

Santa Monica College Personnel Commission Meetings

Regular Meetings Occur Every 3rd Wednesday of the Month

Attend in Person:

1900 Pico Blvd, Business Room 117, Santa Monica Ca 90405

Attend Virtually:

<https://smc-edu.zoom.us/j/89802168458?pwd=YUI4TUV6dkF1MnUzWlRNRnhYMWpTUT09>

Call In:

One tap mobile :

+16694449171,,89802168458#,,,,*170714# US

+13462487799,,89802168458#,,,,*170714# US (Houston)

Telephone:

Webinar ID: 898 0216 8458

Passcode: 170714

+1 669 444 9171 US

+1 346 248 7799 US (Houston)

+1 719 359 4580 US

+1 720 707 2699 US (Denver)

+1 253 205 0468 US

+1 253 215 8782 US (Tacoma)

+1 646 931 3860 US

+1 689 278 1000 US

+1 301 715 8592 US (Washington DC)

+1 305 224 1968 US

+1 309 205 3325 US

+1 312 626 6799 US (Chicago)

+1 360 209 5623 US

+1 386 347 5053 US

+1 507 473 4847 US

+1 564 217 2000 US

+1 646 558 8656 US (New York)

International numbers available: <https://smc-edu.zoom.us/j/k5RqknxWU>

PUBLIC PARTICIPATION DURING PERSONNEL COMMISSION MEETINGS

Members of the public may address the Commission by oral presentation concerning any subject that lies within the jurisdiction of the Personnel Commission provided the requirements and procedures herein set forth are observed.

All public comments will be subject to the general rules set forth below.

- Generally, three minutes is allotted to each speaker per topic for general public comments or per agenda item.
- Individuals wishing to speak during Public Comments or on a specific item on the Consent Agenda will be called upon during Public Comments.
- Individuals wishing to speak on a specific item in Major Items of Business will be called upon at the time that the Board reaches that item in the agenda.
- Each speaker is limited to one presentation per specific agenda item before the Commission, and to one presentation per Commission meeting on non-agenda items.

Exceptions:

This time allotment does not apply to individuals who address the Commission at the invitation or request of the Commission.

Any person who disrupts, disturbs, or otherwise impedes the orderly conduct of any meeting of the Commission by uttering loud, threatening, or abusive language or engaging in disorderly conduct shall, at the discretion of the presiding officer or majority of the Commission, be requested to be orderly and silent and/or removed from the meeting.

No action may be taken on items of business not appearing on the agenda.

Instructions for Submitting a Request to Speak at In-Person Meeting

Individuals wishing to speak to the Commissioners during the Personnel Commission meeting during Public Comments or regarding item(s) on the agenda must complete a request card with name, address, name of organization (if applicable) and the topic or item on which comment is to be made.

General Public Comments and Consent Agenda

- The request card to speak must be submitted to Tatiana Morrison, Personnel Technician, at the meeting before the Commission reaches the applicable section in the agenda.

Instructions for Submitting a Request to Speak at Zoom Webinar

The Zoom webinar format used by the Personnel Commission Zoom meetings ensure public participation and provide an opportunity for the public to directly address the legislative body.

Public participation can occur in one of two ways. Members of the public may speak during the public meeting, or they can submit written comments to be read during the public meeting.

Individuals wishing to speak directly to the Commission can do so in one of several ways:

It is recommended that individuals wishing to speak at the Personnel Commission meeting send an email to morrison_tatiana@smc.edu by 10:30 a.m. for the Regular session starting at 12:00 p.m. or 1 hour at least, before a Special Meeting. The email should contain the subject line "Commission Meeting Comments" and include the following information in the body of the email:

- Name
- Address
- Name of organization (if applicable)
- Topic or Item: General Public Comments or Consent Agenda (indicate number/subject)

Alternatively, during the meeting and before public comments have ended, individuals may use the Q&A feature of the Zoom webinar to request to speak.

When it is time for the speakers to address the Commission, their name will be called and the microphone on their Zoom account will be activated. A speaker's Zoom Profile should match the name used to request to speak to expedite this process. After the comment has been given, the microphone for the speaker's Zoom profile will be muted.

Instructions for Submitting Written Comments

Individuals wishing to submit written comments to be read at the Personnel Commission Meeting should send an email to morrison_tatiana@smc.edu by 10:30 a.m. for the regular session starting at 12:00 p.m. The email should contain the following information:

- Name
- Address
- Name of organization (if applicable)
- Topic or Item (Item V for general comments or Consent Agenda (Item VIII)); for other items indicate the topic or specific item number
- Comment to be read

*Reference: Commission Policy Section 2350
Education Code Section 72121.5
Government Code Sections 54950 et seq*

Personnel Commission Special Meeting
October 12, 2023 – 3:00 p.m.

<p>DEPARTMENTS: PLEASE POST Academic Affairs: Sharon Thomas Accounts Payable: Cherry Aquino Admissions & Records: Jackson Edwards African American Center: Sherri Bradford Athletics: Theresa Tang Auxiliary Services: Ofelia Meza Bundy: Beverly Redd-Walker Business Department: Peter Murray Campus Police Office: Jennifer Jones Campus Store: Elesee Juarez Career Services: Vicky Rothman Cashier's Office: Veronica Romo Center for Media & Design: Angela Valentine Community Education: Counseling Office: Allison Kosich Custodian Time Clock: Anthony Williams Disabled Students Center: Nathalie Laille Early Childhood Ed.: L. Manson Emeritus Department: V. Rankin-Scales English Dept.: Martha Hall EOP&S: Debra Locke ESL Office: Jocelyn Alex Events Office: Vinessa Cook Faculty Association: Peter Morse Financial Aid Office: Sandra Hernandez Health Sciences: Clarenda Stephens Health Office: Nancy Alfaro HSS: Carolyn Baugh Institutional Research: International Education Center: Ana Jara KCRW: Latino Center: Maria Martinez Madison: Gail Johnson Maintenance/Operations: Kasey Garland Malibu: Angela Bice Math Village: Kristina Fukuda Media Center: L. Nakamura Modern Language: Travis Grant Music: Lori Geller Outreach & Recruitment: Giselle Gradilla Payroll: Ian Fraser Science: Ingrid Cardwell Student Life: Amelia Trejo Superintendent/Presidents Office: L. Kilian STEM: Vanan Yahnian Theater Arts: W& ED/Bundy: Tricia Ramos</p>	<p>ADMINISTRATORS AND MANAGERS Emeritus: Guadalupe Salgado Noncredit Programs: Scott Silverman Facilities: Dennis Biddle HR: Tre'Shawn Hall-Baker Info Tech: Calvin Madlock IEC: N. Pressian Instructional Technology: Maintenance: Terry Kamibayashi Operations: Darryl Gray Felicia Hudson Robert Villanueva Receiving: Lisa Davis Supplemental Instruction: Wendi DeMorst SMCPA: Susan Hudelson</p>	<p>SUPERINTENDENT/PRESIDENT AND SENIOR STAFF Superintendent/President: Kathryn Jeffery Executive VP: VP Academic Affairs: VP Business/Admin: Chris Bonvenuto VP Enroll. Services: T. Rodriguez VP Human Resources: Sherri Lee-Lewis VP Student Affairs: M. Tuitasi Senior Director Government Relations & Institutional Communications: Don Girard Community Relations: Kiersten Elliott Public Information: Grace Smith PUBLIC POSTING LOCATION Online: www.smc.edu EMPLOYEE ORGANIZATIONS CSEA Labor Rep.: Caden Stearns CSEA Chapter Pres.: Cindy Ordaz CSEA Chapter 1st V.P.: Martha Romano CSEA Chapter 2nd V.P.: Kennisha Green CSEA Chief Job Steward: Lee Peterson CSEA Treasurer: Dagmar Gorman CSEA Secretary: Judith Mosher CSEA Chief Development Officer: Luis Martin CSEA Communications Officer: SMC POA President: Officer Cadena Management Association: Scott Silverman IF YOU NEED AN ACCOMMODATION Written requests for disability-related modifications or accommodations that are needed in order to participate in the Commission meeting are to be directed to the Personnel Commission Office as soon in advance of the meeting as possible. Revised 10/10/2023</p>
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Public Session: 3:00 p.m.

I. Organizational Functions

a. Call to Order

b. Roll Call

Commissioner	Present	Absent
Dr. Joseph Metoyer Jr., Chair		
Joy Abbott, Vice Chair		
Barbara Greenstein		
Deborah Jansen		
Lawrence Leone		

c. Public Comments: Non-Actionable Items from those in attendance.

II. Agenda Reports: Major Items of Business

Report Number	Subject	Page Number
1	Request to Certify from Alternate Eligibility List: Administrative Assistant I	4
2	Ratification of Eligibility Lists	5
3	Retitle, Class Description Revisions and Salary Reallocation: Network Services Support Analyst to IT Users System Administrator	6
4	Examination Schedule	17
5	Continuation of Consideration of Appeal for Position Classification Study: Senior Veteran's Specialist	18

III. Adjournment

Agenda Report Number	1
Subject	Request to Certify from Alternate Eligibility List: Administrative Assistant I
Date	October 12, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

BACKGROUND

An eligibility list has recently been established for Administrative Assistant II. This eligibility list currently contains 18 candidates and eight ranks. The duties of the Administrative Assistant I include a significant portion of the duties included in the Administrative Assistant II classification, and the necessary skills and knowledge for Administrative Assistant I were adequately tested in the examination for Administrative Assistant II.

Merit Rule 6.3.13 states the following:

- A. If there is no eligibility list for the class in which a vacancy occurs, certification may be made from a list for another class at the same or a higher salary level provided:
 - 1. The duties and qualifications of the class for which the examination was given include substantially all of the duties of the position to be filled.
 - 2. The Personnel Commission finds that the use of the list is in the best interest of the District and that the necessary skills and knowledge were adequately tested in the examination.

RECOMMENDATION

It is recommended that the Commission approve the use of the eligibility list for Administrative Assistant II to certify eligible(s) to any current and upcoming vacancies for Administrative Assistant I, provided there are an insufficient number of candidates remaining on the current eligibility list for Administrative Assistant I.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Agenda Report Number	2
Subject	
Date	October 12, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

Classification	Number of Promotional Candidates	Total Number of Candidates	Expiration Date
Accounting Specialist	0	7	10/9/2024

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

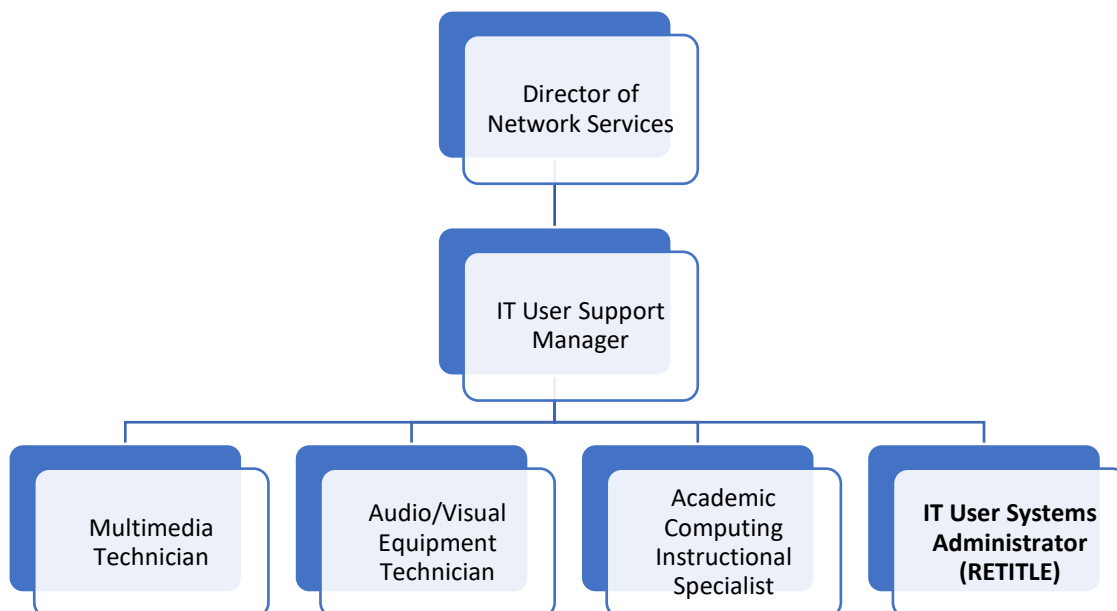
Agenda Report Number	3
Subject	Retitle, Class Description Revisions and Salary Reallocation: Network Services Support Analyst to IT Users System Administrator
Date	October 12, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval is a retitle, class description revisions and salary reallocation for **Network Services Support Analyst**.

The Information Technology department is currently undergoing a reorganization to align their user support operations with the IT Master Plan and enhance operational consistency across District sites. The Network Services Support Analyst is an existing classification that provides lead direction to employees responsible for servicing college computing facilities. IT management has requested changes to this class description to align this role with the broader changes that are occurring within the IT user support series.

This classification was established in October 2013 and has not been revised since its creation. This position will report to the IT User Support Manager and is currently vacant.



METHODOLOGY

Personnel Commission staff met with Matthew Kiaman, Director of Network Services, to discuss the class description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. The concept of the class and distinguishing characteristics sections were modified to clarify the nature and scope of this role and how it differs from related roles within the occupational series. Duties were added to more accurately reflect responsibilities assigned to this classification, the supervision section was updated to reflect changes in reporting relationships resulting from the ongoing IT reorganization, and the knowledge, skills and abilities section were updated with standardized language. Minimum qualifications were updated to reflect the experience that is minimally required for entry into the classification while maintaining a promotional pathway within the occupational series.

A job evaluation and external salary study were conducted to identify similar roles in comparable agencies. Internal comparisons were also reviewed to ensure proper alignment with, and delineation from, related IT classifications.

RESULTS

Based on the data gathered, revisions to the class description and a retitle are being proposed to include a more accurate description of the work performed. Additional changes serve to clarify the concept of the class, essential duties, KSAs (knowledge, skills and abilities), level of supervision received and exercised, and minimum qualifications.

A comprehensive salary survey of 16 comparable agencies was conducted to examine industry trends and determine current salary ranking. Sufficient market data was not available to utilize the percentile ranking method of salary placement (i.e., at least 30% of surveyed jobs should be matched). As a result, salary allocation is recommended based on internal alignment. Commission staff found variation in organizational structure at benchmark agencies that limited appropriate matches, including absence of a lead role that performs systems administration work that specifically supports end user access to applications. In many cases, organizations employed Systems Administrators that oversee District-wide, mission critical systems that exceed the scope of this role.

SALARY REALLOCATION

It is recommended that the salary for the Network Services Support Analyst be reallocated from Range 47 (\$8,075 to \$9,815 per month) to Range 49 (\$8,479 to \$10,306 per month) on the Classified Employee Salary Schedule, a 5% increase. This two-range increase will serve to align this role with the existing Network Communications Technician III, which functions in a lead role performing highly technical work designing, coordinating, and planning voice and data communication infrastructure installations, repairs, configurations, and maintenance.

The following chart shows related classifications and current salary allocation for each classification.

JOB TITLE	RANGE	MIN	MAX	% DIFFERENCE BETWEEN LEVELS
Director of Network Services	A15	\$14,539	\$16,029	37.35%
IT User Support Manager	M29	\$10,585	\$12,866	7.85%
Information Systems Engineer	55	\$9,815	\$11,930	0.00%
Network Engineer	55	\$9,815	\$11,930	7.67%
Network Administrator	52	\$9,116	\$11,082	0.00%
Information Systems Administrator	52	\$9,116	\$11,082	7.23%
Network Communications Manager	M20	\$8,501	\$10,333	0.26%
Network Communications Technician III	49	\$8,479	\$10,306	5.00%
Network Services Support Analyst	47	\$8,075	\$9,815	5.00%
Network Communications Technician II	45	\$7,690	\$9,348	10.25%
Network Communications Technician I	41	\$6,975	\$8,479	0.00%
Multimedia Specialist	41	\$6,975	\$8,479	15.77%
Academic Computing Instructional Specialist	35	\$6,026	\$7,324	2.55%
Audio/Visual Equipment Technician	34	\$5,876	\$7,143	2.39%
Multimedia Technician	33	\$5,739	\$6,975	

See comparison of jobs within the series below:

JOB TITLE	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS
Director of Network Services	A15	\$14,539	\$16,029	37.35%
IT User Support Manager	M29	\$10,585	\$12,866	24.84%
<i>IT User Systems Administrator (Retitle & Salary Reallocation)</i>	49	\$8,479	\$10,306	5.00%
Network Services Support Analyst (Current)	47	\$8,075	\$9,815	

The proposal for this new classification was sent for review to CSEA, department leadership, Business Services, Human Resources, and the College Superintendent/President.

RECOMMENDATION

It is recommended that the Commission approve the proposed class description revisions, retitle, and salary reallocation for Network Services Support Analyst.

FROM:

Network Services Support Analyst
Classified Employee Salary Schedule, Range 47

TO:

IT User Systems Administrator
Classified Employee Salary Schedule, Range 49

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Santa Monica Community College District
Personnel Commission

~~Network Services Support Analyst~~
IT User Systems Administrator

CONCEPT OF THE CLASS

~~Under general supervision, positions in this classification serve in a lead capacity to assigned IT user support staff. Incumbents plan, design, configure, deploy, monitor, and maintain the college's District's client computing technology resources infrastructure, including both applications and systems, physical and virtual system capacity, and resource allocation, as needed to efficiently provide end users with proper access to college systems, up-to-date applications and technology resources, and optimal efficiency of delivery both in a physical computing facility and in a virtual deployment environment.~~

DISTINGUISHING CHARACTERISTICS

~~The Network Services Manager class manages the campus-wide computer and networking functions; provides leadership, coordination, and hands-on experience to manage a large scaled enterprise LAN/WAN network computing environment. Responsibilities include overseeing network infrastructure, server architecture, and enterprise network services. In addition, this individual leads the department network and system staff in planning, analyzing, designing, and implementing enterprise network/server infrastructure and security policy.~~

The IT User Systems Administrator facilitates end user access to IT resources by planning, analyzing, implementing, and monitoring system capacity and resource allocation in physical and virtual infrastructure with full awareness of network, server, and storage infrastructure impacts on client computing deployment strategy. This position serves in a lead capacity to assigned user support staff in the Information Technology department.

The IT User Support Manager plans and manages activities that facilitate District-wide end user access to personal computing hardware and cloud-based software applications through oversight of the IT help desk and management of related information systems.

~~The Information Systems Administrator class performs complex, highly specialized and technical activities to analyze, develop, configure, maintain, and administer core information systems, and network services to ensure the operation, performance, and maintenance of with mission-critical, District-wide impact enterprise. Responsibilities include performing operating system installation, configuration, upgrade, customization, and patching of the major system/network migration and/or new services projects.~~

~~The Academic Computing Instructional Specialist class ensure the efficient and effective operation of assigned computer labs and/or computerized classrooms, develops and implements solutions to regularly occurring problems, performs maintenance of computer equipment and peripherals, and provides technology assistance to students and faculty in assigned computing facilities.~~

ESSENTIAL DUTIES

Assists supervisory staff with providing work direction to Information Technology staff responsible for ~~servicing college computing facilities~~ supporting end-user access to District technology resources.

Plans, analyzes, implements, and monitors system capacity, operations, and resource allocation in physical and virtual infrastructure to achieve optimal user experiences and prevent service interruptions with full awareness of network, server, and storage infrastructure impacts on client computing deployment strategy.

Administers and performs all levels of client computing delivery mechanisms, including hardware/software installation, configurations, maintenance, upgrade, software packaging and

delivery, computer imaging and deployment, as well as desktop application provisioning and delivery in the virtual computing environment.

Independently trouble-shoots and resolves complex technical issues, and works as an effective team member with both technical staff and end users to plan and implement technical solutions to ensure integration and compliance of college District-wide technical standards.

Analyzes, recommends, and implements college client technology and application deployment standards to improve the overall operational efficiency and cost effectiveness of services.

Researches, analyzes, evaluates, recommends, and implements automated system management approach to effectively deliver needed applications and technology resources to authorized users.

Works with supervisory and management staff to establish and develop technical operational procedures and documents to lead, guide, and train other laboratory support staff to perform updates and deployment tasks. assigned Information Technology support staff; delivers training to District employees as needed.

Provides direct technical support to end users of the college computing facilities; assists departments in selecting proper technology equipment and software solutions.

Assists supervisory and management staff with recruiting, interviewing, and hiring of staff serving college computing facilities.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

~~Reforms resource utilization analysis, capacity planning, and systems monitoring to prevent service interruptions and proactively address potential system or operational issues~~

~~Assists supervisory and management staff with delivering training to staff members as needed~~

SUPERVISION

Level of Supervision Received:

Under general supervision from Information Technology management personnel the IT User Support Manager, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Level of Supervision Exercised:

Positions in this classification serve as an analyst in their assigned area, providing specialized knowledge and guidance to others, which can include do not supervise others, but serving in a lead capacity to Academic Computing Instructional Specialists IT user support staff and other assigned Information Technology staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

~~Knowledge of operating systems, drivers, and application installation tools and procedures, including Sysprep, disk imaging technologies (Microsoft WAIK, Ghost, Paragon), wise package studio, InstallShield, and standard windows installer~~

~~Knowledge of On-premise and cloud, physical and virtual infrastructure, resource allocation, and capacity planning~~

~~District policies, fundamental employment laws, codes, and regulations including EEO, FLSA, FMLA, and Cal/OSHA and applicable provisions of collective bargaining agreements~~

~~Knowledge of various virtual desktop, virtual application tools, technologies and associated deployment strategies~~

~~Knowledge of Directory structure, such as Microsoft Active Directory, Group Policies, and Windows Registry~~

~~Knowledge of Network protocols, internet architecture, and client/server theory and practices~~

~~Knowledge of Security and privacy protection techniques related to networks, servers, client devices, and applications~~

~~Knowledge of u~~User authentication and access control mechanisms for computing resources, hardware, applications, and mobile computing

~~Knowledge of s~~Scripting languages, including HTA, VBScript, WMI, KIX and PowerShell

~~Basic principles and practices of project management~~

~~Basic practices of customer service and conflict management~~

~~Ability to:~~

~~Ability to~~ Provide lead direction to staff, which includes ~~coordinating~~, ~~delegating~~, ~~monitoring~~, and ~~directing the tasks associated with assigned work~~ ~~work orders and projects~~ ~~tasks~~

~~Organize, set priorities and exercise sound independent judgment and analysis within areas of assigned responsibility~~

~~Interpret, apply, and explain applicable laws and regulations, and District policies and procedures~~

~~Operate a computer using computer applications, programs and standard office equipment~~

~~Organize and maintain specialized files and confidentiality of employee and student information~~

~~Communicate effectively and train others on technical information, both orally and in writing~~

~~Learn existing college technologies and stay updated and adaptable to new technologies including software, hardware, procedures and best practices~~

~~Role model exceptional internal and external customer service~~

~~Skill in s~~Safely and correctly using tools and equipment utilized in the installation, repair, and maintenance of computers and peripherals

~~Maintain composure and focus with a high workload, competing and conflicting demands and multiple interruptions~~

~~Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment~~

~~Skill in planning and managing client hardware/software life cycle in both a physical and virtual environment~~

~~Skill in developing programs or scripts to automate system deployment and management tasks~~

~~Skill in troubleshooting techniques and root cause analysis~~

~~Skill in adapting, interpreting and applying written guidelines, precedents, and standardized work practices~~

~~Skill in organizing, preparing, and conducting presentations before large groups, and conducting group sessions for orientation and training purposes~~

~~Ability to maintain effective working relationships with administrators, managers, faculty, staff, students, and outside vendors~~

~~Ability to anticipate system and operational problems, develop solutions, and implement plans of action~~

~~Ability to independently and efficiently accomplish assigned projects and duties utilizing allocated resources and within established timelines~~

~~Ability to install, configure, diagnose, and repair a variety of hardware, software, and peripheral equipment malfunctions in a network and stand-alone environment utilizing various operating systems~~

~~Ability to apply knowledge of software engineering and utilize a systematic approach to design and build technical solutions~~

~~Ability to organize and maintain accurate operating records and documentation~~

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree from an accredited university or college in Computer Science, Computer Software Engineering, Information Science, or a closely related field

Experience Requirement:

Three (3) years of ~~hands-on~~ experience using scripting and endpoint working with computer network hardware/software system installation, configuration management tools to and deployment configurations in an organization with at least 50 users and 100 endpoints. ~~Experience as a technology project lead is also required, a highly centralized technical environment, managing large scale client computing devices.~~ Experience Design and implementation and administering ~~experience with~~ virtual server/client infrastructure ~~technology~~ is highly desirable.

Education/Experience Equivalency:

Additional experience of the same kind, level or amount as required in the minimum qualifications may be substituted for educational requirements on a year-for-year basis.

Licensure and/or Certification:

~~Class "C" California~~ Valid driver's license ~~is required.~~

Microsoft Certified System Engineer (MCSE), A+, and/or Cisco Certified Network Associate (CCNA) certifications are highly desirable.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Non-exempt
Personnel Commission Approval Date:	10/16/2013
Class History:	NEW CLASS <u>Network Services Support Analyst</u>
Revision Date(s):	<u>10/12/2023</u>

**Santa Monica Community College District
Personnel Commission**

IT User Systems Administrator

CONCEPT OF THE CLASS

Under general supervision, positions in this classification serve in a lead capacity to assigned IT user support staff. Incumbents plan, design, configure, deploy, monitor, and maintain the District's client computing infrastructure, including physical and virtual system capacity and resource allocation, as needed to efficiently provide end users with proper access to up-to-date applications and technology resources.

DISTINGUISHING CHARACTERISTICS

The **IT User Systems Administrator** facilitates end user access to IT resources by planning, analyzing, implementing, and monitoring system capacity and resource allocation in physical and virtual infrastructure with full awareness of network, server, and storage infrastructure impacts on client computing deployment strategy. This position serves in a lead capacity to assigned user support staff in the Information Technology department.

The **IT User Support Manager** plans and manages activities that facilitate District-wide end user access to personal computing hardware and cloud-based software applications through oversight of the IT help desk and management of related information systems.

The **Information Systems Administrator** class performs complex, highly specialized and technical activities to analyze, develop, configure, maintain, and administer core information systems and network services with mission-critical, District-wide impact.

ESSENTIAL DUTIES

Assists supervisory staff with providing work direction to Information Technology staff responsible for supporting end-user access to District technology resources.

Plans, analyzes, implements, and monitors system capacity, operations, and resource allocation in physical and virtual infrastructure to achieve optimal user experiences and prevent service interruptions with full awareness of network, server, and storage infrastructure impacts on client computing deployment strategy.

Administers and performs all levels of client computing delivery mechanisms, including hardware/software installation, configurations, maintenance, upgrade, software packaging and delivery, computer imaging and deployment, as well as desktop application provisioning and delivery in the virtual computing environment.

Independently troubleshoots and resolves complex technical issues and works as an effective team member with both technical staff and end users to plan and implement technical solutions to ensure integration and compliance of District-wide technical standards.

Analyzes, recommends, and implements college client technology and application deployment standards to improve the overall operational efficiency and cost effectiveness of services.

Researches, analyzes, evaluates, recommends, and implements automated system management approach to effectively deliver needed applications and technology resources to authorized users.

Works with supervisory and management staff to establish and develop technical operational procedures and documents to lead, guide, and train assigned Information Technology support staff; delivers training to District employees as needed.

Provides direct technical support to end users; assists departments in selecting proper technology equipment and software solutions.

Assists supervisory and management staff with recruiting, interviewing, and hiring of staff.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received:

Under general supervision from the IT User Support Manager, the employee receives assignments and is expected to carry them through to completion with substantial independence.

Level of Supervision Exercised:

Positions in this classification do not supervise others, but serve in a lead capacity to IT user support staff and other assigned Information Technology staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Operating systems, drivers, and application installation tools and procedures

On-premise and cloud, physical and virtual infrastructure, resource allocation, and capacity planning

District policies, fundamental employment laws, codes, and regulations including EEO, FLSA, FMLA, and Cal/OSHA and applicable provisions of collective bargaining agreements

Various virtual desktop, virtual application tools, technologies and associated deployment strategies

Directory structure, such as Microsoft Active Directory, Group Policies, and Windows Registry

Network protocols, internet architecture, and client/server theory and practices

Security and privacy protection techniques related to networks, servers, client devices, and applications

User authentication and access control mechanisms for computing resources, hardware, applications, and mobile computing

Scripting languages

Basic principles and practices of project management

Basic practices of customer service and conflict management

Ability to:

Provide lead direction to staff, which includes coordinating, delegating, monitoring, and directing work orders and project tasks

Organize, set priorities and exercise sound independent judgment and analysis within areas of assigned responsibility

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Operate a computer using computer applications, programs and standard office equipment

Organize and maintain specialized files and confidentiality of employee and student information

Communicate effectively and train others on technical information, both orally and in writing

Learn existing college technologies and stay updated and adaptable to new technologies including software, hardware, procedures and best practices

Role model exceptional internal and external customer service

Safely and correctly use tools and equipment utilized in the installation, repair, and maintenance of computers and peripherals

Maintain composure and focus with a high workload, competing and conflicting demands and multiple interruptions

Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree from an accredited university or college in Computer Science, Computer Software Engineering, Information Science, or a closely related field

Experience Requirement:

Three years of experience using scripting and endpoint configuration management tools to deploy configurations in an organization with at least 50 users and 100 endpoints. Experience as a technology project lead is also required. Experience implementing and administering virtual server/client infrastructure is highly desirable.

Education/Experience Equivalency:

Additional experience of the same kind, level or amount as required in the minimum qualifications may be substituted for educational requirements on a year-for-year basis.

Licensure and/or Certification:

Valid driver license .

Microsoft Certified System Engineer (MCSE), A+, and/or Cisco Certified Network Associate (CCNA) certifications are highly desirable.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

<i>Job Family:</i>	Information Technology
<i>FLSA Status:</i>	Non-exempt
<i>Personnel Commission Approval Date:</i>	10/16/2013
<i>Class History:</i>	Network Services Support Analyst
<i>Revision Date(s):</i>	10/12/2023

Agenda Report Number	4
Subject	Examination Schedule
Date	October 12, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following Examination Schedule:

Class Title	Field of Competition	Time
IT User Systems Administrator	Promotional	3 weeks
Supplemental Instruction Coordinator	Merged Promotional and Open Competitive	3 weeks

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Agenda Report Number	5
Subject	Continuation of Consideration of Appeal for Position Classification Study: Senior Veteran’s Specialist
Date	October 12, 2023
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

The Personnel Commission heard the appeal of a position classification study for Senior Veterans Resource Specialist at the last regular meeting on September 20, 2023. Commissioners requested the Director of the Personnel Commission to present a written report outlining all steps taken by Personnel Commission staff in reviewing this position study request.

The Commissioners, current incumbent, and CSEA have been sent a report outlining all steps taken during our review of the Senior Veterans Resource Specialist position and classification, justification for denying the position reclassification request, and recommendations for appropriate next steps. Commissioners are requested to review this outline and recommendations, and determine if all procedures were followed correctly, or if there is cause for a different outcome.

Merit Rule 3.2.5 Interpretation of Classification Descriptions

3.2.5 INTERPRETATION OF CLASSIFICATION DESCRIPTIONS

- A. The classification descriptions and their various parts shall be interpreted according to the following rules:
 2. The description for each classification is considered as a whole in determining the class to which any position shall be allocated, giving consideration not to isolated clauses, phrases, or words, apart from their context but to the general duties, responsibilities, specific tasks, and qualification requirements as affording a picture of the positions included in the class. A classification is deemed appropriate when it describes eighty (80) percent of the duties and responsibilities assigned to a position.

Merit Rule 3.3 Reclassification

3.3.3 RECLASSIFICATION ANALYSIS

A determination of whether a reclassification is appropriate will be based on an analysis of the duties and responsibilities currently assigned to the position. The analysis will assess:

- A. The nature and scope of each identified change in duties and responsibilities.
- B. The date the incumbent began the performance of the newly acquired duties and responsibilities.

- C. Clear and convincing evidence of the employee’s continued performance of the added duties and responsibilities.
- D. The extent to which the added duties and responsibilities are not accurately defined by the existing classification.
- E. If added duties and responsibilities are not incorporated within an existing classification, creation of a new classification may be appropriate.

3.3.5 RECLASSIFICATION REVIEWS

- A. Within fifteen (15) calendar days from receipt of a reclassification request, the Director of Classified Personnel shall provide the employee with written acknowledgement indicating the general expected time schedule for the review of the position.
- B. Personnel Commission staff will review all pertinent documentation. If needed, this review will also include a site visit and/or interview with the incumbent and supervisor to identify actual duties assigned and performed; and additional reviews of work flow, work environment, work products, and any related documents.

Merit Rule 16.1 Complaint Procedures for Classified Personnel

16.1.1 PURPOSE OF THE COMPLAINT PROCEDURE

- F. The Complaint Procedure is the medium through which permanent classified employees may bring complaints arising out of alleged violations of the Merit Rules.

16.1.3 GENERAL PROCEDURES

- D. Complaints within the jurisdiction of the Commission shall be investigated by the Director of Classified Personnel. Appropriate action shall be taken in response to the complaint. The Director of Classified Personnel shall provide the Commission with a report of any action taken on a complaint.
- G. The resolution of a complaint by either the Director of Classified Personnel or the Commission shall be final and there shall be no further appeal or review.

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

III. Adjournment

Disposition by the Commission	
Motion Made By	
Seconded By	
Ayes	
Nays	
Abstentions	
Amendments/Comments	

Weekday	Month	Day	Year	Time	Venue
Wednesday	October	18	2023	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	November	15	2023	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	December	20	2023	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	January	17	2024	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	February	21	2024	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	March	20	2024	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	April	17	2024	12:00 p.m.	1900 Pico Blvd Business RM 117
Wednesday	May	15	2024	12:00 p.m.	1900 Pico Blvd Business RM 117
Thursday	June	20	2024	12:00 p.m.	1900 Pico Blvd Business RM 117

As required by law, the agenda for the October 12, 2023, Special Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 24 hours prior to the date and time of this meeting.