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## Staff Report

**Date:** September 27, 2016

**To:** City Council

**From:** Valerie J. Barone, City Manager

**Reviewed by:** Elia Bamberger, Director of Human Resources

**Prepared by:** Teresa Fairbanks, Senior Human Resources Analyst  
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(925) 671-3397

**Subject:** **Considering adoption of Resolution No. 16-3493.2 approving the creation of the Manager of Business Systems and Project Management classification assigned to the Unrepresented unit; Resolution No. 16-3493.3, approving the creation of the Network and Operations Manager classification assigned to the Unrepresented unit; and Resolution No. 16-3493.4 approving the creation of the Supervising Accountant classification assigned to the Office and Professional Employees International Union (OPEIU) representation unit.**

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### Report in Brief

The Human Resources Department periodically reviews classifications for modification based on the operational needs of the City. A review of the Information Technology Department classification series identified an opportunity to better align the staffing structure to the organization's needs through the creation of a Manager of Business Systems and Project Management classification. The position would provide dedicated focus in mission critical areas such as public safety, financial, and land use systems while further providing project management for the City's technology needs. The organization would also benefit from the establishment of a Network and Operations Manager classification to oversee the City's network and server infrastructure.

Both classifications are unrepresented Division Manager level positions in the Information Technology Department, at pay grade M-9. These actions will not increase the staffing level in the Information Technology Department, and the financial impact will

## City Council Agenda Report

Considering adoption of Resolution No. 16-3493.2 approving the creation of the Manager of Business Systems and Project Management classification assigned to the Unrepresented unit, Resolution No. 16-3493.3, approving the creation of the Network and Operations Manager classification assigned to the Unrepresented unit, and Resolution No. 16-3493.4 approving the creation of the Supervising Accountant classification assigned to the Office and Professional Employees International Union (OPEIU) representation unit

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be offset through the elimination of two IT Manager positions. Neither would be filled at the time of elimination.

Further, a review of the Finance Department's supervisory and administrative functions identified that a gap existed between the department's professional classifications and the next higher-level managerial positions. The creation of the Supervising Accountant classification would provide much needed higher-level oversight over the City's financial reporting functions and provide a career ladder for the professional positions. The position would strengthen the structure of the department by providing additional leadership within the division and supporting the Financial Operations Manager. The Supervising Accountant classification falls within the Office and Professional Employees International Union (OPEIU) Local 29 representation unit at a pay grade of 014. This action will not increase the staffing level in the Finance Department, and the financial impact would be offset through the exchange of a vacant Accountant II position.

### **Recommended Actions**

1. Adopt Resolution No. 16-3493.2 approving the creation of the Manager of Business Systems and Project Management classification assigned to the Unrepresented unit.
2. Adopt Resolution No. 16-3493.3, approving the creation of the Network and Operations Manager classification assigned to the Unrepresented unit.
3. Adopt Resolution No. 16-3493.4, approving the creation of the Supervising Accountant classification assigned to the Office and Professional Employees International Union (OPEIU) representation unit.

### **Background**

Policy and Procedure No. 37.6 provides the rules and procedures for implementing sections of the Concord Municipal Code regarding creation, modification, and abolition of classifications within the City's workforce. The Human Resources Department is responsible for implementing the policy and procedure. In association with this responsibility, Human Resources staff members conduct classification and compensation studies for positions as requested by City departments or based on periodic reviews in response to the City's broad operational needs. As a result of analysis conducted for both the Information Technology Department and the Finance Department, three new classifications are recommended to ensure appropriate allocation of duties is in better alignment with the City's Information Technology and Finance needs.

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Given technological advancements and changing business needs, the Information Technology Department sought to ensure that the department's organizational and staffing structures were aligned to best meet the needs of the organization. To that end, a thorough review was completed and a strategic plan was developed. Among the outcomes of that review was the identified need to eliminate the Customer Service division and instead incorporate the functions of that division within two separate existing divisions: Network and Operations, and Project Management. The two proposed classifications of Manager of Business Systems and Project Management, and the Network and Operations Manager will be responsible for the functions of those two divisions.

The Finance Department likewise sought to ensure adequate staffing, at appropriate oversight levels, for the Accounting function. Upon the request of the Finance Director, HR staff conducted a classification study. This study identified the need for a Supervising Accountant classification, to provide for higher-level oversight over the City's financial reporting functions, further providing career growth opportunities for existing, qualified staff. This classification is within the OPEIU Local 29 bargaining unit. Staff also discussed the matter in depth with representatives of Local 29, and the union has no objections to the proposed changes.

### **Analysis**

Information Technology Department -- Manager of Business Systems and Project Management, and Network and Operations Manager classifications: In 2014, the City engaged in a comprehensive review of its Information Technology needs, partnering with Savant Solutions to ultimately create a strategic plan to guide the City's Information Technology direction. Outcomes from that study led to the recommendation from the IT Director to eliminate the Customer Service Division as a stand-alone division within the Department. The Customer Services Division was previously created with the intent to improve customer service for the IT Department, coordinating IT training for city employees, managing the help desk contract, overseeing desktop licensing, and providing tier one support for applications and phone support. It was determined during the subsequent review process that this non-technical division actually had assigned technical responsibilities, historically making it challenging to cross train staff that supports the City's business systems and web duties. In addition, the lack of technical knowledge in the Customer Services Division led to the IT Department's past inability to provide a stable, consistent and reliable desktop environment that meets industry standard best practices and security compliance. By eliminating the Customer Service Division, and combining it into the Network and Operations and Project Management divisions, the IT Department will consolidate from four to three divisions, leading to the

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improvement of oversight of the technical functions currently housed in the Customer Service division. No existing City staff will be impacted in terms of employment status as a result of the elimination of the Customer Service Division; as staff will be reallocated to the Network and Operations, and Project Management divisions.

Creation of these two new classifications will not increase the number of authorized staff for the Information Technology Department. These classifications create promotional opportunities for qualified existing staff. Both of the newly created positions in IT (Manager of Business Systems classification, and Network and Operations Manager classification), would fall within the M-9 salary range of \$119,704 - \$164,590 per annum (plus applicable benefits).

### Finance Department: Supervising Accountant classification

At the request of the Director of Finance, staff analyzed the supervisory and administrative functions performed within several Finance classifications and determined there were operational deficiencies within the department, and that a gap existed between the professional classifications and the next higher-level managerial positions. It was determined that a supervisory classification was needed in order to correct the identified deficiencies, fill the operational need for high-level oversight over the City's financial reporting functions, and provide career progression for the professional positions.

A compensation study was conducted and internal alignment applied to the proposed Supervising Accountant classification. The analysis resulted in the proposed classification's assignment to the OPEIU Local 29 representation unit, at pay grade 014, with an associated pay range of \$90,043 - \$114,920 per annum (plus applicable benefits).

The proposed Supervising Accountant would be a professional-level classification that may be populated with a single incumbent who will exercise supervision over the financial reporting functions within the Finance department, participate in complex technical accounting or auditing work, have complete supervisorial control over professional and clerical staff assigned to the unit, and prepare a variety of accounting, statistical, and narrative reports. The Supervising Accountant would be distinguished from the next lower-level Accounting position, Accountant II, by the full level of supervision and the extensive knowledge required to carry out complex technical accounting and auditing work.

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As the Supervising Accountant classification would be part of the Accountant classification series, it is a classification assigned to the OPEIU Local 29 representation unit. Per OPEIU's Memorandum of Understanding (MOU), section 1.2, Establishment of Classification, the Director of Human Resources has provided the required notification to the union of the City's intent to establish the Supervising Accountant classification, and the Union has expressed no objection. This new classification is expected to provide competitive promotional opportunities for existing employees who possess the qualifying requirements. The intent of creating this classification is to correct operational deficiencies, to provide higher-level oversight to the City's financial reporting functions, and to give staff an opportunity for development and growth within the organization.

The Finance Department would exchange a vacant Accountant II position for the newly created Supervising Accountant classification. The recommended adoption of the Supervising Accountant would fall within the pay grade 014 salary range of \$90,043 - \$114,920 per annum (plus applicable benefits).

In accordance with policy, new positions or existing positions may be reviewed by the Human Resources Department and created or exchanged for this classification. The new classifications of Manager of Business Systems and Project Management, Network and Operations Manager, and Supervising Accountant present promotional opportunities for qualified employees.

### **Financial Impact**

The Information Technology Department intends to exchange two IT Manager positions for the new Manager of Business Systems and Project Management, and Network and Operations Manager positions. Assuming the new positions were filled at the mid-level of the range, the financial impact is projected would be \$7,000 for a fiscal year. The impact would be less if filled below mid-range. This additional cost will be absorbed into the existing Information Technology Departmental budget.

The Finance department intends to exchange one Accountant II position for the new Supervising Accountant position. Assuming the new position is filled at the mid-level of the range, the financial impact would be \$7,000 for a fiscal year. The impact would be less if the position is filled below mid-range. This additional cost will be absorbed within the existing Finance departmental budget.

### **Public Contact**

The City Council Agenda was posted and representatives of OPEIU Local 29 were notified.

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### **Attachments**

1. Council Resolution No. 16-3493.2
2. Council Resolution No. 16-3493.3
3. Council Resolution No. 16-3493.4
4. Manager of Business Systems and Project Management classification specification
5. Network and Operations Manager classification specification
6. Supervising Accountant classification specification

BEFORE THE CITY COUNCIL OF THE CITY OF CONCORD  
COUNTY OF CONTRA COSTA, STATE OF CALIFORNIA

A Resolution Approving the Creation of  
the Manager of Business Systems and Project  
Management Classification assigned to the Unrepresented unit

Resolution No. 16-3493.2

WHEREAS, pursuant to Policy and Procedure No. 37.6 (Classification Plan), the Human Resources staff recommends that Council adopt Resolution No. 16-3493.2 approving the creation of the Manager of Business Systems and Project Management classification assigned to the Unrepresented unit (pay grade M-9), and

WHEREAS, the City Council, after giving all public notices required by State law and the Concord Municipal Code, again held a duly noticed public hearing on September 27, 2016 to consider this action; and

WHEREAS, at such public hearing, the City Council considered all oral and written testimony, materials, and information received, including oral and written reports from City staff given and/or dated September 27, 2016, all attachments thereto, any correspondence presented, and all other pertinent documents, testimony, other materials, and information, which are maintained at the offices of the City of Concord City Clerk, 1950 Parkside Drive, Concord, CA 94519; and

WHEREAS, on September 27, 2016, the City Council, after consideration thereof, moved to approve the recommendation of the Human Resources staff and adopt Resolution No. 16-3493.2.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CONCORD DOES  
RESOLVE AS FOLLOWS:

Section 1. Resolution No. 16-3493.2 is adopted, thereby approving the new classification.

Section 2. This resolution shall be effective immediately.

PASSED AND ADOPTED by the City Council of the City of Concord on September 27, 2016, by the following vote:

AYES: Councilmembers –

NOES: Councilmembers –

ABSTAIN: Councilmembers –

1 **ABSENT:** Councilmembers –

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9 **I HEREBY CERTIFY** that the foregoing Resolution No. 16-3493.2 was duly and regularly  
10 adopted at a regular joint meeting of the City Council of the City of Concord on September 27, 2016.

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\_\_\_\_\_  
Joelle Fockler, MMC  
City Clerk

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16 **APPROVED AS TO FORM:**

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Susanne Meyer Brown  
City Attorney

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BEFORE THE CITY COUNCIL OF THE CITY OF CONCORD  
COUNTY OF CONTRA COSTA, STATE OF CALIFORNIA

A Resolution Approving the Creation of  
the Network and Operations Manager Classification  
assigned to the Unrepresented unit

Resolution No. 16-3493.3

WHEREAS, pursuant to Policy and Procedure No. 37.6 (Classification Plan), the Human Resources staff recommends that Council adopt Resolution No. 16-3493.3 approving the creation of the Network and Operations Manager classification assigned to the Unrepresented unit (pay grade M-9), and

WHEREAS, the City Council, after giving all public notices required by State law and the Concord Municipal Code, again held a duly noticed public hearing on September 27, 2016 to consider this action; and

WHEREAS, at such public hearing, the City Council considered all oral and written testimony, materials, and information received, including oral and written reports from City staff given and/or dated September 27, 2016, all attachments thereto, any correspondence presented, and all other pertinent documents, testimony, other materials, and information, which are maintained at the offices of the City of Concord City Clerk, 1950 Parkside Drive, Concord, CA 94519; and

WHEREAS, on September 27, 2016, the City Council, after consideration thereof, moved to approve the recommendation of the Human Resources staff and adopt Resolution No. 16-3493.3.

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CONCORD DOES  
RESOLVE AS FOLLOWS:

Section 1. Resolution No. 16-3493.3 is adopted, thereby approving the new classification.

Section 2. This resolution shall be effective immediately.

PASSED AND ADOPTED by the City Council of the City of Concord on September 27, 2016, by the following vote:

AYES: Councilmembers –

NOES: Councilmembers –

ABSTAIN: Councilmembers –

1 **ABSENT:** Councilmembers –

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9 **I HEREBY CERTIFY** that the foregoing Resolution No. 16-3493.2 was duly and regularly  
10 adopted at a regular joint meeting of the City Council of the City of Concord on September 27, 2016.

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\_\_\_\_\_  
Joelle Fockler, MMC  
City Clerk

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16 **APPROVED AS TO FORM:**

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Susanne Meyer Brown  
City Attorney

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BEFORE THE CITY COUNCIL OF THE CITY OF CONCORD  
COUNTY OF CONTRA COSTA, STATE OF CALIFORNIA

**A Resolution Approving the Creation of the Supervising  
Accountant Classification assigned to the Office and  
Professional Employees Union (OPEIU) Representation Unit**

**Resolution No. 16-3493.4**

**WHEREAS**, pursuant to Policy and Procedure No. 37.6 (Classification Plan), the Human Resources staff recommends that Council adopt Resolution No. 16-3493.4 approving the creation of the Supervising Accountant classification assigned to the Office and Professional Employees Union (OPEIU) representation unit (pay grade 014, market rate), and

**WHEREAS**, the City Council, after giving all public notices required by State law and the Concord Municipal Code, again held a duly noticed public hearing on September 27, 2016 to consider this action; and

**WHEREAS**, at such public hearing, the City Council considered all oral and written testimony, materials, and information received, including oral and written reports from City staff given and/or dated September 27, 2016, all attachments thereto, any correspondence presented, and all other pertinent documents, testimony, other materials, and information, which are maintained at the offices of the City of Concord City Clerk, 1950 Parkside Drive, Concord, CA 94519; and

**WHEREAS**, on September 27, 2016, the City Council, after consideration thereof, moved to approve the recommendation of the Human Resources staff and adopt Resolution No. 16-3493.4.

**NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF CONCORD DOES  
RESOLVE AS FOLLOWS:**

**Section 1.** Resolution No. 16-3493.4 is adopted, thereby approving the new classification.

**Section 2.** This resolution shall be effective immediately.

**PASSED AND ADOPTED** by the City Council of the City of Concord on September 27, 2016, by the following vote:

**AYES:** Councilmembers –

**NOES:** Councilmembers –

**ABSTAIN:** Councilmembers –

1 **ABSENT:** Councilmembers –

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9 **I HEREBY CERTIFY** that the foregoing Resolution No. 16-3493.4 was duly and regularly  
10 adopted at a regular joint meeting of the City Council of the City of Concord on September 27, 2016.

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Joelle Fockler, MMC  
City Clerk

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16 **APPROVED AS TO FORM:**

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Susanne Meyer Brown  
City Attorney

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# Manager of Business Systems & Project Management

Class Code:

Bargaining Unit: Management

CITY OF CONCORD  
Established Date: September 27, 2016

## SALARY RANGE

\$57.55 - \$79.13 Hourly  
\$119,704 - \$164,590 Annually

## JOB CHARACTERISTICS

### **Purpose**

Manages the city's public safety information services, financial, and land use systems; provides project management for the City's technology needs; serves as Information Technology advisor to other departments; all within the context of the City's Mission of providing responsive, cost effective and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

### **Supervisory Guidance Received/Given**

This position receives direct supervision from Director of Information Technology. Employee provides work directions and supervision to departmental staff.

### **Allocation Factors/Distinctions**

Managerial classification.

### **Working Conditions**

Work is conducted primarily in an office setting. Conditions may involve attendance at meetings held during the workday and in the evenings; also includes irregular hours as necessary to meet deadlines and achieve objectives.

### **Physical Demands**

Communicates with City staff, elected officials, other government agencies, vendors and contractors, consultants, service providers, boards and commissions and the public.

### **Distinguishing Characteristics**

This is a single incumbent, senior management level classification who exercises a broad range of authority over information technology functions critical to the Department's mission. The position is responsible for the development of strategic, innovative information services, leading and monitoring complex ongoing or new projects; preparing project plans and schedules;

estimating and anticipating costs.

**Essential Job Functions**

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Lead staff on Business Systems support including third party applications, business workflow analysis, report writing, database administration, applications development, maintenance and administration.
2. Leads and develop innovative responses to information technology needs, plans, directs, and manages activities of Information Technology department.
3. Develop and manage operating budgets and seeks out cost cutting opportunities, develops and implements department policies, standards, and practices, plans and manages staffing requirements.
4. Manage a staff of technicians, analysts, and project managers tasked with updating city's public safety, financial, and land use systems infrastructure.
5. Provide ongoing technical and leadership expertise in supporting city's data centers growth, provides daily direction and mentoring to team members and technical leaders.
6. Write user and systems requirements, documents, procedures, and prepares specifications.
7. Facilitate customer sessions to define their application requirements.
8. Oversee database integration between application and administration of sizing, tuning, rollout, and support of production databases.
9. Oversee security related issues pertaining to website operation.
10. Oversee the design and implementation of web-based applications.
11. Prepare periodic comprehensive written reports, correspondence, feasibility studies, and requests for proposals for purchase of new hardware, software, and related peripheral equipment.
12. Select and manage outside vendors, develop and manage vendor contracts.
13. Provide security/regulatory requirement tracking and compliance management.
14. Act as the departmental liaison to the city's engineering, financial and facilities staff.
15. Manage technical projects involving computer infrastructure.

16. Confer with end-users, consultants, and vendors to identify needs, discuss project status, and ensure project efficiency.
17. Manage the information technology project staffing activities, initiate project infrastructure, project team logistics and required definition for start-up software, hardware, security and performance hardware.
18. Review and monitor administration of project contracts, evaluate information technology projects and reports to review project derivatives.
19. Develop and manage requests for proposals from vendors and provides formal vendor management.
20. Provide maintenance and support of city's enterprise and departmental operations.
21. Manage activities of staff engaged in customer service activities, coordinate and assign work schedules and workload and conduct employee performance evaluations of assigned staff.
22. Interpret and communicate work procedures and company policies to staff.
23. Work directly with other information technology departments to discuss problems associated with equipment and software products.
24. Provide coordination for the city's website content.
25. Facilitate internal customers through adopted information technology project lifestyle process, develop and update tools and methods to support standardization and the adopted information technology project lift cycle.
26. Direct training programs in the use of business systems and application resources for City management and staff.

**Non-essential Job Functions**

27. May drive to meetings or pick up parts, supplies and materials.
28. Other work as assigned

**Knowledge**

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- **Computers and Electronics** — Knowledge of computer hardware and software, including applications, commonly used programming languages, databases, and operating systems, data warehouse design and data mining practices.

- **Customer and Personal Service** — Knowledge of principles and processes for providing (internal or external) customer services including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, and the analysis and reporting of financial data.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems.

#### Skills

- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** — Giving appropriate attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Attention to Detail** — Maintaining appropriate attention to detail based on the complexity of work performed.
- **Communication and Comprehension** — Conveying written and/or non-written information effectively; comprehending and understanding documentation and verbal or visual communications.
- **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Computer Programming** — Writing and modifying computer programs for various purposes.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Equipment Selection** — Determining the kind of tools and equipment needed to do a job.
- **Installation** — Installing equipment, machines, wiring, or programs to meet specifications.
- **Instructing** — Teaching others how to do something; selecting and using training/instructional methods and procedures appropriate for the situation when teaching new things.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

- **Management of Financial Resources** — Determining how resources will be allocated to accomplish work getting done, and accounting for these expenditures.
- **Management of Material Resources** — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Operations Analysis** — Analyzing needs and product requirements to create a design.
- **Persuasion** — Persuading others to change their minds or behavior.
- **Repairing** — Repairing machines or systems using the needed tools.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Systems Analysis** — Determining how a system should work and how changes in conditions and operations will affect outcomes.
- **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Technology Design** — Generating or adapting equipment, systems and/or technology to serve user needs.
- **Time Management** — Managing one's own time and the time of others.
- **Troubleshooting** — Determining causes of operating errors and deciding what to do about it.

#### Abilities

- **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Fluency of Ideas** — The ability to come up with a number of ideas about a topic.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Originality** — The ability to come up with original or novel ideas for a certain situation, or to develop creative ways to solve a problem.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong.
- **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- **Speed of Closure** — The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information.

#### DESIRABLE QUALIFICATIONS

**Education/Experience**

Any combination equivalent to experience and education that would likely provide the relevant knowledge and abilities would be qualifying. Generally, this will require:

**Education:** Bachelor's degree

**Experience:** Prefer seven (7) years of experience managing Information Technology department

**Other Requirements**

- ❶ A valid California Driver's License and a satisfactory driving record are conditions of initial and continued employment.
- ❷ Must successfully complete a background investigation as a condition of employment.



# Network and Operations Manager

Class Code:

Bargaining Unit: Management

CITY OF CONCORD  
Established Date: September 27, 2016

## SALARY RANGE

\$57.55 - \$79.13 Hourly  
\$119,704 - \$164,590 Annually

## JOB CHARACTERISTICS

### **Purpose**

Manages the city's network and server infrastructure including phones and levels I, II and III support for the City's helpdesk functions; leads ongoing or implementation projects involving networked systems, database administration and/or PC support; serves as Information Technology advisor to other departments; all within the context of the City's Mission of providing responsive, cost effective and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

### **Supervisory Guidance Received/Given**

This position receives direct supervision from Director of Information Technology. Employee provides work directions and supervision to departmental staff.

### **Allocation Factors/Distinctions**

Managerial classification.

### **Working Conditions**

Work is conducted primarily in an office setting. Conditions may involve attendance at meetings held during the workday and in the evenings; also includes irregular hours as necessary to meet deadlines and achieve objectives.

### **Physical Demands**

Communicates with City staff, elected officials, other government agencies, vendors and contractors, consultants, service providers, boards and commissions and the public.

### **Distinguishing Characteristics**

This is a single incumbent, senior management level classification who exercises a broad range of authority over information technology functions critical to the Department's mission. The position is responsible for the development of strategic, innovative information services, leading and monitoring complex ongoing or new projects; preparing project plans and schedules; estimating and anticipating costs.

**Essential Job Functions**

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Manages the data centers' power and capacity, planning, security administration, equipment inventory, enterprise/desktop applications, network, telecommunications and radio systems, emergency response, outsource management, network, server and printer equipment, end of life process, standard operating procedure documentation, back-up and physical security.
2. Leads the Network & Operations division to provide timely services to other work units and customers throughout the City.
3. Participates in the designs of computer networks to develop secure and efficient LAN/WAN, meet customer needs and alleviate complex network traffic using technical expertise.
4. Monitors and evaluates computer systems to ensure each system and network performance is at its peak operating capacity and efficiency level.
5. Researches and recommends actions to replace and update current methodologies and processes.
6. Researches, reviews and interprets technical material to evaluate options and make recommendations to management on the acquisition/upgrade of automated systems and hardware/software, and coordinates their planning and implementation to ensure proper compliance.
7. Develops and manages operating budgets and seeks out cost cutting opportunities, develops and implements department policies, standards, and practices, plans and manages staffing requirements.
8. Manages a staff of technicians, analysts and project managers tasked with updating city's data center infrastructure.
9. Supervises and develops a cohesive work team, which includes: interviewing, development and delivery of training, establishing performance standards and providing constructive feedback based on evaluating the employee performance.
10. Provides ongoing technical and leadership expertise in supporting city's data centers growth, provides daily direction and mentoring to team members and technical leaders.
11. Selects and manages outside vendors, develops and manages vendor contracts.
12. Provides security/regulatory requirements tracking and compliance management.
13. Acts as the departmental liaison to all the city's departments.

14. Manages technical projects involving computer infrastructure.
15. Manages the information technology project staffing activities, initiates project infrastructure, project team logistics and required definition for start-up software, hardware, security and performance hardware.
16. Reviews and monitors administration of project contracts, evaluates information technology projects and reports to review project derivatives.
17. Develop and Manages requests for proposals from vendors and provides formal vendor management.
18. Provides maintenance and support of cities enterprise and departmental operations as well as radio and communications systems.
19. Manages activities of staff engaged in customer service activities, coordinates and assigns work schedules and workload and conducts employee performance evaluations of assigned staff.
20. Interprets and communicates work procedures and company policies to staff.
21. Coordinates changes to phones, computers, computer equipment, and purchase of desktop computing equipment.
22. Works directly with other information technology departments to discuss problems associated with equipment and software products.
23. Directs training programs in the use of computer resources for City management and staff.
24. Facilitates internal customers through adopted information technology project lifestyle process, develops and updates tools and methods to support standardization and the adopted information technology project life cycle.

**Non-essential Job Functions**

25. May drive to meetings or pick up parts, supplies and materials.
26. Other work as assigned

**Knowledge**

- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, leadership technique, and coordination of people and resources.
- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- **Computers and Electronics** — Knowledge of computer hardware and software, including applications.
- **Customer and Personal Service** — Knowledge of principles and processes for

providing (internal or external) customer services including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.

- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, and the analysis and reporting of financial data.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Engineering and Technology** — Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Mechanical** — Knowledge of machines and tools, including their designs, uses, repair, and maintenance.
- **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, and personnel information systems.

### Skills

- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** — Giving appropriate attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Attention to Detail** — Maintaining appropriate attention to detail based on the complexity of work performed.
- **Communication and Comprehension** — Conveying written and/or non-written information effectively; comprehending and understanding documentation and verbal or visual communications.
- **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Computer Programming** — Writing and modifying computer programs for various purposes.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Equipment Maintenance** — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- **Equipment Selection** — Determining the kind of tools and equipment needed to do a job.
- **Installation** — Installing equipment, machines, wiring, or programs to meet specifications.
- **Instructing** — Teaching others how to do something; selecting and using training/instructional methods and procedures appropriate for the situation when teaching new things.
- **Judgment and Decision Making** — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Management of Financial Resources** — Determining how resources will be allocated to

accomplish work getting done, and accounting for these expenditures.

- **Management of Material Resources** — Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Management of Personnel Resources** — Motivating, developing, and directing people as they work, identifying the best people for the job.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Operations Analysis** — Analyzing needs and product requirements to create a design.
- **Persuasion** — Persuading others to change their minds or behavior.
- **Repairing** — Repairing machines or systems using the needed tools.
- **Service Orientation** — Actively looking for ways to help people.
- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Systems Analysis** — Determining how a system should work and how changes in conditions and operations will affect outcomes.
- **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Technology Design** — Generating or adapting equipment, systems and/or technology to serve user needs.
- **Time Management** — Managing one's own time and the time of others.
- **Troubleshooting** — Determining causes of operating errors and deciding what to do about it.

### Abilities

- **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Fluency of Ideas** — The ability to come up with a number of ideas about a topic.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Originality** — The ability to come up with original or novel ideas for a certain situation, or to develop creative ways to solve a problem.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong.
- **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- **Speed of Closure** — The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information.

### DESIRABLE QUALIFICATIONS

**Education/Experience**

Any combination equivalent to experience and education that would likely provide the relevant knowledge and abilities would be qualifying. Generally, this will require:

**Education:** Bachelor's degree

**Experience:** Prefer seven (7) years of experience managing Information Technology department

**Other Requirements**

- ① A valid California Driver's License and a satisfactory driving record are conditions of initial and continued employment.
- ② Must successfully complete a background investigation as a condition of employment.



CITY OF CONCORD  
Established Date: September 27, 2016

# Supervising Accountant

Class Code:

Bargaining Unit: Professional

## SALARY RANGE

\$43.29 - \$55.25 Hourly  
\$90,043 - \$114,920 Annually

## JOB CHARACTERISTICS

### **Purpose**

Under direction, supervises and participates in complex technical accounting or auditing work; prepares a variety of accounting, statistical, and narrative reports; all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

### **Working Conditions**

Work is conducted in an office setting.

### **Physical Demands**

The work emphasizes speech, hearing, and vision; must be able to read small print from reports and computer screens.

### **Supervisory Guidance Received/Given**

This position is the full supervisory level class in the professional accountant series. This class is utilized to perform a variety of complex technical accounting and auditing work requiring extensive knowledge of complex technical accounting or auditing work and the exercise of independent judgment. Incumbents have responsibility for a functional unit within the Finance Department requiring complete supervisorial control over professional and clerical staff assigned to the unit while participating in the more complex portions of the work. This class receives direction from the Financial Operations Manager.

### **Allocation Factors/Distinctions**

This professional-level classification is distinguished from the Accountant series by the level of supervisory control, program responsibility and high-level of professional knowledge of technical accounting and auditing work.

### **Essential Job Functions**

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Supervise the preparation, analysis, and maintenance of administrative, fiscal, and operational accounting records, systems, and reports.
2. Perform professional accounting work in accordance with a prescribed accounting system and generally accepted principles of accounting and auditing.
3. Direct, review, and participate in accounting for grants, compliance with grant requirements, and draw down of grants.
4. Monitor financial management system reports for accuracy and for incorporation of adjustments.
5. Advise office on improvements in their balancing and bookkeeping procedures;
6. Direct the preparation of special financial reports as mandated by federal, state, and City laws, regulations, or ordinances.
7. Ensure payment of all properly documented obligations of the City; supervise the issuance and modification of vendor records.
8. Perform audits.
9. Ensure the accounting and disbursement to the Treasury of all monies collected from fees and fines from the office.
10. Ensure that the general ledger is a proper reflection of current financial activities, including propriety of accounts, internal controls, accounting policies, and petty cash controls.
11. Coordinate with Information Technology and financial system software providers for the ongoing maintenance of the financial system and is key in the design and installation of new accounting systems and in the implementation of modifications to the existing systems.
12. Coordinate and monitor financial management system training with City departments.
13. Act as liaison for financial purposes within the department and with other departments, auditors, vendors, public agencies, and the public.
14. Supervise, train, and evaluate subordinate staff.
15. Prepare and maintain procedure manuals, records, and reports.
16. Assist in the preparation and administration of a department, division, or City budget.
17. Meet with management staff to identify and resolve problems.
18. Serve as acting manager for other divisions in the Finance Department as necessary.

### **Non-essential Job Functions**

19. May drive to meetings or pick up parts, supplies and materials.

20. Other duties as required.

### Knowledge

- **Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- **Computers and Electronics** — Knowledge of computer hardware and software, including applications.
- **Customer and Personal Service** — Knowledge of principles and processes for providing (internal or external) customer services including customer needs assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- **Economics and Accounting** — Knowledge of economic and accounting principles and practices, and the analysis and reporting of financial data.
- **Education and Training** — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Law and Government** — Knowledge of laws, legal codes, government regulations, and agency rules.

### Skills

- **Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.
- **Active Listening** — Giving appropriate attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Attention to Detail** — Maintaining appropriate attention to detail based on the complexity of work performed.
- **Communication and Comprehension** — Conveying written and/or non-written information effectively; comprehending and understanding documentation and verbal or visual communications.
- **Complex Problem Solving** — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Instructing** — Teaching others how to do something; selecting and using training/instructional methods and procedures appropriate for the situation when teaching new things.
- **Management of Financial Resources** — Determining how resources will be allocated to accomplish work getting done, and accounting for these expenditures.
- **Operations Analysis** — Analyzing needs and product requirements to create a design.
- **Service Orientation** — Actively looking for ways to help people.
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- **Systems Analysis** — Determining how a system should work and how changes in

conditions and operations will affect outcomes.

- **Systems Evaluation** — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- **Time Management** — Managing one's own time and the time of others.

### Abilities

- **Category Flexibility** — The ability to generate or use different sets of rules for combining or grouping things in different ways.
- **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.
- **Fluency of Ideas** — The ability to come up with a number of ideas about a topic.
- **Inductive Reasoning** — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- **Information Ordering** — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- **Mathematical Reasoning and Number Facility** — The ability to choose the right mathematical methods or formulas to solve a problem; the ability to perform calculations quickly and correctly.
- **Originality** — The ability to come up with original or novel ideas for a certain situation, or to develop creative ways to solve a problem.
- **Problem Sensitivity** — The ability to tell when something is wrong or is likely to go wrong.
- **Selective Attention** — The ability to concentrate on a task over a period of time without being distracted.
- **Time Sharing** — The ability to shift back and forth between two or more activities or sources of information.

### DESIREABLE QUALIFICATIONS

#### **Education/Experience/Certifications**

Any combination equivalent to experience and education that would likely provide the relevant knowledge and abilities would be qualifying. Generally, this will require:

**Education:** Bachelor's degree from an accredited college or university in accounting, business administration, or a related field.

**Experience:** Prefer four (4) years accounting experience

**Certification:** Prefer CPA

#### **Other Requirements**

A valid California driver's license and a satisfactory driving record are conditions of initial and continued employment.