

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY  
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

**Posting No:** 9  
**Fiscal Year:** 2016/2017  
**Posted Date:** 09/02/2016  
**Reposted Date:** N/A

**AMEND THE FOLLOWING JOB SPECIFICATION(S):**  
**(Job specification(s) attached.)**

Item #	Job Code	Title
1	1010	Information Systems Trainee

**Protests on an item should be addressed to the Human Resources Director** and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to [DHR.ClassificationActionPostings@sfgov.org](mailto:DHR.ClassificationActionPostings@sfgov.org). All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

**For additional information regarding this proposed classification action**, please contact Victor H Vallejo, Clerk, at (415) 557-4894 or by email at [Victor.h.Vallejo@sfgov.org](mailto:Victor.h.Vallejo@sfgov.org).

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: <http://www.sfgov3.org/index.aspx?page=328>.

**cc:** All Employee Organizations  
All Departmental Personnel Officers  
DHR – Class and Comp Unit  
DHR – Client Services Unit  
DHR – Employee Relations Unit  
DHR – Recruitment and Assessment Unit  
DHR – Client Services Operations  
Micki Callahan, DHR  
Michael Brown, CSC  
Sandra Eng, CSC  
Christopher Colandene, SFERS  
Devin Macaulay, Controller/ Budget Division  
Theresa Kao, Controller/ Budget Division  
Drew Murrell, Controller/ Budget Division  
Alex Koskinen, Controller/ Budget Division  
E-File

**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF HUMAN RESOURCES**

**Title: Information Systems Trainee  
Job Code: 1010**

**INTRODUCTION**

This class exists as part of the Information Systems Trainee Program to develop professional competence as a journey level information systems professional while working under close guidance and supervision. Information Systems Trainees initially perform relatively routine tasks in support of the various information systems support functions of a department. Work is performed under close supervision and is evaluated on the basis of progress in a structured work experience training program. Incumbents work with increased independence as professional competence is demonstrated. Demonstrated professional competence and successful completion of the structured training program leads to eligibility to compete for an entry-level position in the IS Trainer, IS Engineer, Business Analyst, IS Programmer Analyst or IT Operations Support Administrator series.

**DISTINGUISHING FEATURES**

The Information Systems Trainee class is the trainee level class of the professional information technology and information systems series. Initially under close supervision, the incumbents perform professional information technology and systems support work while participating in a structured training program on information technology methods, policies and systems. This class is distinguished from the 1031 IS Trainer Assistant, 1041 IS Engineer Assistant, 1051 Business Analyst Assistant, 1061 IS Programmer Analyst Assistant, and 1091 IT Operations Support Administrator I by the structured training program requirements and the transitioning nature of the trainee class.

**SUPERVISION EXERCISED**

None.

**MAJOR, IMPORTANT, AND ESSENTIAL DUTIES**

*According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.*

1. Participate in a structured on-the-job training program and learn to analyze, maintain, troubleshoot and enhance software, information systems and technology networks according to the City's policies & procedures in the conduct and completion of information systems/technology support work.
2. Attend classroom-style workshops related to information systems support functions during the training program.
3. Perform a variety of information systems support work in the following fields:
  - a. Information Technology Operations Support: assist in providing technical support for Local Area Networks (LANs) and systems; installing, enhancing and maintaining computers, peripherals, and mobile devices; administering system securities and data transfers; performing and monitoring scheduled job executions, including system and application backups and archiving tasks and

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maintaining system backups and control records; and troubleshooting and providing end user support

- b. Information Systems Business Analysis: assist in assessing, developing and optimizing information systems for business needs; monitoring the maintenance and enhancement of complex computer and telecommunications systems; testing, modifying and updating system software to ensure proper functionality and network compatibility; and researching and evaluating new technology
  - c. Information Systems Programming and Analysis: assist in designing and coding programs; preparing test plans, testing programs and debugging problem programs; writing, enhancing and documenting production jobs; and providing technical assistance for on-line and batch systems
  - d. Information Systems Engineering: assist in determining requirements for the development or enhancement of large complex systems or networks; performing systems integration for interoperability over dissimilar platforms and technologies; planning, implementing and maintaining upgrades/updates/fixes for core operating systems; and troubleshooting complex systems software or hardware deficiencies
  - e. Information Systems Program/Project Management: assist in determining requirements and management of various information technology projects; and planning and support of lifecycle of various information technology services.
4. Prepare written materials including letters, reports, memoranda, and forms with the aid of a computer
  5. Assist in coordinating information technology tasks; review requests and incidents; track the progress and status of related tickets; participate in the processing and/or escalation of tickets.
  6. Perform related duties and responsibilities as assigned

**IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES**

Knowledge of: Basic functions of commonly used personal computer software; database and spreadsheet concepts; common operating systems; and basic statistical concepts.

Ability and Skill to: Communicate effectively orally and in writing; use logic and analysis to solve problems; read and understand professional journals, manuals and literature; and learn a variety of business procedures and processes

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**MINIMUM QUALIFICATIONS**

*These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.*

Education:

~~Possession of a baccalaureate degree from an accredited college or university.~~

Experience:

License and Certification:

Substitution:

~~Possession of a certificate in information technology from an accredited college, university, vocational training program, community or technical college, or ANSI accredited certifier (such as CompTIA) or vendor (such as Microsoft or Cisco) may be substituted for the required degree.~~

~~Experience in the information technology field may be substituted for the required degree on a year-for-year basis. Thirty (30) semester units or forty-five (45) quarter units equal one (1) year.~~

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

To: 1031 IS Trainer - Assistant  
1041 IS Engineer - Assistant  
1051 Business Analyst – Assistant  
1061 IS Programmer Analyst - Assistant  
1091 IT Operations Support Administrator I

**ORIGINATION DATE:** 12/28/15  
**AMENDED DATE:** 08/XX/16  
**BUSINESS UNIT(S):** COMMN, SFMTA