DEPARTMENT: Administration

RECOMMENDED ACTION AND JUSTIFICATION:

Allocate one (1) PC Technician for Data Processing, adopt job description, set salary at Range 187 and transfer $5,100 from contingencies to salaries and benefits as indicated on attached budget action form.

BACKGROUND AND HISTORY OF BOARD ACTIONS:

The Technical Services Director Rick Peresan made a presentation to the Board of Supervisors sometime ago wherein he outlined his challenges and goals. Part of the department’s new efforts will include an enhanced email system and spam filtering among other things. The county’s Data Processing Department has done a remarkable job with a very limited staff. Information Services has become a critical part of all county operations and will become increasingly more important in the future as new technologies develop. Currently the Technical Services Director is spending much of his time on tasks that could be more efficiently performed by a technician. Installation and trouble shooting problems for the county’s many computers is not an efficient use of a Director’s time. While the allocation of a PC Technician will cost the county money the investment will create efficiencies that far exceed this commitment.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Don’t approve the new position and continue to have management staff perform menial tasks.

Financial Impact? ( X ) Yes( ) No Current FY Cost $5,100 Annual Recurring Cost: $47,952
Budgeted In Current FY? ( ) Yes (X) No ( ) Partially Funded
Amount in Budget:
Additional Funding Needed: $5,100
Source:
Internal Transfer
Unanticipated Revenue 4/5’s vote
Transfer Between Funds 4/5’s vote
Contingency X 4/5’s vote
(X) General ( ) Other

List Attachments, number pages consecutively
Job Description
Budget Action Form

CLERK’S USE ONLY:
Res. No. 562 Ord. No. _____
Vote – Ayes: 5 Noes: _____
Absent: _____
Approved _____
Minute Order Attached ( ) No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.
Date: __________
Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: ________
Deputy

Revised Dec. 2002

COUNTY ADMINISTRATIVE OFFICER:
☑ Requested Action Recommended
☑ No Opinion
Comments:

CAO: __________
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**TRANSFER BETWEEN FUNDS**

**TOTALS**

$0  $0

**ACTION REQUESTED:** (Check all that apply)

( X ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget, or appropriating Reserve for Contingencies;

( ) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget to another, or between categories within a budget unit;

**JUSTIFICATION:** Provide funding for a PC Technician position through June 30, 2005.

**DEPT HEAD SIGNATURE**

**DATE** 4-15-05

**APPROVED BY RES NO.** 05-162

**CLERK**

**DATE** 4-26-05

**DATA PROCESSING**

**AUDITOR'S USE ONLY**

BA #

Budget Revision Form Revised 11/95
PC TECHNICIAN

DEFINITION
To install, administer and oversee maintenance and technical support for all stand-alone and network-attached computer devices and peripheral equipment; to assist users in the use of personal computers, their operating systems, utilities and core applications; and to perform related duties and responsibilities as required.

SUPERVISION RECEIVED AND EXERCISED
Receives direction from the Technical Services Director, Information Systems Specialist and Network Administrator.

EXAMPLES OF ESSENTIAL FUNCTIONS
Configures, installs, upgrades and maintains personal computers and related equipment.

Installs, troubleshoots and maintains PC-based software; assists users with software use and problem resolution.

Answers, logs and responds to user help calls.

Maintains and documents equipment inventory and software licensing.

Monitors PC configuration to assure compliance with County policies.

Assists in managing the County’s e-mail system.

Assists in maintaining the Sheriff’s Tracnet laptop application system.

Contacts and consults with hardware and software vendors for upgrades and problem resolutions.

Performs software and hardware evaluations, and makes recommendations for modification as necessary.

Facilitates repairs of damage to personal computers, and/or attached peripheral hardware.

Remains on-call as scheduled for after-hours problem responses.

Coordinates work activities with the Information Systems Specialist, Network Administrator, other divisions and departments, vendors, contractors, telecommunications companies, other agencies, etc., as necessary.

Performs general clerical work as necessary, including preparing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, maintaining logs and lists, etc.
EMPLOYMENT STANDARDS

**Knowledge of:**
Current personal computer design, hardware design, operating systems, configuration of BIOS.

Troubleshooting techniques for personal computers.

Current operating systems and software used for business applications.

Local Area Network technologies and network communications protocols.

Interface techniques between personal computers and mainframe / mid-range host systems.

Records storage and handling techniques.

Data security requirements and practices.

Modern office practices and technology.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

**Ability to:**
Interpret and apply federal, state and local laws, rules and regulations, policies and procedures pertaining to areas of responsibility.

Set work priorities, and organize and schedule work to meet deadlines.

Exercise sound independent judgment within general policy guidelines.

Learn and effectively operate computer systems and department-specific software.

Install and configure personal computers as stand-alone machines or network clients.

Troubleshoot and resolve a variety of personal computer hardware and application software problems.

Provide professional, efficient user support and assistance.

Analyze technical problems, evaluate alternatives and make sound recommendations in support of goals.

Establish and maintain effective working relationships with those contacted in the course of the work.

Maintain accurate records and prepare clear and concise documentation and reports.
Work with sensitive, confidential information as required.

Communicate clearly and concisely, both orally and in writing.

Perform work safely following all rules and regulations.

Meet the physical requirements necessary to successfully perform assigned duties.

**TYPICAL WORKING CONDITIONS**
Work is performed in a normal office environment. Tasks may involve extended periods of time at a keyboard or workstation. Worker is subject to irregular working hours on an on-call basis.

**TYPICAL PHYSICAL REQUIREMENTS**
This position requires the mobility to work in an office environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; use hands to finger, handle or feel objects, tools or controls; lift and/or move objects and materials of up to 50 pounds in weight. The person must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

**MINIMUM QUALIFICATIONS**

**Experience:**
Two years of experience in the maintenance and repair of personal computers.

**Education:**
High school diploma or GED equivalent. Graduation from an accredited college or university with an Associate’s degree in information systems, computer science, business or a closely related field.

**Substitution:**
Additional experience in computer programming, system maintenance and operation may be substituted for the college education on a year-for-year basis.

**Additional Requirements:**
Possession of a valid California driver’s license.

Classes taken toward specific systems certifications are highly desirable. A+ certification desirable.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

Creation date: 04/05 (B/S Res. 05-162)
TO: RICH INMAN, County Administrative Officer

FROM: MARGIE WILLIAMS, Clerk of the Board

SUBJECT: ALLOCATION OF ONE PC TECHNICIAN FOR INFORMATION SERVICES AND BUDGET ACTION TRANSFERRING $5,100 FROM CONTINGENCIES TO SALARIES AND BENEFITS

Resolution No. 05-162

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA

ADOPTED THIS Order on April 26, 2005

ACTION AND VOTE:

Allocate One PC Technician for Technical Services; Adopt Job Description; Set Salary at Range 187; and Approve Budget Action Transferring Funds from Contingencies to Salaries and Benefits within the Technical Services Budget to Provide Funding for the Position through June 30, 2005 ($5,100) (4/5ths Vote Required) (County Administrative Officer)

BOARD ACTION: Discussion was held with Rich Inman, County Administrative Officer, relative to the request. Supervisor Bibby requested that the position be routed through the classification and compensation study. She also requested that the font/printing problems in the job description be fixed. (M)Fritz, (S)Stetson, Res. 05-162 was adopted approving the recommendations/Ayes: Unanimous.

cc: Mary Hodson, Deputy County Administrative Officer
    Rick Peresan, Technical Services Director
    Ken Hawkins, Auditor
    Sandra Laird, Administrative Analyst - Administration File