#19

COMPLETE

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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	**$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

What type of position is being requested?

Replacement for a funded (vacant) position

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 the computer labs and faculty machines.

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 Fall 2020 with the SERP. We are fortunate in this case that we are not on campus right now to provide support to the 37 computer labs and numerous printers. We are currently relying on District IT to provide faculty support. District IT is not familiar with supporting instruction so we did a knowledge transfer before the two Network Specialists retired. It remains to be seen whether they will have the capacity and knowledge to support instruction. We will need at least three months, if not longer, to get the computer labs up and running once we are back on campus.

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 were at 1 to 700 for Network Specialists before they retired. 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. With new buildings, remodels, 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 cannot support the technology we have much less add to the list without severely impacting service levels.

Q7

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.

Student Validation and Engagement

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 previously, we need both Network Specialist positions to support our current technology (37 computer labs, etc.)much less new buildings, remodels, and funding from Strong Workforce for new technology. Replacing this position will help us better respond to basic and innovative instructional needs. Our service level to instruction will deteriorate if we don't replace these positions prior to going back on campus.

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

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