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Page 1: Classified Position Request Form

Q1

Please enter the following:

Department	Instructional Computing Services
Position Title	Network Specialist
Salary Range	\$60,156 - \$75,240
Annual Salary at Step B*	\$63,624
Hours/week and # of months (e.g., 10-month, 11-month, 12-month)	12 month, 40-hours per week.

Q2

Replacement for a funded (vacant) position

What type of position is being requested?

Q3

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

41 - NETWORK SPECIALIST II.docx (19.7KB)

Q4

What are the actual duties and responsibilities that are specific to this requested position that you would like to highlight to help the Classified Hiring Priorities Committee understand the need for this position?(200 words or less)

A Network Specialist II provides campus wide support of all instructional computers including faculty computers, computer labs, laptops and printers. They create the images on all faculty and student machines used for instruction. They ensure the instructional software is installed correctly for student use.

Q5

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 had two Network Specialist II positions and they both retired in the Fall of 2020 as a part of the SERP. We are currently relying on District IT to help us with any faculty computing support. We are fortunate in this case that we are not currently on campus and needing to support the 37 computer labs. Once we go back on campus this will become a significant workload issue. District IT staff is not well versed in this work so we did a knowledge transfer before the two Network Specialists retired but it remains to be seen as to whether District IT will have the capacity and knowledge to help us once we get back on campus. We have 37 computer labs with about 20 pieces of software and hundreds of faculty machines that will need to be updated once we get back on campus. This will be a significant amount of work for experienced professionals, much less someone new to the work. We will need at least three months, if not longer, to get the various computer labs up and running again.

Q6

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 with having two in place (and we currently have none). 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. As it currently stands, with no Network Specialists, we will not be able to support the technology we currently have.

Q7

Student Validation and Engagement

Which of the College's strategic priorities will this position most directly support? Note: Selecting more than one strategic goal will not impact the Classified Hiring Priorities Committee rating of the position.

Q8

Please explain how the requested position will support the college strategic priority(ies) identified above. (200 words or less) (Rubric Criterion 3)

I think this area falls mainly within Student Validation and Engagement. Having instructional computer labs, smart classrooms and printing operating well directly affects instruction and the student experience. 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.

Q9

How will the position impact the ability of the program or service area to innovate and meet changing needs? (200 words or less) (Rubric Criterion 3)

As mentioned we have 37 computers labs and hundreds of faculty machines to support. Network Specialists are at the core of making this all run properly. In addition, new buildings, remodels and funding from Strong Workforce for new technology, are continually changing our scope of work. Replacing these two positions will allow us to better respond to basic and innovative instructional needs. Our service level to instruction will deteriorate as the college continues to add more technology but neglects to replace and add higher level technical support, such as the Network Specialist II.

Q10

Please confirm that you have discussed this faculty position request with the dean or manager and that you understand that deans and managers will be providing feedback to help inform the prioritization process.

Yes, I have discussed this position request with the Dean or Manager