

**City and County of San Francisco**  
Carol Isen  
Human Resources Director



**Department of Human Resources**  
*Connecting People with Purpose*  
www.sfdhr.org

**NOTICE OF FINAL ACTION TAKEN BY THE  
HUMAN RESOURCES DIRECTOR**

Date: July 03, 2023

Re: **Notice of Proposed Classification Actions – Final Notice No. 27 FY 2022/2023  
(copy attached).**

In the absence of requests to meet addressed to the Human Resources Director, the classification actions contained in the above referenced notice became effective July 03, 2023.

Carol Isen  
Human Resources Director

by:

---

Steve Ponder  
Classification and Compensation Director  
Human Resources

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  
Carol Isen, DHR  
Sandra Eng, CSC  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

**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:** 27  
**Fiscal Year:** 2022/2023  
**Posted Date:** 06/26/2023  
**Reposted Date:** N/A

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

Item #	Job Code	Title
1	1091	IT Operations Support Administrator I
2	1092	IT Operations Support Administrator II
3	1093	IT Operations Support Administrator III
4	1094	IT Operations Support Administrator IV
5	1095	IT Operations Support Administrator V

**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.

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: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

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  
Carol Isen, DHR  
Sandra Eng, CSC  
Erik Rapoport, SFERS  
Theresa Kao, Controller/ Budget Division  
E-File

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

**Title: IT Operations Support Administrator I  
Job Code: 1091**

**DEFINITION**

Under general supervision, provides or learns to provide technical support for moderately sized networks with single or multiple Local Area Networks (LANs) or data center operational support for multiple, distinctive computers, mobile devices and their networks; installs, maintains, and enhances software, hardware and peripherals; performs basic help desk functions; coordinates user training; performs data and access protection processes; and performs related work which may include computerized data input and record maintenance.

**DISTINGUISHING FEATURES**

The IT Operations Support Administrator I is the entry-level classification in the IT Operations Support series where incumbents learn and perform technical and operational support functions. Positions at this level are distinguished from the IT Operations Support Administrator II in that the latter is the journey level class in the series. This class performs a significant portion of the work assigned to the journey level, but without the independence or full responsibility expected at the higher levels. Initially, incumbents work alongside more senior operations staff to learn all aspects of monitoring and operating a computer facility. Assignments are generally limited in scope and are set within procedural frameworks established by higher level positions. As experience accrues, the incumbent performs with increasing independence. Performance is measured by timely and accurate completion of work. Some direction is provided after assignment; however, employees have some choice of method and occasionally develop their own methods.

**SUPERVISION EXERCISED**

None

**EXAMPLES OF 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. Provide technical and operational support and maintenance for computers and networks; assist in network upgrades; log, track and monitor all problems and requests; provide technical support to department programs and staff in the use of computer applications. May assign logons and rights, print queues and directory structures; reset passwords; create departmental groups; run security programs.
2. Monitor and operate computer and telecommunications systems, including data lines, terminals and printers; troubleshoot hardware/software problems; may coordinate with vendors for equipment repair.
3. Perform help desk functions for routine issues including problem tracking, analysis, and resolution; define and document help desk solutions; provide problem determination; analyze and resolve system problems to ensure continuous system operations required for scheduled data processing functions; administer off-site storage of data.
4. Install and configure server hardware, workstations and various peripherals; install software applications.

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

**Title: IT Operations Support Administrator I  
Job Code: 1091**

5. Produce, review and assist in the collection of client data, service and billing issues and documentation to comply with governmental mandates and regulations.
6. Monitor and review system software applications and procedures pertaining to accurate reporting; review system output and data processing operations for accuracy and completeness; provide communications support between systems.
7. Assist in the development and production of system/end-user documentation for applications processing and procedures.
8. Assist in the development and implementation of training activities and materials; instruct users in logon and document identification procedures.
9. Generate reports and statistics; perform system backups; retrieve documents.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: On-site broad based user technical, operational, programming and analytical problem solving support; Data processing methods; Personal computer applications; Database and spreadsheet concepts.

Ability or Skill to: Communicate effectively orally and in writing; use logic and analysis to solve systems problems; Make minor mechanical repairs to computer and communications equipment; Classify, compute and tabulate data and information following a prescribed plan requiring exercise of some judgment; Advise and provide interpretation to others on how to apply policies, procedures and standards to specific situations; Exercise judgment, decisiveness and creativity in situations involving a variety of pre-defined duties subject to frequent change; Read and understand professional journals and literature; Prioritize competing requests for service.

**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:**

Requires an Associate's Degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

**Experience:**

**License and Certification:**

**Substitution:**

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

**Title: IT Operations Support Administrator I  
Job Code: 1091**

Experience performing analysis, installation and technical support in a network environment may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Completion of a one (1) year State (DAS) Information Technology apprenticeship program equivalent to the City and County of San Francisco's 1090 IT Operations Support Training Program may substitute for the required education.

**SUPPLEMENTAL INFORMATION**

**PROMOTIVE LINES**

**ORIGINATION DATE:** 01/10/2012 (Consolidation of the 100x IS Operator, 101x IS Technician and 102x IS Administrator Series)

**AMENDED DATE:** 06/27/16; 09/09/16; 07/03/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD

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

**Title: IT Operations Support Administrator II  
Job Code: 1092**

**DEFINITION**

Under general direction, provides technical support for moderately sized networks with single or multiple Local Area Networks (LANs), data center operational support for multiple, distinctive computers, mobile devices and their networks and routine system administration activities, which may include network operations, installing, enhancing and maintaining computers, peripherals, and mobile device configuration, or combination of these activities. Troubleshoots or assists with problem resolution. May provide ongoing and remedial user training; establishes and performs data and access protection processes; and performs related work which may include data input and record maintenance.

**DISTINGUISHING FEATURES**

The IT Operations Support Administrator II is the journey level in the IT Operations Support series. Positions at this level are distinguished from those in the lower level of IT Operations Support Administrator I in that the latter is less independent, performing less complex technical and operational support activities which are narrower in scope. This classification is further distinguished from the higher level of IT Operations Support Administrator III in that the latter performs the full range of and more complex technical and operational support and system administration and may lead the work of a unit engaged in the same activities. At this level, incumbents work with only occasional instruction or assistance. Employee has latitude in determining work methods and assignment requirements. Performance is measured by accurate and timely completion of work. Work is reviewed upon completion and for overall results.

**SUPERVISION EXERCISED**

Journey level - may provide technical oversight to subordinate clerical or trainee operations support staff.

**EXAMPLES OF 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. Monitor, operate and enhance moderately complex computers with different and distinct platforms that may include mainframes, mid-range server systems, desktop computers, mobile devices, and communications systems to insure proper functioning, and recommend solutions to correct malfunctions.
2. Install and configure computer and/or telecommunications hardware and software; coordinate and schedule hardware repairs; perform routine equipment maintenance; repair and modify various computer and communications systems and related equipment; create user groups and individual accounts.
3. Maintain and document scripts and procedures used to enhance existing desktop computer functions.
4. Provide problem determination and technical assistance to users; escalate and coordinate problem resolution activities; perform help desk functions.
5. Administer remote logons system securities, data transfers, and other remote activities.

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

**Title: IT Operations Support Administrator II  
Job Code: 1092**

6. Retrieve and download and/or upload data; assist with the transition of data/operations between systems; may provide on-site technical support for information technology equipment.
7. Research, analyze and test application or system software for compatibility and capability to specific job applications and assignments; may recommend hardware and software purchases.
8. May ensure the accuracy of computer reports and data integrity.
9. Maintain information technology materials and supply inventories; reconcile discrepancies of service and payments.
10. Prepare specifications, may get quotations from vendors.
11. Compile, tabulate and generate reports; document procedures and programs; may develop written help materials.
12. Perform and monitor scheduled job executions, including system and application backups and archiving tasks, on multiple, distinctive platforms, including mainframes, mid-range computers, and data storage; maintain system backups and control records; assist in the maintenance of files and libraries; create logical directory structure; may be responsible for retention and storage of databases; perform routine tape management functions for various, different computer platforms.
13. Perform work related to security and disaster recovery needs such as system backup and/or restoration, traveling to hot site or recovery site, and operating restored systems.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: On-site broad based technical, operational and analytical problem solving support; Installation, maintenance, expansion and upgrading of software, hardware, networks, desktops, mobile devices, peripherals; Common operating systems; information technology methods and procedures; training techniques

Ability or Skill to: Work as a member of a team, communicate effectively orally and in writing; Use logic and analysis to solve computer and systems problems; Establish and maintain effective working relationships; Apply new technologies and system changes; Analyze and categorize data and information in order to determine the relationship of the data with reference to established criteria/standards; Advise and provide interpretation to others on how to apply policies, procedures and standards to specific situations; Exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable criteria; Read and understand professional journals and literature; Prioritize competing requests for service; Ability to mentor lower level staff as necessary.

**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:

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

**Title: IT Operations Support Administrator II  
Job Code: 1092**

Requires an Associate's Degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

Experience:

One (1) year of experience performing analysis, installation and technical support in a network environment.

License and Certification:

Substitution:

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Completion of a one (1) year State (DAS) Information Technology apprenticeship program equivalent to the City and County of San Francisco's 1090 IT Operations Support Training Program may substitute for the required education.

**SUPPLEMENTAL INFORMATION**

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require bending, stooping and/or crawling in order to install or repair computer or printer cables. May require hand/eye coordination for semi-skilled movements, such as taking apart casings, installing parts, reconnecting computers and data entry. This position may require rotational, shift overtime work. May be required to travel to and work at a disaster recovery site, which may be located out of state, to resume data center operations after a disaster.

**PROMOTIVE LINES**

To: 1093 IT Operations Support Administrator III

From: 1091 IT Operations Support Administrator I

**ORIGINATION DATE:** 01/10/12 (Consolidation of the 100x IS Operator, 101x IS Technician and 102x IS Administrator Series)

**AMENDED DATE:** 06/27/16; 09/09/16; 07/03/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD



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

**Title: IT Operations Support Administrator III  
Job Code: 1093**

**DEFINITION**

Under general direction, performs the full range of technical support, data center operational activities, and system administration, which includes network operations, installing, enhancing and maintaining computers, peripherals, and mobile device configuration, or a combination of these activities working in a moderately sized network with single or multiple Local Area Networks (LANs) or a data center with multiple and distinct computers. Troubleshoots network and computer operation issues, provides ongoing and remedial user training; establishes and performs data and access protection processes; integrates hardware, operating systems and program applications.

**DISTINGUISHING FEATURES**

The IT Operations Support Administrator III is the advanced journey level in the IT Operations Support series. At this level, incumbents may lead and/or provide more complex technical and operational support and systems administration activities. Positions at this level are distinguished from those in the lower level of IT Operations Support Administrator II in that the latter performs the more routine technical, operational and systems administration activities which are less complex and narrower in scope and does not exercise lead responsibility over subordinate staff. This classification is further distinguished from the higher level of IT Operations Support Administrator IV in that the latter performs more specialized systems analysis and serves as the technical authority for operational activities. Positions at this level often exercise independent judgment in the performance of their duties. Supervisors determine objectives. Work is judged primarily on overall results with great latitude in determining work methods and assignment requirements. Employee has greater authority over assignments and decisions to complete the work than lower level classifications in this series.

**SUPERVISION EXERCISED**

Advanced journey level - may serve as lead over subordinate clerical or operations support staff or coordinate a defined program..

**EXAMPLES OF 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. Perform complex technical and operational IT support work and systems administration and/or lead the work of others engaged in routine technical and operational IT support; organize, prioritize and may distribute work assignments; may mentor, train and provide input into evaluation of subordinate staff.
2. Install, administer, maintain and upgrade operating systems; install, configure, repair, maintain and upgrade hardware and peripherals; install and enhance applications.
3. Monitor, operate and enhance complex computers of distinctive platforms, including main-frame, mid-range servers, and desktop computers, mobile devices, and communications systems, on-site or remote; develop, design and implement problem solutions, using standard analysis techniques; document eventual solutions.

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

**Title: IT Operations Support Administrator III  
Job Code: 1093**

4. Provide technical assistance to users; communicate with users and other technical staff to determine and communicate needs; recommend interfaces; assist technical staff in providing estimates; may consult on feasibility, costs and benefits of additions or enhancements.
5. Perform help desk functions for more complex problems, including problem tracking, analysis, resolution, escalation, and coordination.
6. Add and delete users, including their configurations, security rights and access rights.
7. Conduct application problem resolution; determine and clearly define problems; coordinate definitions with programmers and vendors, and/or operators; may write code as required.
8. Research hardware and software technologies; prepare specifications; purchase necessary hardware, software, manuals, and the like; prepare procedures documentation.
9. Perform a full range of data center operational activities.
10. Perform and monitor more complex scheduled job executions on multiple, distinct computer platforms, including performing regularly scheduled backups and archives, and tape management functions, including offsite storage for backup tapes.
11. Analyze, research, and test changes in operating systems and system software on multiple computers for compatibilities, performance, and capabilities in operational matters; and deploy new or enhanced system tools.
12. Perform work related to security and disaster recovery needs such as system backup and/or restoration, including operational support at a disaster recovery site or a recovery site.
13. Assess and coordinate user training.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: On-site broad based technical, operational, analytical problem solving support; Installation, maintenance, expansion and upgrading of software, hardware, networks and peripherals; Computer languages; Common operating systems and relational database systems; Interactive or macro-based applications; Data processing methods; Training techniques; Functional requirements, structured systems or procedures analysis.

Ability or Skill to: Work effectively as a member of a team; Communicate effectively orally and in writing; Use logic and analysis to solve computer and systems problems; Establish and maintain effective working relationships; Analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives; Advise and provide interpretation to others on how to apply policies, procedures and standards to specific situations; Train others; Exercise decisiveness and creativity required in situations involving the evaluation of information against judgmental criteria; Design and implement local, wide area and communication networks; Read and understand professional journals and literature; Prioritize competing requests for service.

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

**Title: IT Operations Support Administrator III  
Job Code: 1093**

**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:**

Requires an associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

**Experience:**

Three (3) years of experience performing analysis, installation, and technical support in a network environment.

**License and Certification:**

**Substitution:**

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Completion of a one (1) year State (DAS) Information Technology apprenticeship program equivalent to the City and County of San Francisco's 1090 IT Operations Support Training Program may substitute for the required education.

**SUPPLEMENTAL INFORMATION**

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require bending, stooping and/or crawling in order to install or repair computer or printer cables. May require hand/eye coordination and manual dexterity for semi-skilled movements such as, taking apart casings, installing parts, reconnecting computers and data entry. This position may be required rotational, shift, and overtime work. May be required to travel and to work at a disaster recovery site, which may be located out of state, to resume data center operations after a disaster.

**PROMOTIVE LINES**

To: 1094 IT Operations Support Administrator IV

From: 1092 IT Operations Support Administrator II

**ORIGINATION DATE:**

01/10/12 (Consolidation of the 100x IS Operator, 101x IS Technician and 102x IS Administrator Series)

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

**Title: IT Operations Support Administrator III  
Job Code: 1093**

**AMENDED DATE:** 06/27/16; 09/09/16; 07/03/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD

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

**Title: IT Operations Support Administrator IV  
Job Code: 1094**

**DEFINITION**

Under general direction, serves as the technical authority for operational activities in addition to performing the most complex technical and operational support work, project management, systems analysis, and systems and network administration which may include computers, peripherals, and mobile device configuration, or a combination of these activities working in a large network with multiple Local Area Networks (LANs) or in a major data center with multiple and distinct computers, servers and associated networks; researches problems, plans solutions, develops operational procedures, recommends software and systems; develops cost analysis, design considerations, and implementation timelines; provides ongoing and remedial user training; establishes and performs data and access protection processes; integrates hardware, operating systems and program applications; and performs the most difficult and highly complex duties of an IT unit.

**DISTINGUISHING FEATURES**

The IT Operations Support Administrator IV is the advanced senior level in the IT Operations Support series. Positions at this level are distinguished from those in the lower level of IT Operations Support Administrator III in that the latter is responsible for smaller and less complex systems and though it performs complex work, the IT Operations Support Administrator IV performs technical functions, analysis and administration of the highest complexity in an IT unit requiring specialized technical or functional expertise beyond that expected at the advanced journey level. This classification is further distinguished from the higher level of IT Operations Support Administrator V in that the latter exercises full supervisory responsibilities over staff and the work of the unit. Positions at this level perform within a broad framework of general policy. Employee exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Performance is measured by timely completion of predetermined goals and objectives, as well as the smooth operation of the systems under their authority.

**SUPERVISION EXERCISED**

Advanced senior level - may serve as lead over subordinate clerical or operations support staff or coordinate a defined program. May oversee staff and operations in supervisor's absence, however is not charged with full functional supervisory responsibilities.

**EXAMPLES OF 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. Perform highly complex technical and operational IT support work, and systems analysis and administration and/or lead the work of others engaged in routine to complex IT support; organize, prioritize and may distribute work assignments; may mentor, train and provide input into evaluation of subordinate staff; may oversee IT operations in the absence of a supervisor.
2. Analyze, design and develop operational procedures; review, analyze, and resolve operational problems; apply automation tools to resolve operational problems.

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

**Title: IT Operations Support Administrator IV  
Job Code: 1094**

3. Analyze and recommend procedures consistent with departmental directives, policies and regulations.
4. Install, operate, administer, maintain and upgrade complex operating systems; provide technical assistance to users; assist in the transition of data between systems on multiple platforms.
5. Performs help desk functions for more complex problems, including coordinating the development and implementation of problem resolutions; coordinate hardware, software and service repairs.
6. Interface with users, engineers, and other analysts for multi-department system projects and system related activities to meet the needs of the department.
7. Assist with designing the growth of the systems and networks; monitor and enhance complex computer and telecommunications systems; assist in developing City/County standards for LAN/WAN administration.
8. Review plans for software and hardware equipment and services; develop detailed specifications; research and evaluate software and hardware technologies; consult on feasibility, costs and benefits of additions or enhancements; participate in the request for proposal process; oversee the maintenance inventories; plan for equipment needs; research, evaluate and test hardware and software products; coordinate hardware and software purchases; prepare procedures documentation.
9. Analyze, research, and test changes in operating systems and system software on multiple computers for compatibilities, performance, and capabilities in operational matters; and deploy new or enhanced system tools.
10. Perform work related to security and disaster recovery needs such as system backup and/or restoration, including operational support at a hot site or a recovery site.
11. Work directly with contractors and vendors.
12. Perform project management activities on operations projects.
13. Assess user training needs; develop training programs and materials.
14. Attend meetings; represent the unit on committees as necessary.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: On-site broad based technical, operational, programming and analytical problem solving support; Installation, maintenance, expansion and upgrading of software, hardware, networks and peripherals; Practices and techniques of supervision and project management; Training techniques; Computer languages; Interactive of macro-based applications; Data processing methods; Common operating systems and relational database systems; Systems analysis and design; Functional requirements, structured or procedures analysis; Emerging technologies.

Ability or Skill to: Work effectively in a team; If position is assigned the role of lead, requires the ability to manage and direct a group of workers, including the ability to provide counseling and mediation; Persuade, convince and train others; Decide the time, place and sequence of

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

**Title: IT Operations Support Administrator IV  
Job Code: 1094**

operations within an organizational framework, as well as the ability to oversee their execution; Communicate effectively orally and in writing; Establish and maintain good working relationships with peers, vendors and contractors; Analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives; Advise and provide interpretation to other on how to apply policies, procedures and standards to specific situations; Exercise decisiveness and creativity required in situations involving the evaluation of information against judgmental criteria; Conduct cost/benefit analyses; Use logic and analysis to solve computer and systems problems; Read and understand professional journals and literature; Prioritize competing requests for service.

**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:**

Requires an associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

**Experience:**

Four (4) years of experience performing analysis, installation, technical support, and system administration in a network environment.

**License and Certification:**

**Substitution:**

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Completion of a one (1) year State (DAS) Information Technology apprenticeship program equivalent to the City and County of San Francisco's 1090 IT Operations Support Training Program may substitute for the required education.

**SUPPLEMENTAL INFORMATION**

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require bending, stooping and/or crawling in order to install or repair computer or printer cables. May require hand/eye coordination and manual dexterity for semi-skilled movements, such as taking apart casings, installing parts, reconnecting computers and data entry. This position may require rotational, shift and overtime work. May be

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

**Title: IT Operations Support Administrator IV  
Job Code: 1094**

required to travel to and work at a disaster recovery site, which may be located out of state, to resume data center operations after a disaster.

**PROMOTIVE LINES**

To: 1095 IT Operations Support Administrator V

From: 1093 IT Operations Support Administrator III

**ORIGINATION DATE:** 01/10/12 (Consolidation of the 100x IS Operator, 101x IS Technician and 102x IS Administrator Series)

**AMENDED DATE:** 06/27/16; 09/09/16; 07/03/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD



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

**Title: IT Operations Support Administrator V  
Job Code: 1095**

**DEFINITION**

Under general direction, provides direct ongoing supervision to operations support staff in the performance of providing technical support, data center operational activities, systems analysis, and systems and network administration, which may include computers, peripherals, and mobile device configuration, or a combination of these activities working in a large network with multiple Local Area Networks (LANs) or in a major data center with multiple and distinct computers, servers and associated networks; and performs the most difficult and complex duties of the unit.

**DISTINGUISHING FEATURES**

The IT Operations Support Administrator V is the supervising level in the IT Operations Support series. Positions at this level are distinguished from those in the lower level of IT Operations Support Administrator IV in that the latter does not exercise supervisory responsibilities, though it may lead and provide oversight to unit operations. The emphasis for positions at this level is on supervision and performing the more complex work of the unit. Work is performed within a broad framework of general policy. Employee exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Performance is measured by timely completion of predetermined goals and objectives, as well as the smooth operation of the systems under their authority.

**SUPERVISION EXERCISED**

Supervising level - provides technical and functional supervision for a unit of clerical and operations support staff.

**EXAMPLES OF 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. Perform the most complex work of the unit; perform escalated problem resolution; plan, organize and supervise unit staff and activities; assign, monitor and review work, provide technical assistance and guidance; review and recommend personnel actions such as performance monitoring, training, selection and disciplinary actions.
2. Monitor, coordinate and assist in developing the assigned work unit budget.
3. Analyze, recommend and implement procedures consistent with departmental directives, policies and regulations.
4. Install, operate, administer, maintain and upgrade complex operating systems; provide technical assistance to users; consult on feasibility, costs and benefits of additions or enhancements; assist in the transition of data between systems on multiple platforms.
5. Direct help desk functions; provide 2nd level network administration and desktop support for escalated calls; oversee the development and implementation of problem resolutions; coordinate hardware/software repairs; prioritize, schedule, resolve, monitor and track IT problems and service requests.

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

**Title: IT Operations Support Administrator V  
Job Code: 1095**

6. Coordinate system related activities with other departments for multi-departmental system projects; interface with users, engineers, and other analysts to meet the needs of the department.
7. Manage and design the growth of the systems and networks; monitor and enhance complex computer and telecommunications systems; assist in developing standards for LAN/WAN administration.
8. Review plans for software and hardware equipment and services; develop detailed specifications; research and evaluate software and hardware technologies; plan for future requirements; oversee request for proposal process; oversee the maintenance inventories; plan for equipment needs; research, evaluate and test hardware and software products; coordinate hardware and software purchases; prepare procedures documentation.
9. Manage and review the performance of contractors and vendors; resolve disputes.
10. Perform project management activities on larger operation projects including data center and network infrastructure projects.
11. Assess user training needs; develop training programs and materials.
12. Attend meetings; represent the unit on committees as necessary.

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of: On-site broad based technical, operational, programming and analytical problem solving support; Installation, maintenance, expansion and upgrading of software, hardware, networks and peripherals; Practices and techniques of supervision and project management; Training techniques; computer languages; Interactive of macro-based applications; Data processing methods; Common operating systems and relational database systems; Systems analysis and design; Functional requirements, structured or procedures analysis; Emerging technologies

Ability or Skill to: Work as a member of a team; Supervise a group of workers, including the ability to provide counseling and mediation; Persuade, convince and train others; Decide the time, place and sequence of operations within an organizational framework, as well as the ability to oversee their execution; Communicate effectively orally and in writing; Establish and maintain good working relationships with peers, vendors and contractors; Exercise decisiveness and creativity required in situations involving the evaluation of information against judgmental criteria; conduct cost/benefit analyses; Use logic and analysis to solve computer and systems problems; Read and understand professional journals and literature; Prioritize competing requests for service.

**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:

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

**Title: IT Operations Support Administrator V  
Job Code: 1095**

Requires an associate degree in computer science or a closely related field from an accredited college or university OR its equivalent in terms of total course credits/units [i.e., at least sixty (60) semester or ninety (90) quarter credits/units with a minimum of twenty (20) semester or thirty (30) quarter credits/units in computer science or a closely-related field].

**Experience:**

Five (5) years of experience in technical support, help desk management, system administration, or data center operations.

**License and Certification:**

**Substitution:**

Additional experience as described above may be substituted for the required degree on a year-for-year basis (up to a maximum of two (2) years). One (1) year is equivalent to thirty (30) semester units / forty-five (45) quarter units with a minimum of 10 semester / 15 quarter units in computer science or a closely related field.

Completion of a one (1) year State (DAS) Information Technology apprenticeship program equivalent to the City and County of San Francisco's 1090 IT Operations Support Training Program may substitute for the required education.

**SUPPLEMENTAL INFORMATION**

Essential duties require the following physical skills and work requirements: Some positions may require sufficient strength and coordination for lifting, pushing, pulling and/or carrying the weight of computer equipment. May require bending, stooping and/or crawling in order to install or repair computer or printer cables. May require hand/eye coordination and manual dexterity for semi-skilled movements, such as taking apart casings, installing parts, reconnecting computers and data entry. This position may require rotational, shift and overtime assignment work. May be required to travel to and work at a disaster recovery site, which may be located out of state, to resume data center operations after a disaster.

**PROMOTIVE LINES**

From: 1094 IT Operations Support Administrator IV

**ORIGINATION DATE:** 01/10/12 (Consolidation of the 100x IS Operator, 101x IS Technician and 102x IS Administrator Series)

**AMENDED DATE:** 06/27/16; 09/09/16; 07/03/23

**REASON FOR AMENDMENT:** *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

**BUSINESS UNIT(S):** COMMN SFMTA SFCCD SFUSD