

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

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

Item #	Job Code	Title
1	1090	IT Operations Support Apprentice

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. 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 Apprentice
Job Code: 1090**

DEFINITION

Under close guidance and direct supervision, 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; assists in performing basic help desk functions; coordinating user training; performing data and access protection processes; and performing related work which may include computerized data input and record maintenance.

DISTINGUISHING FEATURES

The IT Operations Support Apprentice is the training-level classification in the IT Operations Support series where incumbents learn and assist in performing technical and operational support functions. Positions at this level are distinguished from the IT Operations Support Administrator I in that the latter performs a significant portion of the work assigned to the journey level IT Operations Support Administrator II, but without the independence or full responsibility expected at the higher levels.

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. Assists in providing technical and operational support and maintenance for computers and networks; assist in network upgrades; log, track and monitor all problems and requests; assists in providing technical support to department programs and staff in the use of computer applications. Learns to assign logons and rights, print queues and directory structures; learns to reset passwords; create departmental groups; and run security programs.
2. Assists in monitoring and operating computer and telecommunications systems, including data lines, terminals and printers; troubleshooting hardware/software problems; and coordinating with vendors for equipment repair.
3. Assists in performing help desk functions for routine issues including problem tracking, analysis, and resolution; define and document help desk solutions; providing problem determination; analyzing and resolving system problems to ensure continuous system operations required for scheduled data processing functions; administering off-site storage of data.
4. Learn to install and configure server hardware, workstations and various peripherals; learn to install software applications.
5. Learn to produce, review and assist in the collection of client data, service and billing issues and documentation to comply with governmental mandates and regulations.

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6. Assists in monitoring and reviewing system software applications and procedures pertaining to accurate reporting; reviewing system output and data processing operations for accuracy and completeness; and providing 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. Learns to generate reports and statistics; perform system backups; and retrieve documents.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Ability or Skill to:

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:

Experience:

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

PROMOTIVE LINES

ORIGINATION DATE: XX/XX/XXXX

AMENDED DATE:

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REASON FOR AMENDMENT:

BUSINESS UNIT(S): COMMN SFMTA