



Non-Instructional Position Request Form
2015-2016

Range 49
2015-03

This request process is to be used only for new classified and administrative positions (full or partial).

The entire college community is welcome to submit requests.

Title of Position Requested: Computer / Network Support Specialist II
Division/ Unit: LPC Technology Department

Please attach a current or proposed District job description and indicate if this is a request for / to: (for assistance, contact College Admin. Asst. at x1632)

- Checkboxes for New position, Increase an existing funded position, and New categorically funded position with associated details like hours per week and months per year.

Justification:

1. For background- please briefly summarize the position: what it does, where it works, to whom it reports, & list what other personnel are in this unit.

In 1999 the college hired two new computer/ network support positions and brought the FTE staffing of the LPC computer support to 3 Computer / Network Support Specialists. These positions are managed and supervised by the Senior Instructional Computer/ Network Support Specialist. Over the past 16 years the college's support requirements and use of technology has grown in both support services and physical computer systems. In addition, there is a growing need to provide support services for converging technologies (ie: integration of data, audio/video, and voice). Measure B projects over the past ten years have not only increased the workloads but have left the college with new facilities that all need technology support and maintenance. Computers and laptop/tablet support alone has increased by 170 %. Enterprise Server support and maintenance has increased by 566 %, and server applications and provided services are up over 200%. This proposed position will be responsible for providing computer network support for both the instructional and administrative networks. In addition, the position will be responsible for all server resources and services as provided by the LPC technology department on campus. These services include but are not limited to maintenance of all onsite computer systems, servers, backup systems, data storage, license servers, DNS and DHCP services, fiber and copper connectivity, documentation and inventory of systems. This position will report to the Senior Instructional Computer/ Network Support Specialist and reside in building 1900.

a. Give some historical perspective of the changing workload over a 3-5 year period:

Example: Workload unit 1= # Bio/Chem lab students/semester > 2010=900 2015=1000 Change over time is =11%

Workload unit 1=: Computer desktop systems in use on campus were approximately 600 in 2002; Today there are approximately 1620 computer/ laptop systems; Change over that time is 170 %

Workload unit 2=: In 2002 the campus utilized 3 servers; Today the department manages 20 servers; Change over that time is 566%

Workload unit 3=: In 2002 The department managed 9 server applications; Today the department manages over 27 server applications; Change over that time is 200%

2. **How will this position have a positive impact on the following (briefly include excerpts from your Program Review or other)-**

a. **your Program Review;**

The LPC Technology Department's mission includes . . . *highest quality support services, equipment and technical leadership to the college community* . . . The requested position will allow the department to reduce the backlog of systems maintenance and improvement projects and thus enable forward planning and growth to meet current technology needs.

b. **our LPC Planning Priorities;**

There are currently no planning priorities that directly influence this position. However, this position could have an indirect impact on technology support for curriculum and tutoring.

c. **other requirements or needs detailed in Master Plans or accreditation;**

In the 2009 Accreditation Self Study there was a Planning Agenda to study increasing the technology staff to meet the demand for supporting technology. The study concluded that while the need was clear the funding was not available to do so at that time. Since then the need has not dissipated but continues to grow. In the draft LPC Educational Master Plan, under Organizational Resources, the need for increased staffing and maintaining a "continuously updated" technology infrastructure is well documented and would be supported by the addition of this position.

3. **What other alternatives have been considered in lieu of this position to meet programmatic demands?**

The increased duties have been distributed among the current staff.

4. **What is the consequence of not funding this position?**

Regular tasks of maintenance and upkeep of existing systems will continue to be belayed more and more. Students, faculty and staff may not receive software and hardware upgrades in a timely manner in order achieve learning objectives or process efficiencies, possibly to the point of system and support failure.

5. **Has this position or a similar position been presented to RAC previously and in what years? Explain.**

No.

For accurate costs below, requestor must contact College Admin. Asst. in the LPC Office of Administrative Services (ext. 1632).

Estimate Increase/ Proposed Annual Salary Cost:	\$ 67398.96	67,399	**NOTE** Full time = 20-40 hrs. per week or 50%-100%. Regular Hourly= 18 hrs. or less per week (<50%).
Estimate Benefits Cost: (50% of salary)	\$ 33699.48	33,699	
Total Cost for Position:	\$ 101098.44	101,098	

Reviewed by & Date SD 9/21/15
 College Administrative Assistant, Office of Administrative Services

Important request deadlines for 2015/2016 (subject to change):
Mon., Sept. 14, 2015 request to Division Dean by end of business
Wed., Sept. 16, 2015 presented at Division Meeting
Fri., Sept. 18, 2015 due in Administrative Services Office with VP signature

Thu., Oct. 1, 2015 deans will present to Resource Allocation Committee

Signatures:


Requestor

9/17/15
Date Submitted

Reviewed by:

Dean/ Unit Administrator

Vice President

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

Class Specification

COMPUTER/NETWORK SUPPORT SPECIALIST SERIES

DEFINITION

Perform a variety of technical and analytical duties in support of campus network users including the installation of microcomputers, peripheral equipment and software applications; to maintain records of inventory, purchases and maintenance requests; and to provide assistance in the installation of network connections and the performance of other routine network support tasks.

SERIES TITLES

Computer/Network Support Specialist I
Computer/Network Support Specialist II

Positions in this series may be assigned a variety of duties from among those listed in the Representative Duties section or a combination of those and other related work functions. Duties include both support functions and primary lead responsibilities. The class titles within the series are not interchangeable; each class title requires a particular level of responsibility, independent initiative, and qualifying experience.

Computer/Network Support Specialist I is the entry analyst level technical support class in the Computer/Network Support Specialist series providing routine user support and assisting in the installation of microcomputers and peripheral equipment. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Computer/Network Support Specialist II level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

Computer/Network Support Specialist II is the journey analyst level technical support position. A high degree of interaction with campus personnel is required relative to ordering, using, and maintaining computers, software, and related network technology. This classification requires moderate knowledge of mainframe and campus staff applications, and a high degree of knowledge of microcomputers, peripherals, and network equipment and software in terms of operation, installation, trouble-shooting, and training. The Computer / Network Support Specialist II works in coordination with the Network Systems Specialist responsible for District-wide networking.

REPRESENTATIVE DUTIES

1. Respond to user requests for assistance with campus hardware or software problems, such as malfunctions, modifications needed in software, or determination of user needs and requirements.

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT
Computer/Network Support Specialist series(Continued)

2. Assist users and potential users to define their needs for campus microcomputers, software, peripherals and network equipment; aid in the evaluation of software and hardware; assist in preparing specifications for purchases.
3. Prepare and distribute general technical tips and advice to users through memos, bulletins and newsletters.
4. Set up and maintain detailed inventory records of computer hardware and software purchases, maintenance requests, supplies and similar operational details.
5. Install new campus microcomputers, applications, operating system software, terminals and related hardware; install network connections to equipment.
6. Establish priorities for responding to requests for maintenance and other user requests.
7. Coordinate and perform maintenance of campus microcomputers and related equipment under warranty or requiring service calls.
8. Order and store supplies and parts required to maintain microcomputers and related equipment.
9. Perform routine network support tasks, including server backup, server configuration and client software installation and configuration; assist with network user support and other tasks as directed.
10. Provide backup support and assistance to the Network Systems Specialist as directed by ITS management.
11. Configure, troubleshoot and repair network cabling, equipment and servers.
12. Plan and implement procedures to help maintain instructional network security and copyright compliance; report copyright compliance violations to ITS management.
13. Learn and use new technologies required to remain current in the field.
14. Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Specifications of equipment.
2. Data communication methodologies between computers, peripherals, and network devices such as serial, parallel, ethernet, T1, and using modems, multiplexors, etc.

3. Computer operating systems, shells and interfaces such as PC DOS/MS DOS, Macintosh, Windows, and Unix; network operating systems such as Novell Netware, Appleshare and NT.
4. Basic systems analysis and design concepts and alternative programming approaches.
5. Elementary principles of computer programming as well as operating system batch files and scripts.
6. Current equipment and applications.
7. PC and Macintosh network setup, maintenance and repair.
8. Information sources to remain current in field.

Skill in:

1. Operating computers, especially microcomputers and related equipment.
2. Installation and general trouble shooting of terminals, printers, modems, microcomputers and network equipment.
3. Installation and use of microcomputer application software, such as word processors, spreadsheets, data bases, etc.
4. Record keeping and inventory control for equipment, supplies and budget.
5. Installation, use and configuration of microcomputer server software.
6. Constructing cables between computers and peripheral devices using various technical standards such as RS232, parallel, ethernet, SCSI, and WAN interfaces.

Ability to:

1. Troubleshoot malfunctions in terminals, printers, microcomputers and communications equipment and cabling.
2. Instruct, communicate with, and assist non-technical users in software and basic system operations.
3. Document program modifications and technical fixes performed for users.
4. Plan for future hardware and software installations.
5. Understand and follow oral and written instructions.
6. Communicate clearly and concisely, both orally and in writing.

7. Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Computer/Network Support Specialist I:

Equivalent to the completion of the twelfth grade supplemented by college level course work in Computer Science, Computer Technology, Electronic Technology, or a related field.

Computer/Network Support Specialist II:

Equivalent to the completion of the twelfth grade supplemented by college level course work in Computer Science, Computer Technology, Electronic Technology, or a related field and two years of increasingly responsible experience in the installation, maintenance and troubleshooting of microcomputers and peripheral equipment.

PURPOSE OF CLASS

To provide timely and effective technical support to administrative and instructional users of computers and related resources.

Note: This class specification is not necessarily all-inclusive in terms of work detail.