



# VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

---

## MEETING AGENDA

October 22, 2009

7:00 p.m.

ALL ITEMS ARE SUBJECT TO DISCUSSION/ACTION

- |   | <u>ITEM NO.</u> |
|---|-----------------|
| 1. CALL TO ORDER  |                 |
| 2. ROLL CALL  |                 |
| 3. PUBLIC COMMENTS REGARDING AGENDA ITEMS   |                 |
| 4. MINUTES<br>Personnel Commission Meeting of Thursday, October 1, 2009   | 4-140           |
| 5. CORRESPONDENCE<br>None   |                 |
| 6. REPORTS  |                 |
| A. Classified Employees Representative's Report   |                 |
| B. Board of Trustees Meeting Report   |                 |
| C. Director's Report<br>Current Recruitments Report<br>Positions Filled & Pending Report  |                 |
| D. Commissioners' Reports   |                 |
| 7. OLD BUSINESS<br>None   |                 |
| 8. APPROVAL OF PROPOSED NEW CLASSIFICATION SPECIFICATIONS/SALARY RANGES   |                 |
| A. <u>Nurse Practitioner</u><br>Classified Employees Salary Schedule #350 (\$77,376 - \$106,800/annual)<br>Proposed classification specification attached                         | 8-176           |
| B. <u>Information Technology Support Specialist III</u><br>Classified Employees Salary Schedule #300 (\$59,196-\$81,744/annual)<br>Proposed classification specification attached | 8-177           |



## VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

---

9. **APPROVAL OF PROPOSED REVISIONS OF CLASSIFICATION SPECIFICATIONS**
  - A. Network Engineer 9-137  
Revised classification specification attached
  - B. Systems Administrator 9-138  
Revised classification specification attached
10. **RECLASSIFICATION**  
None
11. **APPROVAL OF PROPOSED REVISIONS OF PERSONNEL COMMISSION RULES**  
None
12. **ABOLISHMENT OF CLASSIFICATIONS**  
None
13. **INTERPRETATION OF MINIMUM QUALIFICATIONS**  
None
14. **APPROVAL OF PROPOSED SALARY RANGE**  
None
15. **APPROVAL OF PROPOSED TITLE CHANGES**
- 16.-18. Will be listed as appropriate.
19. **OTHER**  
  
APPROVAL OF EXCEPTION TO PERSONNEL COMMISSION RULE  
  
Personnel Commission Rule 292.1 - Initial Appointment, Regular Classified Employees 19-223  
Exception to allow for initial salary placement above the third step for incumbents in the proposed class of Nurse Practitioner
20. **PUBLIC COMMENTS REGARDING NON-AGENDA ITEMS**
21. **DATE AND TIME OF NEXT PERSONNEL COMMISSION MEETING**  
  
The date and time of the next regularly scheduled meeting of the Personnel Commission is Thursday, November 19, 2009 at 7:00 p.m. The meeting will be held in the Multipurpose Room at the District Administrative Center at 255 West Stanley Avenue, Suite 150, in Ventura.
22. **RECESS TO CLOSED SESSION**  
None
23. **RECONVENE IN OPEN SESSION**



## VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

---

### 24. ADJOURNMENT

Written materials relating to a Commission meeting item that are distributed to at least a majority of the Commission members less than 72 hours before a noticed meeting, and that are public record not otherwise exempt from disclosure, will be available for inspection at:

District Administrative Center  
255 West Stanley Avenue, Suite 150  
or at the Personnel Commission Meeting.

Pursuant to the Federal Americans with Disabilities Act,  
if you require any special accommodation or assistance to attend or participate in the meeting,  
please direct your written request, as far in advance of the meeting as possible, to the office of  
Michael Arnoldus, Director of Employment Services/Personnel Commission  
Ventura County Community College District  
255 West Stanley Avenue, Suite 150, Ventura, CA 93001  
(805) 652-5521

**SUBJECT TO THE APPROVAL  
OF THE PERSONNEL COMMISSION**

**PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT  
ESTABLISHMENT OF CLASSIFICATION**

**RECOMMENDATIONS:**

A. ESTABLISHMENT OF NEW CLASSIFICATION

CLASS TITLE:

NURSE PRACTITIONER

EFFECTIVE DATE:

OCTOBER 22, 2009

B. EXCEPTION TO PC RULE 292.1 TO ALLOW FOR ADVANCED STEP PLACEMENT ABOVE STEP THREE ON THE SALARY RANGE

**ANNUAL SALARY RANGE:**

\$77,376 - \$106,800 (Classified Employees Salary Schedule #350)

**BACKGROUND:** The Student Health Center at Moorpark College and the Student Health and Psychological Services Department at Ventura College has a need for the establishment of the proposed classification to perform practitioner-level health care maintenance, family planning, physical examinations, and clinical assessments for District students. No current district classifications presently exist which can be assigned the designated responsibility. Therefore, the establishment of a new classification is warranted.

**BASES OF RECOMMENDATION:** An incumbent in the proposed classification will provide health services to district students and is responsible for providing assessment, diagnosis, and treatment of common acute illnesses and injuries in accordance with State laws and District policies and procedures.

A class description detailing the approved duties and responsibilities of the proposed class is presented for approval in conjunction with this report.

The recommended salary for the proposed classification is based on external market data. Classifications with similar duties and level of responsibility were found at Foothill De Anza Community College District (Nurse Practitioner, \$76,899-\$102,044/annual), Santa Barbara City College (Student Health Nurse Practitioner, \$87,204-\$106,260/annual), California State University, Dominguez Hills (Nurse Practitioner, \$67,380-\$107,796/annual), California Polytechnic State University, San Luis Obispo (Nurse Practitioner, \$67,380-\$107,796/annual), UCSB (Nurse Practitioner, per diem, \$102,708/annual), UCLA (Nurse Practitioner, per diem, \$108,900/annual), and the County of Ventura (Nurse Practitioner II, \$67,613-\$96,822/annual). Given the specialized expertise of the position and its licensed status as a health care professional, no comparable internal classifications exist. Therefore, it is appropriate to allocate the new class to the salary range of \$77,376-\$106,800/annual.

Health care positions of this caliber are in tremendously high demand. Consequently, it is anticipated there may be recruitment and retention difficulties within the present job market for the subject classification. Moreover, comparable positions at similar agencies typically allow for per diem pay in order to enlist the services of these positions on a part-time basis. Per diem personnel are distinguished from regular employees in that they receive additional compensation in lieu of fringe benefits and work assignments may be on a flexible hourly schedule. Therefore, in order to attract and retain qualified candidates and to adequately compete with comparable agencies without setting an unnecessarily high salary, it is proposed that advance step placement above step three be allowable for positions in the subject classification.

Presented to the Personnel Commission on October 22, 2009

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT****CLASS TITLE: NURSE PRACTITIONER****BASIC FUNCTION:**

Under the general direction of a dean and the functional supervision of a campus Coordinator of Student Health Services, a Nurse Practitioner provides health services to students and is responsible for providing assessment, diagnosis, and treatment of acute illnesses, injuries, and general medical problems in accordance with State laws and District policies and procedures.

**REPRESENTATIVE DUTIES:**

Perform practitioner-level physical examinations and clinical assessments including hearing and vision screening and blood pressure readings; order and interpret laboratory tests and TB skin tests; diagnose conditions and formulate plan of treatment and preventive health measures within the established clinic protocols. *E*

Provide practitioner-level services such as immunizations, compose prescriptions, and dispense medications; provide treatment for health concerns; refer students to appropriate community/campus resources for needed health services; follow up on student health care referrals and screenings to assure medical needs are being met. *E*

Provide health education for students on an individual and group basis; answer and respond to inquiries regarding health services; explain the nature of diagnosis, risks, and benefits of treatments, consequences if not treated, and potential side effects of any prescribed medications. *E*

Respond to emergencies on campus; administer first aid and emergency care to the injured and ill on campus; assist in contacting emergency medical transportation when warranted. *E*

Document all physical findings, lab results, and interventions; develop and maintain accurate confidential medical records for health center clientele; discuss cases with physicians and other health care professionals as needed. *E*

Participate with health center staff and the college community in planning student health programs in response to identified needs; monitor existing programs for effectiveness, applicability, and safety through ongoing quality improvement and program review activities. *E*

Assist the health center coordinator by serving as a resource to the college community on issues of health promotion, disease prevention, safety, and health advocacy. *E*

Operate standard office equipment including a computer and assigned software; utilize a variety of medical instruments and equipment. *E*

May provide functional supervision to medical assistants and other campus health center staff. *E*

Performs related duties as assigned.

*E* = essential duties

## **NURSE PRACTITIONER (continued)**

### **KNOWLEDGE AND ABILITIES:**

#### KNOWLEDGE OF:

Principles and procedures in nurse practitioner practice  
Clean and sterile treatment techniques  
Basic anatomy, physiology, and medical terminology  
Medical equipment and instruments to administer patient care  
Crisis intervention, drug and alcohol addiction/abuse, eating disorders  
Modern techniques and current practices used in advanced first aid  
Symptoms of communicable diseases  
Outside health agencies and their services  
Diagnostic methods for illnesses, injuries, and medical emergencies  
Research methods and data analysis techniques  
Record keeping techniques  
Common word processing and spreadsheet software programs

#### ABILITY TO:

Assess the physical and mental status of patients  
Differentiate between medical and psychological emergency and non-emergency cases  
Relate effectively to students and handle sensitive issues with tact and discretion  
Analyze emergency situations accurately and adopt an effective course of action  
Maintain confidentiality of medical records  
Communicate clearly and concisely, both orally and in writing  
Make effective oral presentations  
Establish and maintain effective working relationships

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

Education: Master's degree in nursing or a related field.

Experience: One year of experience in a public health, occupational health, or outpatient primary care setting as a nurse practitioner.

### **SPECIAL REQUIREMENTS:**

A valid and active license to practice as a Registered Nurse issued by the California Board of Registered Nursing  
A valid and active certificate to practice as a Nurse Practitioner issued by the California Board of Registered Nursing  
A valid and active CPR/AED certification  
Drug Enforcement Administration (DEA) Registration

## **NURSE PRACTITIONER (continued)**

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

Office environment, including laboratory conditions, with frequent interruptions and potential emergency situations

#### PHYSICAL ABILITIES:

Visual acuity to see details at close range

Hearing and speaking to provide and exchange information

Ability to push/pull, squat, twist, turn, bend, stoop, and reach overhead

Physical stamina sufficient to sit, stand, or walk for extended periods of time

Manual dexterity sufficient to administer first aid, injections, and provide physical examinations

Mobility to traverse all areas of the work site

#### HAZARDS:

Contact with blood, blood-borne pathogens and other body fluids

Contact with communicable diseases

**SUBJECT TO THE APPROVAL  
OF THE PERSONNEL COMMISSION**

**PERSONNEL COMMISSION  
VENTURA COUNTY COMMUNITY COLLEGE DISTRICT  
ESTABLISHMENT OF CLASS**

**RECOMMENDATION:**

**ESTABLISHMENT OF NEW CLASSIFICATION**

CLASS TITLE:

INFORMATION TECHNOLOGY SUPPORT SPECIALIST III

EFFECTIVE DATE:

OCTOBER 22, 2009

**ANNUAL SALARY RANGE:**

\$59,196-\$81,744 (Classified Salary Schedule # 300)

**BACKGROUND:** The Associate Vice Chancellor, Information Technology has requested the establishment of the proposed classification to provide higher-level assistance to Information Technology staff in the planning, installation, and maintenance of District information systems and to create a career ladder within the Information Technology department. The proposed classification will serve as the advanced journey-level classification in the Information Technology Support Specialist Series.

**BASES OF RECOMMENDATION:** Under the general supervision of an assigned supervisor, an incumbent within the proposed classification will assist in the planning and installation of network and communications equipment, servers, and infrastructure cabling systems, in addition to maintaining computer hardware and software systems, multimedia, and audio-visual equipment. Furthermore, an incumbent within the proposed class will also serve as project leader for major technology implementations.

A class description detailing the approved duties and responsibilities of the new class is presented for approval in conjunction with this report.

The recommended salary for the proposed classification is based on external market data and internal alignment considerations. Classifications with similar duties and level of responsibility were found at San Bernardino Community College District (Senior Technology Support Specialist, \$59,691-\$72,552/annual), Santa Barbara City College (Technology Services Specialist III, \$63,240-\$77,064/annual), the County of Los Angeles (Senior Information Technology Technical Support Analyst, \$60,021-78,718/annual), Coast Community College District (Information Systems Technician, Sr., \$67,185-\$81,759/annual), and Los Angeles Community College District (Senior Computer and Network Support Specialist, (\$71,430.12-\$88,489/annual) With regard to internal equity, the proposed class operates at a higher level than the class of Information Technology Support Specialist II (\$53,160-\$73,344/annual) in that the proposed class has responsibility for assisting technical staff in the planning and installation of network equipment, District-critical servers, and infrastructure cabling systems. Yet, the proposed classification concept will be assigned duties which are substantially lower in level in terms of technical complexity in comparison to those assigned to the Systems Administrator and Network Engineer (\$79,776-\$106,800/annual). Therefore, it is appropriate to allocate the new class to classified salary schedule # 300 (\$52,788-\$81,744 /annual).

Presented to the Personnel Commission on October 22, 2009



**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT****CLASS TITLE: INFORMATION TECHNOLOGY SUPPORT SPECIALIST III****BASIC FUNCTION:**

Under the general supervision of an assigned supervisor, assists with the planning and installation of network equipment, basic and complex servers, and communications equipment. Additionally, an Information Technology Support Specialist III installs, supports, maintains, and repairs computer hardware and software systems, multimedia, and audio-visual equipment and provides advanced technical support and assistance to students and District staff.

**DISTINGUISHING CHARACTERISTICS**

An Information Technology Support Specialist III is the advanced journey level classification in the Information Technology Support Specialist series. The class is distinguished from an Information Technology Support Specialist II in that an Information Technology Support Specialist III has responsibility for assisting higher-level Information Technology staff in the planning and installation of network equipment, servers, and infrastructure cabling systems. In addition, an incumbent in the class of Information Technology Support Specialist III serves as a project leader for major technology implementations at a District location. An Information Technology Support Specialist II does not perform these responsibilities.

**REPRESENTATIVE DUTIES:**

Assist a Systems Administrator in the planning, installation, and maintenance of servers which house campus and districtwide applications; manage data and record storage on servers; assist in controlling access to data by designing and enforcing data security measures. *E*

Assist a Network Administrator in the planning and installation of Local Area Network (LAN) systems, including computers, servers, routers, switches, and other peripherals and their related software and accessories; troubleshoot, repair, and maintain LAN systems. *E*

Assist the Telecommunications Engineer in the planning and installation of telecommunication network infrastructure cabling systems; troubleshoot, repair, and maintain wireless communication devices, telephones, PBX, and voice messaging systems; may install wire and cabling in ceilings and walls. *E*

Install, repair, and maintain District security equipment including video surveillance cameras, building access control systems, badge readers, alarm codes, mass notification systems, and related software. *E*

Provide individual and group training to District staff in the proper operation and care of hardware, software, audio-visual, and communication equipment; create, compose, and edit training and procedural guides for end users and lower-level staff. *E*

Coordinate with vendors on warranty repairs to network servers, workstations, hardware, and other equipment; perform application installation and upgrades and problem resolution. *E*

## INFORMATION TECHNOLOGY SUPPORT SPECIALIST III (continued)

Configure, install, repair, troubleshoot, and maintain computer software, hardware, and related equipment in a variety of settings to ensure efficient operation and prevent service interruptions. *E*

Install, repair, maintain, and troubleshoot a variety of multimedia and audiovisual equipment including video servers, media players and recorders, audio/video switches, cameras, and related smart classroom devices. *E*

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District; compare prices and features of technology and communication equipment and services; provide recommendations to District purchasing staff. *E*

Consult with faculty, staff, and students to develop technological solutions for office, lab, and instructional needs. *E*

Detect and repair or remove viruses, adware, spyware, and other malicious software using antivirus and other removal software and alternative techniques; collaborate with Systems Administrators and Network Engineers to contain and eradicate widespread outbreaks of viruses. *E*

Provide guidance and work direction to lower-level Information Technology staff. *E*

Maintain a current and accurate inventory of computer hardware, software, and licenses owned or leased by the District; maintain equipment and supply inventories, and installation and service records. *E*

May analyze, modify, test, and debug existing computer programs; analyze programming and systems problems and make basic modifications to systems and individual programs as required.

Perform related duties as assigned.

*E* = essential duties

### KNOWLEDGE AND ABILITIES:

#### KNOWLEDGE OF:

Fundamentals of computer, communication, multimedia, and network systems  
Software applications utilized by the District  
Word processing, spreadsheet, and database applications  
Current computer technology and trends  
Principles of record keeping  
Desktop, laptop, and personal digital assistant hardware  
Multimedia and audio/visual equipment  
Network server systems  
Communication structures, including email and telephone systems  
Advanced troubleshooting techniques for computer, communication, and multimedia products  
Anti-virus and security software, practices, and techniques  
Cable and wiring standards, practices, and techniques  
Computer hardware peripherals such as printers, scanners, and digital cameras  
Safety procedures applicable to working with electrical/electronic systems  
Basis theory and principles of network design

## **INFORMATION TECHNOLOGY SUPPORT SPECIALIST III (continued)**

### ABILITY TO:

- Diagnose technological problems and take appropriate corrective action
- Communicate clearly and concisely, both orally and in writing
- Keep detailed and precise records
- Read, interpret, and apply technical information
- Learn new technological innovations and applications
- Establish and maintain effective working relationships
- Work effectively and independently with limited supervision
- Provide work direction to others
- Write clear and logical documentation
- Present technical concepts to a non-technical audience

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to:

Education: Forty-eight units of coursework in computer science or a related field or possession of comparable certifications applicable to the position, such as Network +, CCNA, or the equivalent.

Experience: Five years of experience in the installation, maintenance, and management of computer hardware and software systems, network and infrastructure systems, servers and operating systems, or communications equipment. A bachelor's degree in computer science or a related field can be substituted for two years of the required experience.

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

- Office and data center environment
- Variable hours, including evenings
- Noise from operation of computer equipment and peripherals

#### PHYSICAL ABILITIES:

- Sitting for extended periods of time
- Ability to work safely in confined spaces
- Normal vision to recognize color coded wires
- Dexterity of hands and fingers to operate a computer keyboard, and utilize hand and power tools
- Lifting of heavy equipment and supplies
- Ability to work safely at heights including the use of ladders and other related equipment

#### HAZARDS:

- Extended viewing of a computer monitor
- Extended use of keyboard and mouse

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE: NETWORK ENGINEER**

**BASIC FUNCTION:**

Under the general direction of the Associate Vice Chancellor, Information Technology, plan, analyze, develop, implement, secure, maintain and manage cost effective data and voice communications systems that support administrative and instructional needs. ~~Responsibilities also include~~ A Network Engineer is also responsible for the strategic implementation of network-based applications, systems, and security of all network resources.

**DISTINGUISHING CHARACTERISTICS:**

~~Full project management responsibility for all district wide network projects—new installations, upgrades and add-ons. Responsible for all aspects of WAN, intra and Internet connectivity and security.~~

**REPRESENTATIVE DUTIES:**

Serve as the District's network administrator for various locations; propose policies and procedures relating to network operations, security, and controls such as user access and re-routing, and assist in the implementation of such policies and procedures. *E*

Plan, organize, and oversee projects related to the design, development, enhancement, maintenance, and implementation of local and wide area networks and related equipment; perform troubleshooting to identify network problems; take corrective actions to restore connectivity and network services to optimal service levels; exercise functional supervision over lower-level staff and contractors as warranted. *E*

~~Design and maintain network infrastructure standards for campuses and all other District facilities to support districtwide administration and instruction needs, including but not limited to routers, switches, firewalls, servers, and wireless and other network resources; ensure appropriate use of all district WAN facilities/dedicated bandwidth, carrier circuits, and wireless and microwave services. Work closely with other IT technical staff. Regularly review work in progress to ensure conformance to all defined standards. *E*~~

~~Analyze existing campus networks and prepare detailed recommendations for cost effective upgrades to current standards. Prepare RFQ to vendors for required network infrastructure upgrades. Perform project management function to ensure appropriate implementation of network upgrade on time and within budget. *E*~~

~~Design, implement, and maintain inter and intra campus wide area networks (WAN) to support administration and instruction connectivity requirements in a cost effective, fully functional and state of the art manner. Provide combined facilities for all network traffic—Host, LAN, voice, video, etc. Ensure appropriate, creative and full use of all district WAN facilities/dedicated bandwidth, carrier circuits, wireless and microwave services. *E*~~

~~Monitor and manage the effectiveness of existing network systems in meeting district wide needs~~

## NETWORK ENGINEER (continued)

~~and recommend improvements where required, to ensure that needs are met in a timely and cost-effective manner utilizing appropriate technology; implement, maintain, and utilize network management tools and systems. *E*~~

Design, implement, and maintain technologies to ensure the security of all network and system resources. ~~Implement industry standard security best practices. Develop security policies with management; create and apply new firewall rules or modify existing rules to accomplish organizational objectives. *E*~~

~~Interact~~ Collaborate with vendors to support and enhance existing network applications and infrastructure, evaluate project offerings, and produce and submit RFP, RFQ, and bid documents; maintain appropriate vendor relationships, and in conjunction with the purchasing department, negotiate purchase agreements and contracts; ~~F~~ formulate and recommend future network strategic third-party alliances. *E*

~~Work closely with district administrative staff and faculty to ensure optimal use of technology and district wide network facilities. *E*~~

Develop and promote network project proposals to ~~as~~ ensure technically and economically feasible network systems are maintained throughout the district. *E*

~~Perform troubleshooting and root cause analysis to identify problems; and then take corrective actions to restore connectivity and network services to established service levels. *E*~~

Install, administer, and troubleshoot telecommunication network equipment and telephones; provide technical assistance related to the maintenance of wireless communication devices, telephones, private branch exchanges (PBX), and voice messaging systems; may install wire and cabling in ceilings and walls. *E*

Install, repair, and maintain District security equipment including video surveillance cameras, building access control systems, badge readers, alarm codes, mass notification systems, and related software. *E*

Perform related duties as assigned.

*E* = essential duties

## KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

~~Network best practices~~

Industry standards best practices for networking

Principles of project management

Routing hardware, software, and protocols ~~such as TCP/IP~~

Firewalls and perimeter security, including strong encryption methodologies

Principles of Wide Area Network (WAN) design, implementation and management in a multi-site environment, including dedicated leased lines and microwave/wireless technologies

Principles of Local Area Network (LAN) design, including VLAN implementation

High-speed LAN and WAN technologies

Remote access methods, including Virtual Private Network (VPN) technologies, and thin-client

## NETWORK ENGINEER (continued)

~~servers (such as Citrix)~~  
Open source and commercial network management systems, including knowledge of SNMP  
~~Network management systems, commercial and open source, including knowledge of SNMP~~  
Principles of Nnetwork monitoring, including usage, performance and bandwidth management  
Network troubleshooting techniques, including use of packet capture devices  
Network services such as DNS and DHCP  
Principles of Nnetworking a wide variety of systems including UNIX, Linux, and Microsoft  
Windows servers and clients  
~~Information security best practices, including experience with compliance with government~~  
~~regulations~~  
Principles of Aauditing network security, including log review and the use of filtering, tracking  
and event correlation tools  
Intrusion Ddetection and Pprevention Ssystems  
Principles of wWireless technologies and options, both local and carrier options  
Principles of technical report writing

### ABILITY TO:

~~Read, analyze, and interpret general business periodicals, professional journals, technical~~  
~~procedures, or governmental reports and regulations~~  
~~Communicate effectively, both written and orally, to both end users and management~~  
~~Work as a team player with a group of highly technical co-workers~~  
~~Write reports, recommendations, RFPs/RFQs, business correspondence, procedure manuals and~~  
~~network diagrams~~  
~~Apply concepts such as fractions, percentages, ratios, and proportions to practical situations~~  
~~Work effectively in high pressure situations and invoke high level of confidence to both end users~~  
~~and other Information Technology staff~~  
~~Perform problem determination and troubleshooting in a logical, efficient manner to solve~~  
~~connectivity and performance issues~~  
Identify network system issues and opportunities, analyze problems and alternatives, and develop  
sound conclusions and recommendations  
Understand, interpret, explain and apply applicable federal, state and local policies, laws and  
regulations  
Effectively train non-technical personnel in IT-related subject matter  
Communicate clearly and concisely, both orally and in writing  
Establish and maintain effective working relationships  
Work on multiple projects simultaneously  
Work under changing and intensive deadlines with frequent interruptions  
Prepare clear, concise, and comprehensive technical reports

### EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: a Bachelor's degree in computer science, information technology, Engineering,  
Mathematics or a related field discipline from an accredited college or university. Experience in  
addition to that listed below may be substituted for two years of the required education on a year-  
for-year basis provided that graduation from high school or evidence of equivalent educational  
proficiency is met.

## NETWORK ENGINEER (continued)

Experience: Five or more years of experience in integration of systems, multi-protocol/multi-site networks and infrastructure to support defined strategic plans, success and growth. Five years of recent full-time, paid experience in the design, planning, installation, maintenance, and management of local and wide-area networks and communications equipment.

### **LICENSES AND OTHER REQUIREMENTS:**

~~Recognized industry certification in network foundations and infrastructure design and analysis. Certification for network manufacturer product lines, such as Cisco, is desirable.~~

### **WORKING CONDITIONS:**

#### ENVIRONMENT:

Office environment with time spent in computer hardware housing areas  
~~Subject to call-out at non-traditional times of day~~  
Variable hours, including evenings

#### PHYSICAL ABILITIES:

~~Seeing to design and troubleshoot network systems~~  
Hearing and speaking to communicate with users  
~~Dexterity of hands and fingers to operate a keyboard~~  
~~Occasionally lift and/or move up to 25 pounds~~  
~~Ability to install network systems~~  
Ability to sit, stand, and walk for extended periods of time  
Ability to work safely in confined spaces  
Normal vision to design and troubleshoot network systems  
Dexterity of hands and fingers to operate a computer keyboard, and utilize hand and power tools  
Ability to safely lift heavy equipment and supplies  
Ability to work safely at heights including the use of ladders and other related equipment

#### HAZARDS:

~~Exposure to computer hardware and moving mechanical parts may occasionally provide exposure to risk of electrical shock~~  
Risk of electrical shock due to exposure to computer hardware and moving mechanical parts  
Extended use of keyboard and mouse  
Extended viewing of a computer monitor

## VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

**CLASS TITLE:        SYSTEMS ADMINISTRATOR**

**BASIC FUNCTION:**

~~Under the supervision of the Associate Vice Chancellor, Information Technology, the a Systems Administrator is responsible for providing professional-level technical support services to ensure the integrity and reliability of assigned servers, operating systems, and related network applications and services, and a variety of ancillary and supportive software products that are required to maintain the information technology environment. serving the needs of the Ventura County Community College District (VCCCD). Under general direction, the Systems Administrator is responsible for maintaining the information technology systems environment, providing technical assistance, as needed, to the District Office of Information Technology (DOIT) staff supporting production and network services including: email systems, web servers, mission-critical database and imaging file servers as well as monitoring overall system performance.~~

~~Public contact is moderate to extensive, primarily with staff and other technical resource personnel for the purpose of providing technical assistance and advice. The Systems Administrator will be required, at times, to direct the work of other full-time and part-time personnel as well as contractors.~~

**REPRESENTATIVE DUTIES:**

Serve as the administrator of District server hardware and operating systems; monitor, report, and resolve system problems; propose policies and procedures relating to systems administration, security, and data storage; and assist in the implementation of such policies and procedures. *E*

Install, configure, upgrade, and patch operating systems, network operating systems, system utility software, applications, and third party software on commonly used operating systems; install upgrades to operating systems and applications. *E*

Install, configure, and maintain e-mail servers, list servers, web servers, proxy servers, and other servers that require attention; create virtual server environments for hosting various server operating systems. *E*

Plan, organize, and oversee projects related to the development, enhancement, maintenance, and implementation of enterprise server systems, databases, and related hardware and software; exercise functional supervision over lower-level staff and contractors as warranted. *E*

Collaborate with vendors to support District technology needs, evaluate project offerings, and produce and submit RFP, RFQ, and bid documents; maintain appropriate vendor relationships, and in conjunction with the purchasing department, negotiate purchase agreements and contracts; formulate and recommend future network strategic third-party alliances *E*

Design, implement, and maintain technologies to ensure the security of District networks and systems; develop security policies with management; create and apply new firewall rules or modify existing rules to accomplish organizational objectives.

Develop, implement and maintain backup and disaster recovery plans for servers; maintain updated local documentation on all aspects of servers and other equipment; respond to emergency calls as necessary regarding computer system failures or environmental system problems. *E*



## SYSTEMS ADMINISTRATOR (continued)

Create and maintain file shares and user accounts; create and maintain security policies for file shares and user accounts; Administer user accounts and maintain a highly reliable user account database. *E*

Plan and oversee the configuration and implementation of assigned relational databases and application systems; ensure compliance with applicable laws, codes, rules, and regulations.

Create and maintain scripts for the automation of server processes; create and maintain specialized scripts required for licensing, backup, and automated processes.

Attend meetings, workshops and conferences, participates in required technical training to maintain technical currency. *E*

Perform other related duties as assigned.

*E* = essential duties

~~Install new releases of operating system products, network services including email and other utility software and maintain good version control processes for multiple operating systems platforms. *E*~~

~~Install routine hardware upgrades and coordinate with vendors for installation of specialized equipment. *E*~~

~~Monitor system status and performance and takes action as necessary; identify, monitor, report and resolve system problems; participate in performance evaluation planning to recommend appropriate upgrades to servers and/or replacements. *E*~~

~~Provide extensive technical support and assistance to other technical staff; provide training as required to other technical staff and user personnel; provide on-call support for the production environment. *E*~~

~~Operate computer systems to provide back-up coverage for computer operators when needed. *E*~~

~~Communicate effectively with staff at all levels throughout the colleges and District Administration Center (DAC) concerning technology issues including installation of new systems releases. *E*~~

~~Evaluate and recommend new system software and hardware products and tools; act as primary liaison with vendors and suppliers of products. *E*~~

~~Write shell scripts (e.g. ksh, perl, sh) as necessary for effectively performing job duties. *E*~~

~~Contact vendor provided support when necessary and ensures that problems are resolved in a timely manner. *E*~~

~~Work effectively as part of a comprehensive support team. *E*~~

## KNOWLEDGE AND ABILITIES:

### KNOWLEDGE OF:

Principles and practices of relational database administration

Advanced principles and techniques of systems analysis

Operating systems, including IBM AIX-UNIX variants, Linux, and Windows 2003 sServer and other operating systems.

Virtual server environments for hosting various server operating systems

## SYSTEMS ADMINISTRATOR (continued)

~~A wide range of diverse~~ hHardware and software monitoring tools to analyze system performance issues and make appropriate recommendations  
~~Appropriate sSecurity~~ administration tools and practices ~~to ensure highly secure systems~~  
Principles and techniques of systems programming work, including analysis, design, and documentation  
Principles of project management  
Operating system architecture  
Data storage technology

### ABILITY TO:

Quickly learn new technical skills and update acquired technical skills  
~~Effectively aAnticipate~~, analyze, and ~~expediently~~ resolve systems problems in order to meet established performance metrics for systems availability  
Effectively train non-technical personnel in IT-related subject matter  
~~Demonstrate solid project planning skills in order to maintain effective change control processes for installing, testing, and administering software & hardware releases~~  
Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.  
Prepare clear, concise, and comprehensive technical reports  
Interpret, apply, and explain rules, regulations, policies, and procedures  
Exercise judgment and apply abstract reasoning  
~~Meet schedules and timelines and work effectively in teams~~  
Work on multiple projects simultaneously  
Work under changing and intensive deadlines with frequent interruptions  
Establish and maintain effective working relationships  
Demonstrate a high level of verbal and written communications skills  
Communicate clearly and concisely, both orally and in writing

## EDUCATION AND EXPERIENCE

Any combination equivalent to:

Education: a Bachelor's degree in computer science or a closely related field. Experience in addition to that listed below may be substituted for two years of the required education on a year-for-year basis provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience: and a minimum of five (5) years of increasingly responsible experience in systems administration in a multi-system environment. Systems certifications are desirable. Five years of recent full-time, paid experience administering server hardware and operating systems in an enterprise resource planning or multi-system environment.

## WORKING CONDITIONS:

### ENVIRONMENT:

Office and data center environment  
Variable hours, including evenings

### PHYSICAL ABILITIES:

Ability to sit, stand, and walk for extended periods of time  
Seeing Normal vision to design and program applications  
Hearing and speaking to communicate with users

**SYSTEMS ADMINISTRATOR (continued)**

Dexterity of hands and fingers to operate a keyboard

Ability to safely lift heavy equipment and supplies

Kneeling and bending to install networks and PCs

**HAZARDS:**

Extended viewing of a computer monitor

Extended use of keyboard and mouse