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Page 1: Classified Position Request Form

Q1 Please enter the following:

Department	**Instructional Computing Services**
Position Title	**Network Specialist II**
Salary Range	**$58,416 - $73,056**
Annual Salary at Step B*	**$66,776**
Hours/week and # of months	**40 hours, 12-months**

Q2 Provide the following information for the new position or the increase in FTE for an existing position that is being requested, or the request to fill a vacant, frozen or defunded position:

Position classification and number	**CL-41**
Proposed FTE	**1.0**

Q3 Contract type   **12-month**

Q4 What type of position is being requested?   **New general fund position**

Q5 Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

NETWORK SPECIALIST II-GENERIC.doc (46.5KB)

Q6 What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

A Network Specialist II provides campus wide support of all instructional computers including faculty computers, computer labs, laptops and printers. The position performs a wide variety of highly specialized, technical support in the design, installation, and maintenance of computer/communications networks and devices, network topology, computer hardware and software in local and wide area networks, including Internet/Intranet.

Q7 Please address the following: How are the duties of the requested position currently being performed, if at all? How does the lack of this position impact the program or service area? What impact, if any, have frozen or vacant positions within the department had on services or staff workload?   (200 words or less) (Rubric Criteria 1)

We currently have two network specialists and they have been doing their best to handle the work load. We have approximately 30 instructional computer labs (PC and Mac), approximately 115 classrooms, 4 faculty workrooms and numerous faculty offices. In addition to scope of work, another challenge is that we have very little time in between semesters to rollover or update the numerous computer labs. With vacation schedules and other commitments, we have about 6 weeks during summer, 2 weeks during Intersession and 4 days during spring break to complete the work. This can often result in us not having all computer labs ready for the start of the semester or that they are not running at an optimal level. There is simply too much work for two people. For instance, we rushed trying to get E-224 (a Mac lab) up and running for the spring 2020 semester and we released it to the instructor without time for final testing and training and there were issues with the room during the first week of classes.

Q8 How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? **Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.**   (200 words or less) (Rubric Criterion 2)

There is no standard measurement on how many IT support personnel an organization should have per node (any device connected to the network including computers and printers), however, a general starting point would be 1 to 150. We are at 1 to 700 for Network Specialists. While we do have three other technical support personnel (Two Computer Lab Technician II and 1 Computer Lab Technician III), those positions do not work at the same level as the Network Specialist do in terms of creating and managing images on the network. The college used to have 3 Network Specialists several years ago, but one of the people took a position at District and the position was never back-filled. With new buildings, remodeling, more and more use of mobile devices, and funding from Strong Workforce for new technology, we are continually adding technology to our scope of work. We are at a point where we can no longer add more to the list without severely impacting service levels.

Q9 How would this position's main duties specifically support the institution's strategic priorities? Acceleration Guided Student Pathways Student Validation and Engagement Organizational Health (200 words or less) (Rubric Criterion 3)

I think this area falls mainly within the organizational health priority, but it could also link to Guided Pathways and Student Validation and Engagement. Having instructional computer labs, smart classrooms and printing operating well directly affects instruction and the student experience. In addition, supporting students with their technical issues can help keep them engaged and feel supported by the college. In addition, faculty are at the core of the instructional experience and this position also supports faculty computers. If faculty don't have operating computers, they can't do their jobs as well in supporting students.

Q10 How will the position impact the ability of the program or service area to innovate and meet changing needs? (150 words or less) (Rubric Criterion 3)

As mentioned previously, new buildings, remodeling, more and more use of mobile devices, and funding from Strong Workforce for new technology, are continually changing our scope of work. Adding this position will allow us to better respond to basic and innovative instructional needs. Adding this position would allow the Network Specialists more time to spend with faculty to understand how we can better support their instructional computing needs from a technical perspective. Our service level will deteriorate as the college continues to add more technology but neglects to add higher level technical support, such as a Network Specialist II.

Q11 Please confirm that you have discussed this faculty position request with the Division Dean and that you understand that Division Deans will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Division Dean