



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

MEETING AGENDA

October 1, 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 | |
| A. Personnel Commission Meeting of Thursday, August 13, 2009 | <i>4-138</i> |
| B. Personnel Commission Meeting of Thursday, September 17, 2009 | <i>4-139</i> |
| 5. CORRESPONDENCE | |
| None | |
| 6. REPORTS | |
| A. Classified Employees Representative's Report | |
| B. Board of Trustees Meeting Report | |
| C. Director's Report | |
| Current Recruitments Report | |
| Positions Filled & Pending Report | |
| D. Commissioners' Reports | |
| 7. OLD BUSINESS | |
| None | |
| 8. APPROVAL OF PROPOSED NEW CLASSIFICATION SPECIFICATIONS/SALARY RANGES | |
| A. <u>Information Technology Support Specialist I</u> | <i>8-174</i> |
| Classified Employees Salary Schedule #260, \$3,981-\$5,491/month | |
| Proposed classification specification attached | |
| B. <u>Information Technology Help Desk Assistant</u> | <i>8-175</i> |
| Classified Employees Salary Schedule #230, \$3,386-4,681/month | |
| Proposed classification specification attached | |



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9. APPROVAL OF PROPOSED REVISIONS OF CLASSIFICATION SPECIFICATIONS AND TITLE CHANGES

- A. Student Activities Specialist *9-135*
(revision of minimum qualifications only; revised classification specification attached)
- B. Computer/Communications Technician *9-136*
Proposed title: Information Technology Support Specialist II
(title change and classification specification revision; revised classification specification attached)

10. RECLASSIFICATION

- A. Incumbent: Joe Reznak *10-102*
Location: Ventura College
From: Instructional Lab Technician II – Information Systems (schedule 260, \$3,981-\$5,491/month)
To: Information Technology Support Specialist I (New Class) (schedule 260, \$3,981-\$5,491/month)
- B. Incumbent: Marla Ward *10-103*
Location: District Administrative Center
From: Information Technology Support Assistant (schedule 250, \$3,775-\$5,205/month)
To: Information Technology Help Desk Assistant (New Class) (schedule 230, \$3,386-4,681/month)
- C. Incumbent: Reuben Asahan *10-104*
Location: Ventura College
From: Computer Maintenance Technician (schedule 260, \$3,981-\$5,491/month)
To: Information Technology Support Specialist I (New Class) (schedule 260, \$3,981-\$5,491/month)
- D. Incumbent: Guy Campbell *10-105*
Location: Moorpark College
From: Instructional Lab Technician I – Information Systems (schedule 250, \$3,775-\$5,205/month)
To: Information Technology Support Specialist I (New Class) (schedule 260, \$3,981-\$5,491/month)
- E. Incumbent: Carl McFarland *10-106*
Location: District Administrative Center
From: Computer Operations Specialist (schedule 260, \$3,981-\$5,491/month)
To: Information Technology Support Specialist I (New Class) (schedule 260, \$3,981-\$5,491/month)
- F. Incumbent: Brian Akers *10-107*
Location: District Administrative Center
From: Computer Operations Specialist (schedule 260, \$3,981-\$5,491/month)
To: Information Technology Support Specialist II (Revised Class) (schedule 280, \$4,430--\$6,112/month)

11. APPROVAL OF PROPOSED REVISIONS OF PERSONNEL COMMISSION RULES

None



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

12. ABOLISHMENT OF CLASSIFICATIONS

12-36

- A. Media Services Specialist I
- B. Media Services Specialist II
- C. Instructional Lab Technician I/ Information Systems
- D. Instructional Lab Technician II/Information Systems
- E. Tool Room Attendant
- F. Computer Maintenance Technician
- G. Computer Operations Specialist
- H. Computer Specialist
- I. Director, College Technology Services
- J. Information Technology Support Assistant

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

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

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.



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

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



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

FOUR HUNDRED AND SEVENTEEN

The four hundred and seventeenth meeting of the Personnel Commission of the Ventura County Community College District was held on Thursday, August 13, 2009.

1. CALL TO ORDER

Chair Barbara Harison called the meeting of the Personnel Commission to order at 7:00 p.m.

2. ROLL CALL

Commissioners Jim King, David Gonzales, and Barbara Harison were in attendance. Also attending were Michael Arnoldus, Director of Employment Services/Personnel Commission and Secretary of the Personnel Commission; Patricia Parham, Vice Chancellor, Human Resources; Clare Geisen, Director of Administrative Relations; and Romelle Renner, Human Resources Analyst I.

3. PUBLIC COMMENTS REGARDING AGENDA ITEMS

Chair Barbara Harison acknowledged a request made by a public speaker who wanted to comment on Item 10 when it was reviewed later in the agenda.

4. MINUTES

With a change to Item 21 to reflect the correct date of the Personnel Commission meeting as being August 13, 2009 instead of September 17, 2009, on motion by Commissioner King, seconded by Commissioner Gonzales, the minutes of the July 16, 2009 meeting of the Personnel Commission were unanimously approved. (4-136)

5. CORRESPONDENCE

None

6. REPORTS

A. Classified Employees Representative's Report
None

B. Board of Trustees Meeting Report
Mr. Arnoldus shared highlights of the last meeting of the Board of Trustees. Highlights included an update of the current layoffs and discussion from the Board of Trustees and public attendees. Additionally, Mr. Arnoldus indicated that an update of the budget was presented by Sue Johnson.

C. Director's Report
Mr. Arnoldus reviewed the monthly *Recruitment Report* indicating there were two current



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classified recruitments; one recruitment was open and the other closed. For the period of July 16, 2009 through August 12, 2009, one classified position was filled and seven positions were pending action. Commissioner Gonzales asked how many positions were recently abolished. Ms. Parham indicated 40 positions were recently abolished, of which only 29 positions had incumbents in the positions. Commissioner Gonzales asked if any academic or faculty positions were concurrently eliminated, and Ms. Parham answered no.

D. Commissioners' Reports

The commissioners expressed interest in having Sue Johnson attend a future meeting to provide an overview of the District's budget.

7. **OLD BUSINESS**

None

8. **APPROVAL OF PROPOSED NEW CLASSIFICATION SPECIFICATION/SALARY RANGE**

Marketing Specialist (8-172)

Classified Employees Salary Schedule #260 (\$47,772-\$65,892/annual)

Mr. Arnoldus discussed the proposed classification and salary range. There was discussion relative to the classification's role in working with the public. Clare Geisen, Director of Administrative Relations, explained that the position would not be serving in a public relations capacity in which the incumbent in the class would have responsibility for directly disseminating information to the public as she is responsible for this function. On motion by Commissioner Gonzales, seconded by Commissioner King, the proposed classification was unanimously approved at the classified salary range of #260.

9. **APPROVAL OF PROPOSED REVISIONS OF CLASSIFICATION SPECIFICATIONS/SALARY RANGE**

None

10. **RECLASSIFICATION (10-101)**

Incumbent: Ivana Gjurasic

Location: Oxnard College

From: Job Placement Specialist (schedule 220, \$38,520 - \$53,160/annual)

To: Job Developer – Disabled Students (schedule 230, \$40,632 - \$56,172/annual)

Ivana Gjurasic spoke to the Commission regarding the proposed action to reclassify her position. She shared information relative to her current assigned responsibilities.

Romelle Renner, Human Resources Analyst I, discussed the background of the study and the basis for the recommendation to reclassify the position. There was a discussion regarding the length of time the incumbent was performing the duties of the Job Developer – Disabled Students, the differences and similarities between the two classifications, and the status of the incumbent.



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Commissioner Gonzales expressed concern with regard to requiring the incumbent to pass a qualifying exam when the incumbent had been performing the duties of the higher-level classification since the first day on the job. Mr. Arnoldus responded saying that the reclassification criteria are there to ensure the principles of merit are upheld with regard to reclassification. Mr. Gonzales asked Mr. Arnoldus whether the Personnel Commission had the right to make an exception to Personnel Commission rules pertaining to reclassifying an incumbent. Mr. Arnoldus stated that the Commission did not have the authority to make an exception with regard to this rule. Ms. Parham also commented saying that the Commission is allowed to make exceptions to the rules they have created that are not prescribed by the Education Code. Mr. Gonzales asked Mr. Arnoldus what options were available to the Commission relative to the status of the incumbent. Mr. Arnoldus explained that the candidate could qualify by either competitive or qualifying examination. After additional discussion with regard to what a qualifying examination would entail, the Commissioners voted on the issue. On motion by Commissioner Gonzales, seconded by Commissioner King, the Commission unanimously approved the reclassification of the subject position and that the incumbent in the position be placed in the new position after passing a qualifying examination.

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

Discussion of Personnel Commissioner Selection Process

Chair Harison announced Commissioner Gonzales' appointment to the Commission will end December 2, 2009. Both Chair Harison and Commissioner King expressed their desire to reappoint Commissioner Gonzales to the jointly appointed Commission seat, and Commissioner Gonzales indicated his desire to serve another term. The item will be placed on the September 17, 2009 meeting agenda for action to reappoint Mr. Gonzales to the jointly appointed Personnel Commission seat.

20. PUBLIC COMMENTS REGARDING NON-AGENDA ITEMS



VENTURA COUNTY COMMUNITY COLLEGE DISTRICT PERSONNEL COMMISSION

None

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, September 17, 2009 at 7:00 p.m. Sue Johnson will be invited to give a budget overview to the Personnel Commission. The meeting will be held in the Multipurpose Room at the District Administrative Center at 255 West Stanley Avenue, Suite 150, Ventura, CA.

22. RECESS TO CLOSED SESSION

Evaluation of Performance - Director of Employment Services/Personnel Commission (22-11)
The meeting was recessed to closed session at 8:24 p.m.

23. RECONVENE IN OPEN SESSION

The meeting was reconvened to open session at 9:15 p.m. No action was taken during closed session.

24. ADJOURNMENT

On motion by Commissioner King, seconded by Commissioner Gonzales, the meeting of the Personnel Commission was adjourned at 9:17 p.m. by Commissioner Harison.

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VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION

FROM: MICHAEL ARNOLDUS
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION

SUBJECT: INFORMATION TECHNOLOGY REORGANIZATION AND ASSOCIATED
RECOMMENDATIONS

BACKGROUND:

Information Technology (IT) is being restructured districtwide to incorporate a distributed model by which the division is managed centrally by the Associate Vice Chancellor of Information Technology. This will result in improved service delivery, increased efficiencies, sustainability of current service offerings, adaptability for implementing new technologies, and reduced operational expenses. The Associate Vice Chancellor will work with the executive management of each college to ensure a strategic plan is developed and implemented, and priorities are met. Additionally, there will be direct liaison between the supervisor of the assigned staff at the college and college management. IT staff will be assigned and housed at each college.

Commission staff reviewed the current classification plan and existing IT positions to assess the degree to which the plan meets the needs of the department and allows for the appropriate assignment of duties to positions within the reorganized department. At the September 17, 2009 Personnel Commission meeting, multiple actions were taken to allow for the proper classification of individuals within IT. This report presents additional actions necessary to update the classification plan and ensure associated positions are classified appropriately. The new and revised classification descriptions are presented for review in conjunction with this report.

RECOMMENDATIONS:

- A. Establishment of New Classification – Information Technology Support Specialist I
- B. Establishment of New Classification – Information Technology Help Desk Assistant
- C. Title Change and Classification Specification Revision - Computer/Communications Technician
- D. Reclassification of an Instructional Lab Technician II - Information Systems Position (Joe Reznak)
- E. Reclassification of an Information Technology Support Assistant Position (Marla Ward)
- F. Reclassification of a Computer Maintenance Technician Position (Reuben Asahan)
- G. Reclassification of an Instructional Lab Technician I - Information Systems Position (Guy Campbell)
- H. Reclassification of a Computer Operations Specialist Position (Carl McFarland)
- I. Reclassification of a Computer Operations Specialist Position (Brian Akers)

A. Establishment of New Classification – Information Technology Support Specialist I**Class Title:**INFORMATION TECHNOLOGY SUPPORT
SPECIALIST I**Annual Salary Range:**\$47,772-\$65,892
(Classified Salary Schedule #260)**Effective Date:**

OCTOBER 1, 2009

Background: Current information technology-related classifications no longer meet the needs of the department in that the classes are out-dated and/or are too specific, thus inhibiting flexibility in assigning projects and hindering appropriate allocation of resources. Management has requested the establishment of the proposed class that will serve as the entry level classification in the series.

Bases of Recommendation: Under the general supervision of an assigned supervisor, an incumbent in the proposed classification will be assigned responsibility for the installation, maintenance, and repair of computer hardware and software systems, multimedia and audio-visual equipment, and communications equipment. In addition, the incumbent will provide basic technical support and assistance to students and District staff.

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 Long Beach Community College District (Technical Support Specialist, \$52,513-\$64,799/annual), Coast Community College District (Information Systems Technician I \$46,986-\$60,937/annual), San Bernardino Community College District (Technology Support Specialist I, \$49,001-\$59,556/annual), and Santa Barbara City College (Technology Services Specialist I, \$47,040-\$57,288/annual). With regard to internal equity, the proposed class operates at a higher level than the class of Information Technology Help Desk Assistant (\$40,632-\$56,172/annual). The proposed class requires broader knowledge relative to information technology systems and is assigned more complex duties including the installation, maintenance, and repair of computer operating systems, communications equipment, and multimedia and audiovisual equipment. In comparison, the classification of Information Technology Support Specialist II (\$53,160-\$73,344/annual) has higher-level responsibility for the maintenance of network systems and servers. Therefore, it is appropriate to allocate the new class to salary range #260 (\$47,772-\$65,892/annual) of the Classified Salary Schedule.

B. Establishment of New Classification – Information Technology Help Desk Assistant**Class Title:**INFORMATION TECHNOLOGY HELP DESK
ASSISTANT**Annual Salary Range:**\$40,632-\$56,172 (Classified Salary Schedule
#230)**Effective Date:**

OCTOBER 1, 2009

Background: An examination of the present help desk functions at the District Administrative Center and each college campus has identified the need for an information technology support position that will serve as the initial point of contact and provide first-level help-desk support relative to computer hardware, software, telephone, and network issues. Consequently, management has requested the establishment of the proposed classification.

Bases of Recommendation: Under the general supervision of an assigned supervisor, an incumbent within the proposed classification will serve as the initial point of contact and receive, document, and coordinate problems reported to the Help Desk; troubleshoot and resolve first-level hardware, software, and peripheral problems, and refer more complex problems to higher-level support staff.

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 Contra Costa Community College District (Help Desk Operations Technician/Trainee, \$48,756-\$59,400/annual), Long Beach Community College District (User Support Technician, \$42,706-\$52,513/annual), Los Rios Community College District (Information Technology Technician I-Help Desk, \$36,659-\$49,206/annual), and Kern Community College District (Help Desk Technician, \$39,496-\$47,861/annual). With regard to internal equity, the proposed classification will perform duties that are substantially less complex than those assigned to an Information Technology Support Specialist I (\$47,772-\$65,892/annual). Therefore, it is appropriate to allocate the new class to salary range #230 (\$40,632-\$56,172/annual) of the Classified Salary Schedule.

C. Title Change and Classification Specification Revision - Computer/Communications Technician

It is recommended that effective October 14, 2009, the following classification, positions, and employment lists be reclassified for the purpose of title change only:

Current Title:

Computer/Communications Technician

Proposed Title:

Information Technology Support Specialist II

Basis of Recommendation: Due to a reorganization of the Information Technology Department, it is proposed that the title be changed to more accurately reflect the responsibilities of the classification and to reflect internal alignment with related classification plan. A revised class specification is submitted for approval in conjunction with this report.

Status of Incumbent(s): The title change will have no effect on the status or seniority of the incumbents within the classification.

D. Reclassification of a Instructional Lab Technician II - Information Systems Occupied by Joe Reznak

| | | | |
|-------------------|--|-----------------|---|
| From: | Instructional Lab Technician II- Information Systems (Schedule 260, \$3,981- \$5,491/month) | To: | Information Technology Support Specialist I (New Class) (Schedule 260, \$3,981- \$5,491/month) |
| Incumbent: | Joe Reznak | Location | Ventura College : |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Instructional Lab Technician II-Information Systems. The following recommendation is based upon information collected from a completed Position Information Questionnaire, a desk audit of the incumbent's position, and a review of assignments completed by the incumbent.

Bases of Recommendation: The subject position is assigned responsibility for configuring, installing, repairing, troubleshooting, and maintaining computer software, hardware, and related equipment at the college. In contrast, the class of Instructional Lab Technician I – Information Systems is primarily responsible for providing technical assistance to students in a lab which is no longer the primary focus of the incumbent's assigned responsibilities. Given that the duties and responsibilities of the subject position are more appropriately aligned with the proposed classification of Information Technology Support Specialist I, a reclassification of the subject position is warranted.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Joe Reznak. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Incumbent Joe Reznak may request a lateral reassignment to the reclassified position.

E. Reclassification of an Information Technology Support Assistant Position Occupied by Marla Ward

| | | | |
|-------------------|---|------------------|--|
| From: | Information Technology Support Assistant (Schedule 250, \$3,775-\$5,205/month) | To: | Information Technology Help Desk Assistant (New Class) (Schedule 230, \$3,386-\$4681/month) |
| Incumbent: | Marla Ward | Location: | District Administrative Center |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Information Technology Support Assistant. The following recommendation is based upon information collected from a completed Position Information Questionnaire, a desk audit of the incumbent's position, and a review of work samples produced by the incumbent.

Bases of Recommendation: The subject position was found to be responsible for serving as initial point of contact and providing first-level help-desk support relative to computer hardware, software, telephone, and network issues. While this responsibility is part of the incumbent's current class concept, the incumbent was not found to be responsible for performing the higher-level duties associated with the classification including conducting group training in the use of productivity tools and performing higher-level administrative assistant responsibilities incorporated into the current class concept. Consequently, it was determined that the incumbent is working out-of-class, and it is proposed that the position be reclassified to the proposed classification of Information Technology Help Desk Assistant.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Marla Ward. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Incumbent Marla Ward may request a voluntary demotion to the reclassified position.

F. Reclassification of an Computer Maintenance Technician Position Occupied by Reuben Asahan

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|-------------------|--|------------------|--|
| From: | Computer Maintenance Technician (Schedule 260, \$3,981-\$5,491/month) | To: | Information Technology Support Specialist I (Schedule 260, \$3,981-\$5,491/month) |
| Incumbent: | Reuben Asahan | Location: | Ventura College |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Computer Maintenance Technician. The following recommendation is based upon information collected from a completed Position Information Questionnaire and a desk audit of the incumbent's position.

Bases of Recommendation: The subject position meets the class concept of Information Technology Support Specialist I in that the position is assigned responsibility for providing technology support services in the areas of computer hardware and software systems, communications equipment, and multi-media and audio equipment. The classification concept of Computer Maintenance Technician does not encompass responsibility for all the aforementioned areas. Consequently, a reclassification of the subject position is warranted.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Reuben Asahan. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Incumbent Reuben Asahan may request a lateral reassignment to the reclassified position.

G. **Reclassification of an Instructional Lab Technician I - Information Systems Position Occupied by Guy Campbell**

| | | | |
|-------------------|---|------------------|--|
| From: | Instructional Lab Technician I- Information Systems (Schedule 250, \$3,775- \$5,205/month) | To: | Information Technology Support Specialist I (Schedule 260, \$3,981- \$5,491/month) |
| Incumbent: | Guy Campbell | Location: | Moorpark College |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Instructional Lab Technician I – Information Systems. The following recommendation is based upon information collected from a completed Position Information Questionnaire and a desk audit of the incumbent’s position.

Bases of Recommendation: The subject position meets the class concept of Information Technology Support Specialist I in that the position is assigned responsibility for configuring, installing, repairing, troubleshooting, and maintaining computer software, hardware, networks, and related equipment in a campus computer lab or department. In addition, the incumbent is also assigned responsibility for installing, repairing, maintaining, and troubleshooting a variety of multimedia and audiovisual equipment. In contrast, the class of Instructional Lab Technician I – Information Systems is assigned responsibility for providing technical assistance to students. The incumbent is not presently assigned this responsibility. Consequently, the duties and responsibilities of the subject position are more appropriately aligned with the classification concept of Information Technology Support Specialist I. Therefore, a reclassification of the subject position is warranted.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Guy Campbell. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Incumbent Guy Campbell may be appointed to the reclassified position upon successful completion of a qualifying examination in accordance with Personnel Commission Rule 215.

H. Reclassification of a Computer Operations Specialist Position Occupied by Carl McFarland

| | | | |
|-------------------|---|------------------|---|
| From: | Computer Operations Specialist (Schedule 260, \$3,981- \$5,491/month) | To: | Information Technology Support Specialist I (Schedule 260, \$3,981- \$5,491/month) |
| Incumbent: | Carl McFarland | Location: | District Administrative Center |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Computer Operations Specialist. The following recommendation is based upon information collected from a completed Position Information Questionnaire produced by the incumbent and an interview with the supervisor of the incumbent.

Bases of Recommendation: The subject position is assigned responsibility for configuring, installing, troubleshooting, and maintaining computer software, hardware, and related equipment. In addition, the incumbent is responsible for analyzing, modifying, testing, and debugging existing computer programs, analyzing programming and systems problems, and making basic modifications to systems and individual programs. The aforementioned duties and responsibilities do not fit within the class concept of Computer Operations Specialist. Consequently, a reclassification of the subject position to the proposed classification of Information Technology Support Specialist I is warranted.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Carl McFarland. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Incumbent Carl McFarland may request a lateral reassignment to the reclassified position.

I. Reclassification of a Computer Operations Specialist Position Occupied by Brian Akers

| | | | |
|-------------------|---|------------------|--|
| From: | Computer Operations Specialist (Schedule 260, \$3,981- \$5,491/month) | To: | Information Technology Support Specialist II (Schedule 280, \$4,430- \$6,112/month) |
| Incumbent: | Brian Akers | Location: | District Administrative Center |

Background: A position classification study was initiated by Commission staff to determine if the incumbent was working within the class concept of Computer Operations Specialist. The following recommendation is based on information collected from a completed Position Information Questionnaire, a desk audit of the incumbent's position, and a review of work samples produced by the incumbent.

Bases of Recommendation: The subject position is assigned responsibility for providing technical assistance in the installation, support, maintenance, and repair of computer hardware and software systems. In addition, the incumbent maintains network systems and servers which house districtwide applications. The incumbent is currently classified as a Computer Operations Specialist which does not encompass the higher-level duties currently assigned to the position relative to the maintenance of network systems and servers. Consequently, a reclassification of the subject position to the classification of Information Technology Support Specialist II is warranted.

On September 24, 2009, the Classification Review Committee supported the recommendation of Commission staff to reclassify the position held by Brian Akers. The management representatives present at the meeting were Sue Johnson, Vice Chancellor, Business Services; David Keebler, Vice President, Business Services at Ventura College; John al-Amin, Vice President, Business Services at Oxnard College; and Iris Ingram, Vice President, Business Services at Moorpark College. The classified employee representatives present were Dana Boynton, Library Assistant at Ventura College; Dominga Chavez, Administrative Assistant II at Moorpark College; Debra Cronin, Computer Specialist at Oxnard College; and Cheryl Manley-Orm, Senior Payroll Technician at the District Administrative Center.

Status of Incumbent: Mr. Akers began accruing the duties of Information Technology Support Specialist in 2007 when he was assigned to assist the District's Systems Administrator in the maintenance of district-critical servers. From that point forward, the incumbent was assigned additional out-of-class responsibilities and projects of increasing responsibility. Thus, Commission staff has found evidence of gradual accretion of responsibility in accordance with the provisions of Personnel Commission Rule 214. Given that the incumbent has occupied his respective position for more than two years with satisfactory performance, in addition to gradually accruing the higher-level out-of-class responsibilities, it is recommended that he be reclassified with his position in accordance with Personnel Commission Rule 215.

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

Under the general supervision of an assigned supervisor, installs, configures, diagnoses, maintains, and repairs computer hardware and software systems, multimedia and audio-visual equipment, and communications equipment; provides basic technical support and assistance to students and District staff.

DISTINGUISHING CHARACTERISTICS

An Information Technology Support Specialist I is the entry-level classification in the Information Technology Support Specialist series. The class is distinguished from an Information Technology Support Specialist II in that an incumbent within the classification of Information Technology Support Specialist I is responsible for resolving help desk calls of a routine nature and has no responsibility for maintaining network systems and servers. In contrast, an Information Technology Support Specialist II completes the more complex assignments requiring the exercise of advanced knowledge, maintains local area network systems, and has responsibility for managing servers which house campus and districtwide applications.

REPRESENTATIVE DUTIES:

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

Repair and maintain District communications equipment; provide routine technical assistance related to the maintenance of wireless communication devices, telephones, private branch exchanges (PBX), and voice messaging systems. *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*

Configure browser and related software to allow users to access the internet. *E*

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

Coordinate with vendors on warranty repairs to network servers, workstations, laptops, and other equipment. *E*

Install and upgrade applications, including loading upgrade software, performing system backups, and conducting applications operations testing. *E*

INFORMATION TECHNOLOGY SUPPORT SPECIALIST I (continued)

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District. *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*

Maintain an inventory of computer hardware, software, and licenses owned or leased by the District or assigned college campus; maintain equipment and supply inventories, and installation and service records. *E*

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

Computer, communication, and multimedia, and audio/visual equipment
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
Communication structures, including email and telephone systems
Basic 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
Principles of configuring/utilizing personal computers for end user client/server system access

ABILITY TO:

Communicate effectively, both orally and in writing
Keep detailed and precise records
Read, interpret, and apply technical information
Learn new technological innovations and applications
Maintain effective working relationships with District staff and students
Work effectively with limited supervision
Provide work direction to others
Present technical concepts to a non-technical audience

INFORMATION TECHNOLOGY SUPPORT SPECIALIST I (continued)

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Twenty-four units of coursework in computer science or a related field or possession of comparable certifications applicable to the position, such as A+ certification™, Microsoft Certified Professional (MCP) certification, or the equivalent.

Experience: Three years of experience in the installation, maintenance of computer hardware and software 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, 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: INFORMATION TECHNOLOGY HELP DESK ASSISTANT

BASIC FUNCTION:

Under the immediate supervision of an assigned supervisor, serves as initial point of contact and provides first-level help-desk support relative to computer hardware, software, telephone, and network issues.

REPRESENTATIVE DUTIES:

Serve as the initial point of contact and receives, documents, and coordinates problems reported to the Help Desk; troubleshoot and resolve first-level hardware, software, and peripheral problems, and refer more complex problems to higher-level support staff; advises and assists end users with technical issues related to computer hardware, software, and peripherals. *E*

Assist with basic set up and installation of software, operating systems, patches, and peripheral equipment; diagnoses hardware malfunctions; moves computers and peripheral equipment as needed for users; documents procedures for installs as required. *E*

Assist users with troubleshooting login problems and resetting passwords. *E*

Conduct individual training in the use of productivity tools, e.g., word processing, spreadsheet, email, calendar, publication, and database applications. *E*

Receive and record trouble call ticket information (customer information and problem description) into the help desk tracking system for logging and support, and inform the customer when the problem is resolved. *E*

Compile and prepare statistical and narrative reports from a variety of sources. *E*

Provide general clerical support for the assigned department, including composing correspondence scheduling appointments, processing mail, creating equipment requisitions, preparing minutes for distribution to appropriate personnel, tracking purchases and expenses, and maintaining complex files and records. *E*

Monitor annual software license maintenance agreements and vendor contracts to ensure they are evaluated and renewed prior to expiration. *E*

May be required to provide help desk service to faculty and students in support of distance learning programs or initiatives.

Perform related duties as assigned.

E = essential duties

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern computer systems and software packages, including word processing, database, spreadsheet and desktop publishing
General methods and procedures of operating computers and related peripheral equipment
Standard operating manual instructions and help file structure, sufficient to enable quick and accurate diagnosis of problems
Methods of data compilation, maintenance, and reporting
Correct English usage, grammar, spelling, punctuation, and vocabulary
Common methods of scheduling meetings, workshops, and conferences
Principles of customer service and proper telephone etiquette

ABILITY TO:

Operate computers and peripheral equipment
Present technical concepts to a non-technical audience
Communicate effectively, both orally and in writing
Diagnose technological problems and take appropriate corrective action
Query databases, technical manuals, and web-based resources to identify additional resources as needed
Establish and maintain effective working relationships with others
Understand, interpret, and apply technical material, rules, procedures, and policies
Plan and organize work independently with little direction
Keyboard/type at a speed necessary for successful job performance
Maintain confidential information
Exercise discretion in the dissemination of information

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Education: Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science or business information systems.

Experience: Six months of experience providing technical support in the use of computer operating systems.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment

PHYSICAL ABILITIES:

Hearing and speaking to exchange information
Dexterity of hands and fingers to demonstrate software applications use and to operate a computer keyboard
Sitting and operating a keyboard to enter data into a computer terminal for extended periods of time

INFORMATION TECHNOLOGY HELP DESK ASSISTANT (continued)

Seeing to read and review documents
Reaching to retrieve and file records

HAZARDS:

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

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: STUDENT ACTIVITIES SPECIALIST

BASIC FUNCTION:

Under the direction of the Vice President of Student Services, plan, organize, coordinate and implement a student activities program; serve as a resource to students by directing students to appropriate person or office for resolution of or assistance with personal or school-related problems or difficulties.

REPRESENTATIVE DUTIES:

Serve as primary advisor to student government; advise students on procedures and policies of the College relating to student activities. *E*

Attend various student meetings such as social committee meetings, finance meetings and weekly ASB meetings; attend activities sessions, rehearsals, and auditions. *E*

Participate and represent the College at various meetings and conferences relating to the operation of the student activities office. *E*

Plan, coordinate and promote student activities and special events; advise students on procedures concerning all planned student elections; supervise election process. *E*

Supervise the planning and preparation of various student activities, events, projects and budget; oversee ASB and club/organization expenditures. *E*

Maintain appropriate communication with students, faculty and staff concerning activities of clubs, organizations, and special events. *E*

Consult with students about personal problems as necessary; identify problems and concerns of students and direct students to appropriate source for assistance or resolution. *E*

Maintain College Master Calendar; approve and coordinate activities; process theatre and custodial or security service requests. *E*

Assure that student identification photographs are taken according to schedule. *E*

Plan, organize and coordinate the annual commencement ceremony and reception; coordinate the distribution of caps and gowns. *E*

Represent the college at a variety of meetings and workshops; provide a variety of information to students and staff regarding college programs, activities and services. *E*
Supervise the planning, preparation and publication of all printed materials required for the program such as by-laws and handbooks. *E*

STUDENT ACTIVITIES SPECIALIST (continued)

Coordinate student events and activities with community groups and organizations as appropriate. *E*

Provide information and advice to students seeking employment; identify and develop part-time employment opportunities for students. *E*

Maintain inventory of office supplies; order supplies when needed. *E*

Provide work direction and guidance to student workers. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

College student activities programs
Local community service agencies, high schools and businesses
Leadership training and parliamentary procedures
Modern office practices, procedures and equipment
Record-keeping techniques
Oral and written communications skills
Telephone techniques and etiquette
Interpersonal skills using tact, patience and courtesy
Principles and practices of training and providing work direction
Technical aspects of field of specialty
District organization, operations, policies and objectives

ABILITY TO:

Organize and deliver informational presentations
Provide effective supervision and guidance to student organizations and clubs
Work cooperatively with others
Maintain records and prepare reports
Meet schedules and time lines
Oversee budgets
Add, subtract, multiply and divide quickly and accurately
Communicate effectively both orally and in writing
Read, interpret, apply and explain rules, regulations, policies and procedures
Complete work with many interruptions
Type at an acceptable rate of speed
Analyze situations accurately and adopt an effective course of action
Establish and maintain cooperative and effective working relationships with others.
Observe legal and defensive driving practices
Plan and organize work
Train, supervise, and evaluate personnel
Work confidentially with discretion

STUDENT ACTIVITIES SPECIALIST (continued)

EDUCATION AND EXPERIENCE:

Any combination equivalent to: ~~completion of two years of college and two years of increasingly responsible experience in working with young adult groups.~~

Education: Completion of two years of college coursework equivalent to 48 semester units or equivalent quarter units.

Experience: Two years of experience developing and implementing student programs or coordinating student events at an institution of higher education. A bachelor's degree may be substituted for one year of the required experience.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license

WORKING CONDITIONS:

ENVIRONMENT:

Student Services office environment
Subject to constant interruptions
Subject to driving to conduct work off campus

PHYSICAL ABILITIES:

Hearing and speaking to provide and exchange information
Sitting or standing for extended periods of time

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

Under the general supervision of an assigned supervisor, assists with the installation, support, maintenance, and repair of computer hardware and software systems, network and infrastructure systems, multimedia and audio-visual equipment, basic and complex servers, and communications equipment; provides advanced technical support and assistance to students and District staff.

DISTINGUISHING CHARACTERISTICS

An Information Technology Support Specialist II is the journey-level classification in the Information Technology Support Specialist series. The class is distinguished from an Information Technology Support Specialist I in that an incumbent within the classification of Information Technology Support Specialist II is assigned help desk calls of greater complexity, maintains local area network systems, and has responsibility for managing servers which house campus and districtwide applications. In comparison, an Information Technology Support Specialist I is the entry-level classification in the Information Technology Support Specialist series and is responsible for resolving help desk calls of a routine and basic nature and has no responsibility for maintaining network systems and servers.

REPRESENTATIVE DUTIES:

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

Maintain basic 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*

Conduct basic troubleshooting, repair, and maintenance of local area network systems, including computers, servers, routers, switches, and other peripherals and their related software and accessories. *E*

Install, administer, and troubleshoot telecommunication network equipment and telephones; provide non-routine, highly complex 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*

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*

INFORMATION TECHNOLOGY SUPPORT SPECIALIST II (continued)

Coordinate with vendors on warranty repairs to network servers, workstations, hardware, and other equipment; perform application installation and upgrades and resolve associated problems. *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*

Configure browser and related software to allow users to access the internet. *E*

Participate in the evaluation and testing of new hardware, software, and related equipment to be purchased by the District; participate in the bidding process for technology and communication equipment and services. *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*

Install and upgrade applications, including loading upgrade software, performing system backups, and conducting applications operations testing. *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*

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

Computer, communication, multimedia, and audio/visual equipment
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
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

INFORMATION TECHNOLOGY SUPPORT SPECIALIST II (continued)

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
Principles of configuring/utilizing personal computers for end user client/server system access

ABILITY TO:

Communicate effectively, both orally and in writing
Keep detailed and precise records
Read, interpret, and apply technical information
Learn new technological innovations and applications
Maintain effective working relationships with faculty, District staff, and students
Work effectively 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: Four years of experience in the installation and maintenance 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
Evening or variable hours
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, 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: COMPUTER/COMMUNICATIONS TECHNICIAN

BASIC FUNCTION:

Under the direction of an assigned supervisor, install, maintain, and repair computer and communications equipment.

DISTINGUISHING CHARACTERISTICS:

A Computer/Communications Technician at the District Administrative Center is responsible for the installation and maintenance of computer systems, networks, and telephone systems district-wide. A Computer/Communications Technician at a college is responsible for the installation and maintenance of computer networks devices, telephone instruments, and workstation and server systems at the college's facilities, based on district-wide direction and standards.

REPRESENTATIVE DUTIES:

Test, install, repair, and troubleshoot a variety of computer and communications equipment including networks, data communications, computer systems, telephone instruments, and large lab installations. *E*

Install, upgrade, and troubleshoot application software and operating systems for office and lab workstation and server computers; work with vendors for assistance with application installation and upgrades, and problem resolution. *E*

Work with and provide assistance to end users relative to hardware and software issues. *E*

Maintain network and system security, including setup of user accounts and password resets. *E*

Utilize equipment and tools to assemble, repair, or salvage custom and regular equipment such as servers, computers, monitors, printers, and disk drives. *E*

Work with district information technology staff and planners for facilities development projects involving the development of facility communications infrastructure. *E*

Select and maintain vendors for outside repairs and purchase of new equipment; participate in bidding processes for major equipment purposes. *E*

Perform data backups for critical systems. *E*

Install audio/visual equipment, including smart classroom devices. *E*

Maintain building access control systems, including badge readers, cars, locks, and alarm codes. *E*

Maintain equipment and supplies inventories, and installation and service records. *E*

Perform a variety of special projects as assigned by a supervisor involving the maintenance, purchase, and installation of computer equipment. *E*

May perform various system and application software and webpage maintenance activities.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Distributed computer systems and processing techniques (LANs and WANs)
Knowledge of server and workstation operating systems such as Windows, Mac OS, and Linux
PC software including database, spreadsheet, word processing, and email applications
Computer hardware, telephone equipment, and software products and their associated use in the office and educational environment
Principles and practices of data and voice communication networking of computers
System administration for assigned networks and server systems
Current practices, tools, and materials involved in the repair and overhaul of desktop computers and peripherals
Basic safety regulations and practices applicable to electrical and electronic equipment
Productivity tools
Principles of web page maintenance

ABILITY TO:

Develop and support data communication networking of computers
Train users in the use of productivity and efficiency tools for the computer
Customize application programs for the computer
Operate various computer equipment
Design and implement technical modifications
Learn characteristics of new models of computers, monitors, printers, modems and other peripheral devices
Learn new desktop computer software packages
Work effectively without supervision
Maintain effective working relationships with district personnel

EDUCATION AND EXPERIENCE:

Any combination equivalent to graduation from high school or equivalent educational proficiency supplemented by training in electronics, data communications, and computer equipment repair, and two years of recent work experience in the field of repairing computers and peripheral equipment or installing and maintaining data and voice communications systems, networks, and equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver license

WORKING CONDITIONS:

ENVIRONMENT:

Office environment
Driving a vehicle to visit sites

PHYSICAL ABILITIES:

Sitting, standing and walking for extended periods of time
Visual acuity to install and repair computer equipment
Hearing and speaking to communicate with users
Dexterity of hands and fingers to operate a keyboard
Kneeling and bending to install networks and personal computers

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT

TO: THE PERSONNEL COMMISSION

FROM: MICHAEL ARNOLDUS
DIRECTOR OF EMPLOYMENT SERVICES/PERSONNEL COMMISSION

SUBJECT: ABOLISHMENT OF UNUSED CLASSES

RECOMMENDATION:

It is recommended that, effective October 1, 2009:

- I. The following classes be abolished:
 - Media Services Specialist I
 - Media Services Specialist II
 - Instructional Lab Technician I/ Information Systems*
 - Instructional Lab Technician II/Information Systems*
 - Tool Room Attendant
 - Computer Maintenance Technician*
 - Computer Operations Specialist*
 - Computer Specialist*
 - Director, College Technology Services*
 - Information Technology Support Assistant*

* It is proposed that these classifications be abolished effective December 31, 2009.

- II. The Director of Employment Services/Personnel Commission be authorized to reactivate the abolished classes as needed, subject to ratification by the Personnel Commission.

BASIS OF RECOMMENDATION:

The positions in the classes listed above are vacant and the department has indicated that there is no foreseeable need for the classes in the future. Therefore, they may be abolished. If there is a future need for the classifications, the reinstatement of any of the proposed abolished classes will be considered.

MA/ME