

NEW CNSS A-SHIFT POSITION

LOS ANGELES COMMUNITY COLLEGE DISTRICT Personnel Commission CLASSIFIED STAFFING REQUEST	Location Pierce	Control Number
	Initiator/Phone Number Mark Henderson/(818)610-6551 ext.	Date 7/25/16 <i>McHenderson</i>
	Supervisor/Phone Number Rolf Schleicher/(818)610-6504 ext.	Date 7/25/16 <i>Rolf Schleicher</i>
	President/Division Head Kathleen Burke <i>K. Burke</i>	Date 7/25/16 <i>8/4/2016</i>

Instructions: The signature of the President/Division Head attests that the duty statement that appears on the reverse of this form is true and complete; that the duties have been assigned to the employee by a duly authorized supervisor; and acknowledges submission of this request. In the event of disagreement regarding the duty statement or need for a study, a signed statement outlining the disagreement should be attached and the request forwarded to the Personnel Commission. Contract timelines may apply.

ACTION REQUESTED: (Check One)

Establish a New Position (Complete Sections 1, 2 & 3; submit a copy of an organization chart incl. the new position)
 Reclassification of a Filled Position (Complete Sections 1, 2 & 3; submit a copy of an organization chart)
 Reclassification of a Vacant Position (Complete Sections 1, 2 & 3; submit a copy of an organization chart)
 Change a Position as follows: (Complete Sections 1 & 2)

	From:	To:
Change in Basis (PSA)		
Change in Shift	A	A
Change in FTE		
Change in Office Location		

SECTION 1

Job Title (of new or existing position, whichever is applicable) Comp & Network Support Specialist		Job Class Code 1144	Office (Org. Unit) Information Technology		
Position No. 80005272	Assignment Basis (PSA) CPA3	EE Sub Group Code S2	Work Shift A	FTE 1	Daily Hours 8
Work Days 5	GL (Commitment Item) 213100	Cost Center/WBS P2630A	Fund 10100		
Incumbent's Name: (Complete only if position is filled with a regular incumbent)				Employee Personnel Number.	

SECTION 2

Briefly state the reason for your request. If the request is to reclassify a position, your statement should include information such as why the duties of the position have changed, when the change occurred, technological, procedural, organizational, and staffing changes which may have impacted the position, and the requested position title.

To provide a greater level of support and to better serve Pierce College students, faculty, and staff. At Pierce College this position is responsible for the operation of all instructional and administrative computing, including telephony responsibilities, that occurs during A shift hours of operation. This position will also mitigate delay in completion of work tasks and assignments. This position will also ensure that all aspects of the IT department operations will not negatively affect campus operations, which may include, but is not limited to participating in network troubleshooting and resolution development on a tactical level. This position reports to the A shift supervisor position.

PERSONNEL COMMISSION OFFICE USE ONLY

Position Allocated to the Class of: _____	Notes:
_____ Personnel Director	_____ Date

SECTION 3

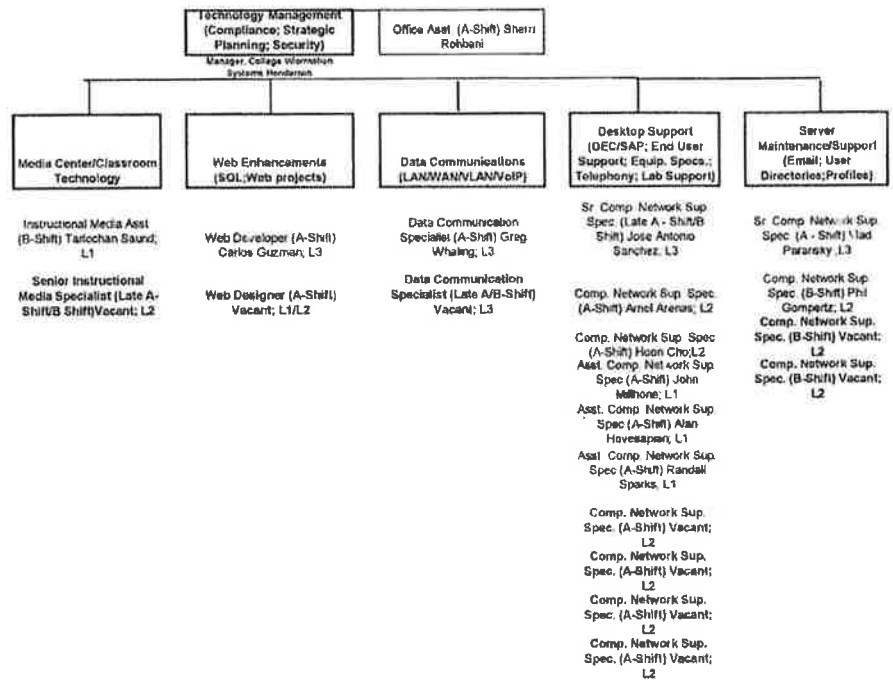
Statement of Duties: List duties assigned to the position, including supervisory duties. Begin with duties normally consuming the largest amounts of time. Be sure to indicate machines or equipment operated, if applicable. List licenses required, if applicable. Attach additional pages as needed. **DO NOT COPY DUTIES AS LISTED IN THE CLASS DESCRIPTION.**

Duties	% of Time (needs to add up to 100%)
Administer and maintains inventory of network software, including system upgrades, and monitors software license usage.	15
When required, work to resolve users concerns regarding desktop equipment and network devices or malfunctions and assess the problem with related system(s), and resolve the matter.	25
Resolves technical problems associated with seequipment malfunctions, processing failures, and network operations. Create documentation of resolutions.	15
Create local user network identities with appropriate level system access rights, resources allocated, and electronic mail.	15
Work to maintain optimal network performance and review system analytics and statistics to promote network best practices of logical and physical space and memory usage.	5
Troubleshoot user concerns over the telephone and/or on-site regarding equipment and network failures. Will determine whether problem is related to system, hardware, software, cabling, networking, or operator error.	5
Assists IT Management and Supervision with defining system project requirements and objectives, to acquire information about data sources and processing methods, and to explain software and system capabilities and limitations.	5
Where applicable, assists in developing and implementing network policies, procedures, and standards in conjunction with the Campus Information Technology staff, ESC IT staff, and IT support staff from other colleges.	10
May contact vendors regarding equipment specifications, repairs, replacements, and tracking and registration of equipment and warranties.	5
Total	100

Supervisors			
Immediate Supervisor	Name Jose Antonio Sanchez	Title Sr. Comp. Net.Supp. Spec.	Phone Number (818)610-6599 ext. _____
General Supervisor	Name Mark E. Henderson	Title IT Manager	Phone Number (818)610-6551 ext. _____
Supervision Exercised:	Class Title(s)		No. Supervised
	N/A		

IT Functional Structure

Internal Department Functions



*Bold = Missing Positions