUNCTIONS:

Performs spatial analysis and digital database construction involving mathematical entry and manipulation of spatial data to achieve consistency with record data, survey principles, legal requirements, and GIS standards.

Performs GIS data quality control, including reviewing data for completeness and accuracy; identifying and correcting errors or omissions in the data.
Performs data entry to build data files. Maintains data using software tools.

Assists in map design and production. Produces standard maps, reports, and files. Translates customer requirement into map and data specifications.

Interprets and works with data from various disciplines, including planning, zoning, architecture, demographics, utilities, engineering and public safety.

Assists with special projects and analysis by structuring queries of the spatial and tabular data using out of the box GIS tools to meet the specific needs of the project.

Classifies spatial data and attributes, enters data to build data files, and maintains data files. Develops and maintains databases for projects. Resolves database errors and reconciles differences between databases and their source materials.

Prepares GIS documentation using standards.

Performs related duties as required.

Geographic Information Systems Technician
Page two

REQUIREMENTS OF WORK:

Knowledge of GIS and associated hardware, software, and applications.
Knowledge of GIS data capture and editing procedures.
Knowledge of GIS data quality control procedures including reviewing data for completeness and accuracy.
Knowledge of map accuracy standards and specifications.
Knowledge of cartography, map projections, surveying/geodesy and geodetic control.
Knowledge of cartographic requirements necessary to develop GIS products.
Basic knowledge of GPS data collection and transfer into GIS.
Basic knowledge of computer aided drafting hardware, software and applications.
Ability to import, export and/or convert GIS data to/from various formats.
Ability to establish and maintain effective working relationships with other employees.
Ability to communicate effectively, both orally and in writing.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to read computer displays, maps and data.
Ability to hear, with or without a hearing aid, and speak well enough to converse on the telephone.
Ability to operate a computer, calculator and other office machines.
Ability to move about the office.

MINIMUM EDUCATION AND EXPERIENCE:

Open Entry Requirements: Completion of two years of college (90 quarter credit hours or 60 semester credit hours) in GIS, engineering, computer science, geography, planning, or related subjects; AND, two years of experience with Esri GIS software applications including spatial analysis, database construction and map generation. Additional experience with GIS applications may be substituted for the educational requirements on a year for year basis. Additional education in the above areas may be substituted for the experience requirements on a year for year basis.

Promotional Requirements: Completion of two years of experience in the classification of Engineering Technician II, or higher classification in engineering and/or planning related fields.

All applicants must possess a valid driver's license.

New: 6/2001

Revised: 6/05, 4/18

Reviewed: 4/03, 1/08, 1/11, 4/13

Union: 270

Range: 34

EEO code: 8

**CITY OF SPOKANE
CLASS SPECIFICATION**

CLASS TITLE:	MEDIA MANAGER	CLASS CODE:	600
SALARY PLAN:	A02	GRADE:	40
DEPARTMENT:	COMMUNICATIONS	FLSA STATUS:	NON EXEMPT
REPORTS TO:	CITYCABLE 5 DIRECTOR	EEO-4 CODE:	2
BARGAINING UNIT:	M&P-B	DATE:	5/19

JOB SUMMARY:

Plans, coordinates, develops, and delivers public information and stories about City services, issues, and programs for dissemination to citizens and media.

SUPERVISION:

Work is performed under general direction with considerable independence and discretion. May instruct, check, and supervise the work of assistants, such as interns or temporary/seasonal employees.

EXAMPLES OF DUTIES: *This list is ILLUSTRATIVE only and is not a comprehensive listing of all functions and duties performed by the incumbent of this class. Duties may include, but are not limited to the following:*

- Coordinates, schedules, prioritizes, and promotes citywide video production activities.
- Researches and develops ideas in collaboration with elected officials, City department heads, divisional communication managers, and other key staff.
- Identifies timely information and stories that humanize government and provide greater insight into services and programs.
- Enterprises and designs newsworthy stories to communicate the mission of the City of Spokane, demonstrate the services its employees provide, and outline issues important to citizens.
- Writes scripts and produces final story content. Plans delivery of stories with a professional multi-media approach, utilizing CityCable 5, the City website, social media, etc.
- Interviews others and presents stories on camera. Provides narration for a variety of video programs.
- Develops b-roll footage and video interviews that are easily repurposed and shared by both local broadcast and print media, expanding the reach of information into the community.
- Works with City departments to obtain specialized video of City work, such as Police, Fire and Public Works operations worthy of sharing with other media.
- Coordinates the launch of information, with strategic positioning to gain public engagement and support for programs and initiatives, as well as promoting higher levels of media interest and interaction.
- Acts as a liaison to local and national news organizations covering City events and activities, focusing on providing them with b-roll video enhancements beyond what is ordinarily available to media.
- Performs related work as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- broadcasting standards
- video production
- video editing techniques

Skill in:

- public speaking and presentation
- interviewing for public broadcast
- creative expression, including communication, both verbally and in writing, of technical or complicated subjects in clear, concise, and easily understood language
- customer service, working directly with City personnel to identify electronic media needs
- interpersonal relations, establishing and maintaining beneficial working relationships with both internal and external contacts
- applied technology for media communication, such as editing video content on a computer

- time management, including meeting tight deadlines and accommodating competing requests in a fast-paced working environment

Physical Demands and Working Conditions:

- Ability to read standard text and information on a video monitor.
- Ability to communicate so that information can be clearly received and conveyed.
- Ability to operate a computer.
- Ability to walk, stoop, kneel, and crouch while operating a handheld camera or setting up audio/video equipment.
- Ability to manually adjust audio/visual equipment.
- Ability to drive an automobile.
- Work is light to medium in nature; requires ability to lift and move audio/video equipment weighing up to 50 lbs.
- Unusual hours may be required.
- Various work locations, both indoor and outdoor, may be used as needed.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited college or university in communications, journalism, public relations or a closely related field, and a minimum of three years of specialized work experience in a creative, on-camera media communications role.

Additional experience may substitute for the education requirement on a year-for-year basis.

License: A valid driver's license is required.

New: 5/2019

POLICE MAJOR

SPN: 919

NATURE OF WORK:

Performs responsible administrative and command duties assisting the Police Chief. Employee acts independently in planning, organizing, and coordinating new methods and procedures within the limits of departmental policy, City ordinances, and State law. Carelessness or lack of judgment in the performance of duty could cause serious embarrassment to the City. Frequent inside and outside contacts require a high degree of tact, judgment, and technical knowledge. Incumbent is subject to call during emergencies and may be required to attend community events outside of normal work hours.

SUPERVISION:

Employee works under the general direction of the Assistant Police Chief, and selects their own method of obtaining objectives within the limits of established policies, procedures, ordinances, and applicable laws. Directs major bureaus of the Police Department through subordinates.

ESSENTIAL JOB FUNCTIONS:

Directs major bureaus of the Police Department through subordinates.

Maintains and enforces discipline, and reviews records and reports. Develops new procedures, and submits reports and recommendations to the Police Chief.

Assists the Police Chief with a variety of special projects as assigned. Researches data essential for budget preparation. Makes presentations to groups and organizations essential to the successful implementation of various plans.

Responsible for the managerial development of subordinates.

Performs related work as required.

REQUIREMENTS OF WORK:

Thorough knowledge of modern police administration, personnel management, and the maintenance of police records, including their application to the solution of police problems.

Thorough knowledge of departmental rules and regulations and of applicable federal, state, and local laws.

Extensive knowledge of both City and departmental policy and procedures.

Ability to command personnel and equipment under various conditions, including an emergency.

Ability to express oneself effectively in both written and oral communication, and establish and maintain rapport with subordinates, superiors, a variety of governmental agencies, and the public.

Police Major
Page two

REQUIREMENTS OF WORK (continued):

Ability to implement new techniques and systems that research and development efforts indicate would improve police service. Ability to coordinate new systems and techniques with both inside and outside agencies.

Ability to develop, write and implement new rules, regulation, policies and procedures as needed.

Ability to forecast, prepare, analyze, and work with budgets at the Departmental level.

PHYSICAL REQUIREMENTS:

Ability to see, with or without corrective lenses, well enough to detect movement in low-level light.

Ability to hear, with or without a hearing aid, a low level two-way radio conversation.

Ability to speak well enough to be articulate in addressing a large gathering.

Enough body mobility to run short distances in pursuit of suspects.

Enough manual dexterity to use firearms safely and accurately.

Enough strength to effectively restrain suspects.

Enough stamina to work long shifts with occasional call backs at odd hours.

Tolerance to work under adverse conditions, such as outdoors in heat and cold, and to deal with shootings and mental stress.

MINIMUM EDUCATION AND EXPERIENCE:

Promotional Requirements: Currently a Police Captain (SPN 917) or Police Lieutenant (SPN 916); and completion of at least two years of experience with the City in the classification of Police Captain, Police Lieutenant or a combination of both.

Selection of a Senior Administrative Assistant, Rule V, Section 8, Rules of the Civil Service Commission, applies.

New: 5/91

Retitled: 1/07

Revised: 9/99, 12/00, 2/04, 10/04, 10/05, 12/05, 1/07, 4/08, 1/13, 1/16, 5/16, 2/20, 9/2024 (ref change)

Reviewed: 10/93, 9/95, 9/97, 1/03, 5/11

Union: Ex-Conf

Range: 81

EEO code: 4

INTEGRATED MEDICAL SERVICES MANAGER

SPN: 926

NATURE OF WORK

Performs responsible managerial work in the administrative and clinical aspects of the Integrated Medical Care Services of the Spokane Fire Department. Work requires thorough knowledge of emergency medical service systems; contract management; federal, state and county law; and City policies and procedures. Close attention and diligence are required to detect and avoid errors, which could cause injury or death to response personnel or the public, serious interruptions of business and serious embarrassment to the department or the City. Employee has regular contact with outside agencies, hospitals, physicians, the contracted ambulance provider and staff. Duties are normally sedentary in nature, are performed under normal working conditions, and require a high degree of mental and visual concentration involving research, logical reasoning and analytical and creative thought over long periods.

SUPERVISION

Plans and arranges own work and reports to the Fire Chief or designee.

ESSENTIAL JOB FUNCTIONS

Manages the integrated care services function of the Spokane Fire Department; monitors performance; researches, develops, and implements system improvements.

Interfaces with Spokane Fire Department's Medical Advisor on development and modification to EMS protocols and procedures, the status of employee EMS certifications, and quality assurance/improvement matters.

Manages contracts for outside ambulance provider and for other EMS agreements; establishes, receives and evaluates bid proposals; reviews monthly exception reports for ambulance services.

Ensures department and program compliance with statutory requirements, including HIPAA, and established policies and procedures.

Coordinates and collaborates with the Combined Communications Center, CARES Team, hospital systems, the county EMS office, and other agencies as needed.

Maintains and updates airborne and blood borne pathogen policies; ensures prompt, direct response to employee pathogen exposure incidents. Evaluates and reviews employee injury reports; ensures compliance with annual immunization and testing requirements.

Reviews internal and external publications, correspondence, and manuals for compliance with policy, guidelines and specialty requirements; recommends new or modified regulations or policies to the Fire Chief or Assistant Fire Chief.

Assists with studying and resolving the City's risk management issues related to clinical services.

Performs related work as required.

Integrated Medical Services Manager
Page two

REQUIREMENTS OF WORK

Thorough knowledge of Washington State Administrative Code and Revised Code of Washington in application to EMS.

Thorough knowledge of federal and county EMS-specific laws, rules, and protocols.

Considerable knowledge of quality improvement and performance management techniques and principles, including work flow analysis, benchmarking, and performance measurements.

Considerable knowledge of strategic planning, program management, and fiscal and budgetary principles and practices.

Ability to understand the complexity of the community EMS service demands and its impact on the Fire Department and other medical providers, formulate plans to address issues and develop integrated medical services strategies to improve the overall community EMS system.

Ability to establish and maintain effective working relationships with diverse populations and cultures; business, community and civic leaders; the public; union representatives and co-workers.

Ability to develop clear goals and objectives, and to solve complex problems involving multiple agencies.

Ability to plan and direct the work of subordinates.

Ability to develop and manage budgets and formulate business plans.

Ability to communicate effectively both orally and in writing and to be courteous.

Ability to apply discretion and maintain confidentiality.

PHYSICAL REQUIREMENTS

Ability to read standard print such as reports, computer screens, charts and graphs and distinguish color on them as needed.

Ability to carry on normal conversation, speak well enough to converse on the telephone and communicate effectively with individuals and groups.

Ability to write and to operate a computer keyboard.

Ability to carry objects used on the job such as laptops, binders, and a portable radio, and to occasionally carry portable medical equipment up and down stairs.

Ability to occasionally work outdoors as needed.

Ability to work irregular hours; some travel and attendance at meetings outside of business hours.

MINIMUM EDUCATION AND EXPERIENCE

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

Open Entry Requirements: Graduation from an accredited four-year college or university with a degree in Nursing, Biology, or a closely related field; and three years of increasingly responsible experience in a fire or related emergency department that demonstrates broad knowledge and understanding of assigned area. Applicants must possess a valid driver's license or otherwise demonstrate ability to get to and from multiple work locations as required.

NOTE: Selection of a Senior Administrative Assistant, Rule V, Section 8, Rules of the Civil Service Commission, applies.

New: 09/15

Revised: 3/2022, 4/2022, 9/2024 (ref change)

Reviewed:

Union/FLSA: M&P (B)

Range: 53

EEO code: 2



Item 4C – Annual Report Presentation

Background

The Chief Examiner will present the 2024 Annual Report.

No Commission action needed.



Item 4D – Rule Review Committee Rule Change Presentation

Background

The Chief Examiner will present the Rule Review Committee Rule change and Alternate Scoring Criteria for discussion and adoption.

Commission action required on two items.

Attachments:

Resolution 2025-05 Rule Change

Resolution 2025-06 Alternate Scoring Criteria

Civil Service
Commission



Resolution 2025-05

BE IT RESOLVED BY THE CIVIL SERVICE COMMISSION that Rule IV, Section 9 of the Merit System Rules is amended as of April 15, 2025, to read as follows:

Section 9. ~~VETERANS-ADDITIONAL~~ SCORING CRITERIA:

- (a) Veterans will be given additional credit in accordance with state law. Applicants seeking veterans scoring criteria status must provide proof of veteran status on or before the test date. Credit will be given only after the applicant has attained a passing rating in the examination procedure.
- (b) Other additional credit may be applied in accordance with state law. Such criteria must be approved by Commission resolution prior to implementation by staff.

CIVIL SERVICE COMMISSION:

CHAIR

VICE CHAIR

ATTEST:

CHIEF EXAMINER

Civil Service
Commission



Resolution 2025-06

BE IT RESOLVED BY THE CIVIL SERVICE COMMISSION that the following scoring criteria will be applied by Civil Service staff in accordance with Rule IV, Section 9, effective immediately:

- (1) Added to the passing scores of candidates on competitive open-entry examinations:
 - (a) Five percent to a candidate who has obtained full professional proficiency or who is completely fluent as a native speaker in any language other than English.
 - (b) Five percent to a candidate with two or more years of experience in AmeriCorps.
- (2) The total preference points may not exceed 10 percent of the candidate's examination score or the mandatory amount required by state law, whichever is higher.
- (3) The percentage shall be added to the passing score of open-entry competitive examinations until the candidate's first appointment.

CIVIL SERVICE COMMISSION:

CHAIR

VICE CHAIR

ATTEST:

CHIEF EXAMINER
