

LOS ANGELES COMMUNITY COLLEGE DISTRICT  
PERSONNEL COMMISSION MEETING  
Wednesday, March 10, 2021 – 12:30 p.m.

Via Teleconference:  
<https://laccd.zoom.us/j/5603717342>

Dial by your location  
+1 669 900 6833 US (San Jose)  
Meeting ID: 560 371 7342

ORDER OF BUSINESS-CLOSED SESSION MEETING

- I. Roll Call
- II. Requests to Address the Personnel Commission on Closed Session Matters
- III. Convene in Closed Session
  - a. To Discuss Public Employment  
Pursuant to Government Code Section 54957
  - b. Conference with Legal Counsel-Anticipated Litigation  
Pursuant to Government Code Section 54957(b)(1)
- IV. Report of Action taken in Closed Session
- V. Adjourn

NEXT PERSONNEL COMMISSION MEETING:

**Wednesday, March 24, 2021**  
Closed Meeting 12:30 p.m.  
Open Meeting 1:00 p.m.  
Via Teleconference

In compliance with Government Code Section 54957.5 (b), documents made available to the Personnel Commission after posting of the agenda that relate to an upcoming public session item will be made available by posting on the District's official bulletin board located in the lobby of the Educational Services Center located at 770 Wilshire Boulevard, Los Angeles, California 90017. Members of the public wishing to view the material will need to make their own parking arrangements at another location.

If requested, the agenda shall be made available in appropriate alternate formats to persons with a disability, as required by Section 202 of the American with Disability Act of 1990 (42 U.S.C. Section 12132), and the rules and regulations adopted in implementation thereof.

To make a request for disability-related modification or accommodation, including auxiliary aids or services, please contact the Personnel Commission Office at PersComm@laccd.edu no later than 12 p.m. (noon) on the Monday prior to the Personnel Commission meeting.

LOS ANGELES COMMUNITY COLLEGE DISTRICT

PERSONNEL COMMISSION MEETING

Wednesday, March 10, 2021 – 1:00 p.m.

Via Teleconference:

<https://laccd.zoom.us/j/5603717342>

Dial by your location

+1 669 900 6833 US (San Jose)

Meeting ID: 560 371 7342

ORDER OF BUSINESS – OPEN MEETING

- I. Convene Regular Meeting
- II. Report of Actions Taken in Closed Session
- III. Review and Approve the Minutes of the Closed and Open Meetings of February 24, 2021
- IV. Miscellaneous Personnel Commission Activities and Announcements
  - a. Classified Employment Opportunities Bulletin
  - b. Strictly Classified Employee Bulletin
- V. Establishment of New Technology Services Job Classifications, Information Technology Series (Case 3929)
  - a. Approve the Establishment of the New Classifications of Assistant Technology Services Specialist, Technology Services Specialist, and Supervising Technology Services Specialist
  - b. Approve the Salary Allocation for the New Classifications of Assistant Technology Services Specialist, Technology Services Specialist, and Supervising Technology Services Specialist
  - c. Approve the Class Description for the New Classifications of Assistant Technology Services Specialist, Technology Services Specialist, and Supervising Technology Services Specialist
  - d. Approve the Examination Authorization for the New Classifications of Assistant Technology Services Specialist, Technology Services Specialist, and Supervising Technology Services Specialist with an Open and Promotional (Dual Certification) Field of Competition
- VI. Salary Reallocations for Classes in the Technology Service Desk Group, Information Technology Series (Case 3930)
- VII. Establishment of the New Class of Vice Chancellor of Human Resources (Case 3932)
  - a. Approve the Establishment of the New Classification of Vice Chancellor of Human Resources
  - b. Approve the Salary Allocation for the New Classification of Vice Chancellor of Human Resources
  - c. Approve the Class Description for the New Classification of Vice Chancellor of Human Resources
  - d. Approve the Examination Authorization for the New Classification of Vice Chancellor of Human Resources with an Open (Unranked) Field of Competition

VIII. Correspondence

IX. Notice of Anticipated Items: Revision to Personnel Commission Rule 667, GENERAL EMPLOYMENT REQUIREMENTS (Tentative Approval); Revision to Personnel Commission Rule 578, SALARY STEP ADVANCEMENT WITHIN CLASS FOR REGULAR EMPLOYEES (Tentative Approval); Revision to Personnel Commission Rule 591, SALARY ALLOCATION AT RECLASSIFICATION OR REALLOCATION (Tentative Approval)

X. Hear Non-Agenda Speakers/Open Forum

XI. Reconvene into Closed Session

XII. Reconvene into Open Session

XIII. Report of Actions Taken in Closed Session

XIV. Adjourn

NEXT PERSONNEL COMMISSION MEETING:

**Wednesday, March 24, 2021**

Closed Meeting 12:30 p.m.

Open Meeting 1:00 p.m.

Via Teleconference

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LOS ANGELES COMMUNITY COLLEGE DISTRICT  
PERSONNEL COMMISSION

Wednesday, February 24, 2021 – 12:30 p.m.

Via Teleconference:

<https://laccd.zoom.us/j/5603717342>

Dial by your location

+1 669 900 6833 US (San Jose)

Meeting ID: 560 371 7342

**MINUTES OF THE REGULAR MEETING – CLOSED SESSION**

Present: Commissioners:  
David Iwata, Chair  
Henry Jones, Vice-Chair  
Diva Sanchez Trevino

Staff: Ronald Delahoussaye, Personnel Director

- I. Roll Call
- II. **Requests to Address the Personnel Commission on Closed Session Matters** - None
- III. **Convene in Closed Session**
  - a. **To Discuss Public Employment**  
Pursuant to Government Code Section 54957
  - b. **Conference with Legal Counsel – Anticipated Litigation**  
Pursuant to Government Code Section 54957(b)(1)
- IV. **Report Out Actions Taken in Closed Session** - Mr. Iwata reported that no action was taken in closed session.
- V. **Correspondence** – No correspondence was received.
- VI. **Adjourn** – The meeting adjourned at 1:00 p.m.

This is to certify that these are the full and correct minutes of the Closed Session meeting of the Personnel Commission of the Los Angeles Community College District.

\_\_\_\_\_  
Date

\_\_\_\_\_  
David Iwata, Chair

**LOS ANGELES COMMUNITY COLLEGE DISTRICT  
PERSONNEL COMMISSION**

**Wednesday, February 24, 2021 – 1:00 p.m.**

Via Teleconference:

<https://laccd.zoom.us/j/5603717342>

Dial by your location

+1 669 900 6833 US (San Jose)

Meeting ID: 560 371 7342

**MINUTES OF THE OPEN MEETING**

Present:

Commissioners:

David Iwata, Chair

Henry Jones, Vice-Chair

Diva Sanchez Trevino

Staff:

Ronald Delahoussaye, Personnel Director

Ute Severa, Assistant Personnel Director

Neely Miller, Executive Assistant (Confidential)

Ryan Pennock, Personnel Analyst

Deborah Tsai, Assistant Personnel Analyst

Justin L’Hommedieu, Assessment and Selection Analyst

Guests:

Gigi Chamizo-Lew, Executive Assistant (Confidential), Human Resources  
Division, Educational Services Center

Abraham Horowitz, AFT 1521A

Hazel Joy Alonzo, AFT 1521A

Jo-Ann Haywood, AFT 1521A

Anna Salazar, President, Classified Management Association

- I. The Chair convened the regular meeting at 1:01 p.m.
- II. **Report of Actions Taken in Closed Session** – Mr. Iwata reported that the Personnel Commission took no action during closed session.
- III. **Review and Approve the Minutes of the Closed and Open Meetings of February 10, 2021** - Upon motion by Ms. Sanchez Trevino and concurred with by the Chair, the Personnel Commission approved the minutes for the February 10, 2021 open and closed meetings of the Personnel Commission. Mr. Jones abstained as he was not in attendance at on the above-mentioned date.
- IV. **Miscellaneous Personnel Commission Activities and Announcements**
  - a. **Classified Employment Opportunities Bulletin**

Upon motion by Ms. Sanchez Trevino, seconded by Mr. Jones, and concurred with by the Chair, the Personnel Commission received the Classified Employment Opportunities Bulletin.

- V. **Revision to Personnel Commission Rule 513, HEARINGS AND INVESTIGATIONS (Final Approval) (Case 3925)** - Upon motion by Ms. Sanchez Trevino, seconded by Mr. Jones, and concurred with by the Chair, the Personnel Commission granted final approval to the revisions to the Personnel Commission rule noted above, as presented.
- VI. **Reissue of Personnel Commission Rule 595, SALARY DIFFERENTIAL FOR MULTIPLE COLLEGE RESPONSIBILITY (Case 3926)** - Upon motion by Ms. Sanchez Trevino, seconded by Mr. Jones, and concurred with by the Chair, the Personnel Commission granted tentative approval to the revisions to the Personnel Commission rule noted above, as presented.
- VII. **Correspondence** – No correspondence was received.
- VIII. **Notice of Anticipated Items** – Upon motion by Ms. Sanchez Trevino and concurred with by the Chair, the Personnel Commission acknowledged notice of anticipated items: Establishment of New Technology Support Services Job Classifications, Information Technology Series (Case 3929); Revision to Personnel Commission Rule 667, GENERAL EMPLOYMENT REQUIREMENTS (Tentative Approval); Revision to Personnel Commission Rule 578, SALARY STEP ADVANCEMENT WITHIN CLASS FOR REGULAR EMPLOYEES (Tentative Approval); Revision to Personnel Commission Rule 591, SALARY ALLOCATION AT RECLASSIFICATION OR REALLOCATION (Tentative Approval)
- IX. **Hear Non-Agenda Speakers/Open Forum** – As this was Mr. Jones last meeting as Personnel Commissioner, members of the commission and the AFT Staff Guild expressed gratitude for the years of service Mr. Jones has given to the Los Angeles Community College District.
- X. **Reconvene into Closed Session**
- XI. **Reconvene into Open Session**
- XIV. **Report of Actions Taken in Closed Session** – Mr. Iwata announced that no decision was made during closed session.
- XV. **Adjourn** – The meeting adjourned at 1:27 p.m.

\_\_\_\_\_  
Ronald Delahoussaye, Personnel Director

This is to certify that these are the full and correct minutes of the regular meeting of the Personnel Commission of the Los Angeles Community College District.

\_\_\_\_\_  
Date

\_\_\_\_\_  
David Iwata, Chair

**LOS ANGELES COMMUNITY COLLEGE DISTRICT**

**TO:** THE PERSONNEL COMMISSION

**FROM:** Ronald Delahoussaye

**SUBJECT:** Establishment of New Technology Services Job Classifications, Information Technology Series (Case 3929)

**Recommendations:**

- I. It is recommended that the Personnel Commission establish the following new classes; that the class descriptions for the new classes be adopted; that the new classes be placed in the indicated occupational group (New) and series; and that the new classes be allocated to the indicated salary schedules and salary setting-bases, effective March 10, 2021.

<b>Job Classification</b>	<b>Occupational Group/Series</b>	<b>Salary Schedule and Steps</b>	<b>Salary Setting-Basis (Step = 5.5%)</b>
Supervising Technology Services Specialist	Technology Services Group/Information Technology Series	<u>7584.67</u> \$7,584.67 \$8,001.83 \$8,441.93 \$8,906.23 \$9,396.08	8 steps above Assistant Technology Services Specialist
Technology Services Specialist	Technology Services Group/Information Technology Series	<u>6122.47</u> \$6,122.47 \$6,459.21 \$6,814.46 \$7,189.26 \$7,584.67	4 steps above Assistant Technology Services Specialist
Assistant Technology Services Specialist	Technology Services Group/Information Technology Series	<u>4942.16</u> \$4,942.16 \$5,213.98 \$5,500.75 \$5,803.29 \$6,122.47	Direct alignment with Computer User Support Specialist benchmark, OES Survey, U.S. Dept of Labor, Bureau of Labor Statistics

- II. It is recommended that the Personnel Commission authorize examinations for the new classes of Supervising Technology Services Specialist and Technology Services Specialist with an Open and Promotional (Dual Certification) field of competition and Assistant Technology Services Specialist with a Promotional and Open field of competition.
- III. It is recommended that the employees included in this study, as identified in Exhibit A, be reclassified as indicated, effective March 10, 2021.
- IV. It is recommended that the classes of Assistant Computer and Network Support Specialist, Computer and Network Support Specialist, and Senior Computer and Network Support Specialist be abolished effective July 1, 2021.

- VI. It is recommended that the seniority rights of the employees identified in Exhibit A in their reclassified positions be computed from the date of their earliest entrance into regular service in their former classes of Assistant Computer and Network Support Specialist, Computer and Network Support Specialist, and Senior Computer and Network Support Specialist.

**Bases of Recommendations:**

1. The establishment of the new job classes is based on the District’s reorganization plan of the enterprise network infrastructure based on the recommendations from Huron Consulting Group. These proposed new classes will facilitate the District in effectively providing user support for technologies and applications used at the colleges and the Educational Services Center as well as facilitate the transition of current staff into the proposed enterprise network structure. A chart is included in this report to illustrate how the new positions fit in with the District’s organizational structure.
2. An incumbent in the new class of Assistant Technology Services Specialist will perform technical support duties of entry to moderate level difficulty, complexity, and scope related to the installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, smart classroom technology, assistive technology, multimedia technology, security technology and related peripheral equipment.

In establishing salaries for new classes, it has been the District’s policy to compare our 5th step to third quartile salary survey data. The salary range resulting from external data is then further refined by evaluating internal salary relationships. Final salary recommendations are typically based on external and internal alignment considerations.

External salary data for Computer User Support Specialists was obtained from the U.S. Department of Labor, Bureau of Labor Statistics compensation database. The benchmark description is as follows: “Provide technical assistance to computer users. Answers questions or resolve computer problems for clients in person, or via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.” The OES survey- Los Angeles-Long Beach-Anaheim area, for this benchmark produced the following salary results (sample size of 24,030 employees):

Q1	Median	Average	Q3	
\$3,883.85	\$4,855.25	\$5,138.97	\$6,122.47	Monthly
\$46,606.20	\$58,263.00	\$61,667.64	\$73,469.64	Annual

Staff is proposing direct alignment with the benchmark as the salary setting basis for the proposed new class. The proposed recommendation is also consistent with internal alignment considerations with the job class of Technology Service Desk Technician which also provides technical support to computer users. This results in an upward salary reallocation of 2.56% for reclassified incumbents tied to this benchmark.

3. An incumbent in the new class of Technology Services Specialist will perform journey-level technical support duties related to the installation, setup, and repair of computer hardware



including smart classroom technology; software installation, granting user access, and providing user training on common application software and computer equipment operations.

The recommended salary for this new class is based on a four-step differential above the key class of Assistant Technology Services Specialist. This proposed differential is intended to recognize the more advanced technical knowledge applied by incumbents in this class.

- An incumbent in the new class of Supervising Technology Services Specialist will supervise and actively participate in the work of a technology team engaged in providing technical support functions such as software installation, the repair/replacement of computer hardware and adjustment of computer equipment, setting-up and configuring smart classroom equipment, granting user access, and providing user training at an assigned location.

The recommended salary for this new class is based on an eight-step differential above the key class of Assistant Technology Services Specialist. This provides for a full supervisory differential above the highest subordinate class of Technology Services Specialist.

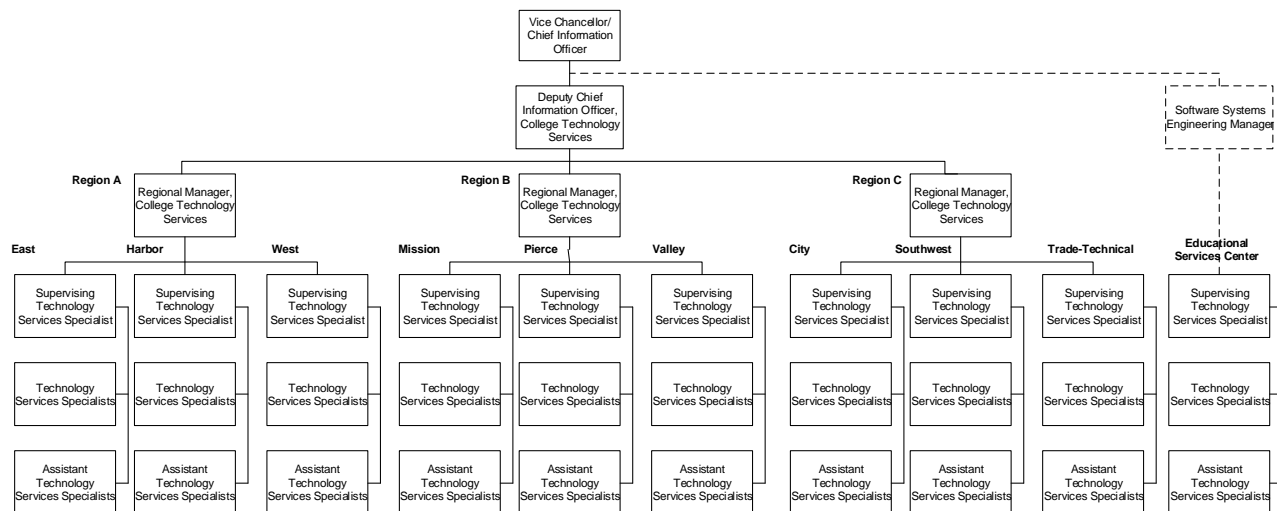
- The recommended titles for the new classes are descriptive of the level and type of duties that are assigned to the classes.

### Status of Incumbents

No employee is required to participate in an examination process to be eligible for appointment to his/her reclassified position.



**LOS ANGELES COMMUNITY COLLEGE DISTRICT**  
**Organizational Chart**  
**Information Technology Division**  
**-College/ESC Technology Services-**



## EXHIBIT A

### Summary of Incumbents

Sort by Job Classification

No.	Name	EN	Loc	Current Classification	New Classification	Action	Exam ?
1.	S. Limon	1018061	City	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
2.	Z. Tun	1030129	City	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
3.	H. Hadjinian	1007881	East	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
4.	J. Ortiz	800319	East	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
5.	C. Stychinsky	803232	East	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
6.	J. Yang	1035108	East	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
7.	C. Tzeng	1074706	ESC	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
8.	H. Garcia	709532	Mission	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
9.	J. Pepe	782877	Mission	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
10.	A. Hovsepien	1055065	Pierce	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
11.	K. Dudley	762927	Trade-Technical	Assistant Computer and Network Support Specialist	Assistant Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
12.	A. Carrubba	809169	City	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary	No

No.	Name	EN	Loc	Current Classification	New Classification	Action	Exam ?
						Reallocation (Upward)	
13.	J. Gilbert	1067151	City	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
14.	A. Jarquin	1069704	City	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
15.	J. Vidal	758912	City	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
16.	C. Cudiamat	818987	East	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
17.	L Kunnaragthai	800854	East	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
18.	T. Lin	1012859	East	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
19.	T. Nguyen	782132	East	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
20.	C. Burkhardt	1058177	ESC	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
21.	E. Jarquin	1069709	ESC	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
22.	H. Kotelyan	793010	Harbor	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
23.	M. Nguyen	1005431	Harbor	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
24.	E. Rettke	755827	Mission	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
25.	G. Sadovsky	802426	Mission	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No

No.	Name	EN	Loc	Current Classification	New Classification	Action	Exam ?
26.	A. Arenas	797184	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
27.	P. Gompertz	762094	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
28.	B. Haverim	1059383	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
29.	J. Millhone	800152	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
30.	R. Nwaogu	1060886	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
31.	L. Phan	1059384	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
32.	R. Sparks	1012054	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
33.	J. Tamargo	1057939	Pierce	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
34.	J. Ferrer	769804	Southwest	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
35.	R. Rambaran	803157	Trade-Technical	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
36.	M. Zelaya	768133	Trade-Technical	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
37.	R. Dawson	802640	Valley	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
38.	D. Fitzgerald	1069542	Valley	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
39.	S. Herrington	806865	Valley	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary	No

No.	Name	EN	Loc	Current Classification	New Classification	Action	Exam ?
						Reallocation (Upward)	
40.	O. Moradkhani	790026	Valley	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
41.	S. Mosqueda	767433	Valley	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
42.	C. Chen	808684	West	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
43.	R. Flowers	801596	West	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
44.	M. Tesfai	789980	West	Computer and Network Support Specialist	Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
45.	S. Kao	801721	Trade-Technical	Data Communications Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
46.	M. Haproff	1056467	City	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
47.	H. Vu	794129	City	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
48.	V. Wong	764081	East	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
49.	R. Agrawal	1019962	ESC	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
50.	P. Thai	1034699	Harbor	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
51.	C. Garcia	780103	Mission	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
52.	H. Cho	1036046	Pierce	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No

No.	Name	EN	Loc	Current Classification	New Classification	Action	Exam ?
53.	A. Guerrero	806434	Southwest	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
54.	D. Cameron	1066832	Valley	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
55.	H. Xie	789789	Valley	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No
56.	M. Anaya	1061893	West	Senior Computer and Network Support Specialist	Supervising Technology Services Specialist	Reclassification; Salary Reallocation (Upward)	No

\*Note: A starred rate is being recommended for this employee.

\*\*Two positions consisting of one Senior Computer and Network Support Specialist (occupied by EN 770680) and one Computer and Network Support Specialist (occupied by EN 805535) are assigned to the District's Central Financial Aid Unit, which is outside of the District's IT structure. EN 805535 has taken the SRP and will be retiring on June 30, 2021 while EN 770680's position will be addressed before June 30, 2021.

**ASSISTANT TECHNOLOGY SERVICES SPECIALIST**

**DEFINITION**

Provides technical support of entry to moderate level difficulty, complexity, and scope involving the installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, assistive technology, multimedia technology, security technology and related peripheral equipment; trains users on the appropriate uses of technology; and ensures user satisfaction with technology solutions and customer service.

**TYPICAL DUTIES**

Installs, configures, and troubleshoots a limited range of technology including computer software, computer hardware, assistive technology, multimedia technology, security technology and related peripheral equipment.

Installs, configures, and troubleshoots smart classroom technology and equipment such as panel control systems; video data projectors; document cameras; digital presenters, DVD/VHS/Blu-Ray combo units; audio systems, speakers, wireless microphones, and interactive whiteboard or smart board.

Installs, upgrades, and maintains local, non-enterprise software applications and suites; ensures compliance with license agreements and copyright requirements.

Responds to the needs and inquiries of students, faculty, and/or staff; implements solutions; and follows up with users to assure the stability and functionality of the users' systems.

Responds to referrals, as designated, from technology service desk technicians regarding locally-based problems with hardware, software, and networking, and other computer related technologies; deploys solutions and follows up with service desk technicians.

Interfaces with technology peers, support staff, and vendors to coordinate activities, exchange information, and solve technology issues and concerns.

Participates in the delivery, setup, and teardown of presentation and technology equipment for indoor and/or outdoor events.

Sets up user access to local file sharing and learning management systems.

Writes routine operating instructions, training materials, and manuals.

Keeps clients informed and gathers critical feedback to improve processes and relationships.

Monitors physical security of assigned technology assets; controls access to premises; observes user activities and facility utilization shifts.

Assists with inventory control of computer and peripheral equipment.

Creates and maintains records and documentation related to daily activities, technology fixes, processes, and service records.

Attends training programs and activities related to assigned duties to maintain current knowledge of technological advances and changes.

Performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

An **Assistant Technology Services Specialist** performs technical support duties of entry to moderate level difficulty, complexity, and scope related to the installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, smart classroom technology, assistive technology, multimedia technology, security technology and related peripheral equipment.

A **Technology Services Specialist** performs journey-level technical support duties related to the installation, setup, and repair of computer hardware including smart classroom technology; software installation, granting user access, and providing user training on common application software and computer equipment operations.

A **Supervising Technology Services Specialist** supervises and actively participates in the work of a technology team engaged in providing technical support functions such as software installation, the repair/replacement of computer hardware and adjustment of computer equipment, setting-up and configuring smart classroom equipment, granting user access, and providing user training at an assigned location.

## **SUPERVISION**

Immediate supervision is received from a Supervising Technology Services Specialist. No supervision is exercised.

## **CLASS QUALIFICATIONS**

### **Knowledge of:**

Capabilities, set-up, operation, and maintenance requirements of computers and peripheral equipment

Smart classroom technology including but not limited to panel control systems; video data projectors; document cameras; digital presenters, DVD/VHS/Blu-Ray combo units; audio systems, speakers, wireless microphones, interactive whiteboard or smart board

Techniques used to troubleshoot equipment and software malfunctions

Operation and functionality of computer software including, but not limited to, Microsoft applications, Apple OS/iOS, Data Base applications, Internet and internet protocols

Operating systems environments

Principles and techniques of inventory/property management

Techniques of active listening



New trends and developments in computer and classroom technology

Principles and protocols of quality customer service

Basic principles of training

**Skill in:**

Use of Microsoft Office Suite

**Ability to:**

Diagnose and resolve routine technical problems involving software, computer hardware, and related technology and peripheral equipment

Provide routine technical assistance in configuring and troubleshooting smart classroom equipment

Utilize diagnostic test procedures and instruments

Prioritize multiple tasks, projects, and demands

Train computer users in the use of a wide variety of common computer and academic instructional software and equipment

Write instructions in a manner that can be understood by computer users with different levels of computer literacy

Write clear and logical documentation

Actively contribute to a culture of constructive collaboration and innovation with colleagues

Maintain high levels of customer service and satisfaction

Build rapport with clients and maintain a professional demeanor while handling user issues

Respond professionally, effectively, and efficiently with technology staff, users, students, and vendors

Maintain a focus on details, quality, and precision in the performance of duties

Maintain confidentiality of work-related information and materials

Maintain current knowledge of a wide range of computer technologies and applications

Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology

## **ENTRANCE QUALIFICATIONS**

### **Education and Experience:**

- A. An associate degree or its equivalent from a recognized college or university with a major in computer information systems, computer science, computer engineering, mathematics, or a related field.

**OR**

- B. Graduation from high school or its equivalent **AND** two years of recent, full-time, paid technical computer experience, preferably in heterogeneous (Mac and Windows, mobile devices, desktops, laptops) environments.

### **Reasonable Accommodation**

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class. In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.

**TECHNOLOGY SERVICES SPECIALIST**

**DEFINITION**

Provides technical support involving installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, assistive technology, multimedia technology, security technology and related peripheral equipment; trains users on the appropriate uses of technology; and ensures user satisfaction with technology solutions and customer service.

**TYPICAL DUTIES**

Installs, configures, and troubleshoots computer equipment and related technology and peripheral devices, and makes appropriate connections and disconnections of cabling.

Installs, configures, and troubleshoots smart classroom technology and equipment such as panel control systems; video data projectors; document cameras; digital presenters, DVD/VHS/Blu-Ray combo units; audio systems, speakers, wireless microphones, and interactive whiteboard or smart board.

Performs installation, upgrades, and maintenance of local software applications and suites; ensures compliance with license agreements and copyright requirements.

Responds to the needs and inquiries of students, faculty, administrators and/or staff; explains Information Technology issues, deploys solutions including office and lab technology, and follows up with users to assure the stability and functionality of the users' systems.

Responds to referrals from technology service desk technicians regarding locally-based problems with hardware, software, and networking, and other computer related technologies; deploys solutions and follows up with service desk technicians.

Interfaces with technology peers, support staff, and vendors to coordinate activities, exchange information, and solve technology issues and concerns.

Participates in the delivery, setup, and teardown of presentation and technology equipment for indoor and/or outdoor events.

Sets up user access to local file sharing and learning management systems.

Writes operating instructions, training materials, and manuals.

Consults with faculty and/or staff to develop solutions for office and lab technology; consults with vendors and District personnel to develop and implement security standards and technology policy.

Provides recommendations to the team lead concerning enhancements to the hardware and software inventory.

Trains instructors, managers, lab technicians, and other staff on software and hardware use relevant to the network functionality, network security and repairs.

Collaborates with District personnel in the design and development of system configurations and software.

Keeps clients informed and gathers critical feedback to improve processes and relationships.

Monitors physical security of assigned technology assets; controls access to premises; observes user activities and facility utilization shifts.

Assists with inventory control of all information technology related equipment.

Creates and maintains records and documentation related to daily activities, technology fixes, processes, and service records.

Attends training programs and activities related to assigned duties to maintain current knowledge of technological advances and changes.

May provide guidance, training, and instruction to lower level technology staff and student assistants.

May assist with the technology budget for computer equipment software acquisitions and support; requests quotes from vendors for equipment and software.

Performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

A **Technology Services Specialist** performs journey-level technical support duties related to the installation, setup, and repair of computer hardware including smart classroom technology; software installation, granting user access, and providing user training on common application software and computer equipment operations.

A **Supervising Technology Services Specialist** supervises and actively participates in the work of a technology team engaged in providing technical support functions such as software installation, the repair/replacement of computer hardware and adjustment of computer equipment, setting-up and configuring smart classroom equipment, granting user access, and providing user training at an assigned location.

An **Assistant Technology Services Specialist** performs technical support duties of entry to moderate level difficulty, complexity, and scope related to the installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, smart classroom technology, assistive technology, multimedia technology, security technology and related peripheral equipment.

## **SUPERVISION**

General supervision is received from a Supervising Technology Services Specialist. Technical assistance is received from Division of Information Technology staff. Work direction may be provided to lower-level technical staff.

## **CLASS QUALIFICATIONS**

### **Knowledge of:**

Capabilities, set-up, operation, and maintenance requirements of computers and peripheral equipment

Smart classroom technology including but not limited to panel control systems; video data projectors; document cameras; digital presenters, DVD/VHS/Blu-Ray combo units; audio systems, speakers, wireless microphones, interactive whiteboard or smart board

Techniques used to troubleshoot equipment and software malfunctions

Operation and functionality of computer software including, but not limited to, Microsoft applications, Apple OS/iOS, Data Base applications, Internet and internet protocols

Operating systems environments

Principles and techniques of inventory/property management

Techniques of active listening

Principles and protocols of quality customer service

New trends and developments in computer and classroom technology

Basic principles of training

### **Skill in:**

The use of Microsoft Office suite

### **Ability to:**

Diagnose and resolve a wide range of technical problems involving software, computer hardware, and related technology and peripheral equipment

Provide technical assistance in configuring and troubleshooting smart classroom equipment

Utilize diagnostic test procedures and instruments

Prioritize multiple tasks, projects, and demands

Train computer users in the use of a wide variety of common computer and academic instructional software and equipment

Write instructions in a manner that can be understood by computer users with different levels of computer literacy

Write clear and logical documentation

Actively contribute to a culture of constructive collaboration and innovation with colleagues

Maintain high levels of customer service and satisfaction

Maintain a focus on details, quality, and precision in the performance of duties

Build rapport with clients and maintain a professional demeanor while handling complex user issues

Respond professionally, effectively, and efficiently with technology staff, users, students, and vendors

Maintain confidentiality of work-related information and materials

Maintain current knowledge of a wide range of computer technologies and applications

Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology

## **ENTRANCE QUALIFICATIONS**

### **Education and Experience:**

- A. An associate degree or its equivalent from a recognized college or university with a major in computer information systems, computer science, computer engineering, mathematics, or a related field **AND** one year of recent, full-time, paid technical computer experience, preferably in heterogeneous (Mac and Windows, mobile devices, desktops, laptops) environments.

**OR**

- B. Graduation from high school or its equivalent **AND** twenty-four semester units in computer information systems, computer science, computer engineering, or a related subject from a recognized college or university **AND** two years of recent, full-time, paid technical computer experience, preferably in heterogeneous (Mac and Windows, mobile devices, desktops, laptops) environments.

**OR**

- C. Graduation from high school or its equivalent **AND** three years of recent, full-time, paid technical computer experience, preferably in heterogeneous (Mac and Windows, mobile devices, desktops, laptops) environments.

### **Certification:**

The following certifications or an equivalent must be obtained within six months of employment and remain current thereafter:

Comp TIA A+

ITIL Foundation

## **Reasonable Accommodation**

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class. In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.

**SUPERVISING TECHNOLOGY SERVICES SPECIALIST**

**DEFINITION**

Plans, organizes, facilitates, supervises and participates in the work of a team engaged in the installation, configuration, update, repair, replacement, and operation of a wide range of technology such as computer software, computer hardware, assistive technology, audiovisual technology, security technology, data storage, servers, and related peripheral equipment; training users on the appropriate use of technology which may include academic instructional support software; and ensuring user satisfaction with technology solutions and customer service.

**TYPICAL DUTIES**

Supervises and participates in the installation, configuration, and troubleshooting of a wide variety of technology including computer software, computer hardware, smart classroom technology, assistive technology, multimedia technology, security technology, data storage, servers, and related equipment at an assigned location.

Prioritizes, and assigns duties and tasks to team members; inspects completed work for compliance with work standards and policies; ensures customer satisfaction with solutions and service.

Provides technical support and assistance to staff, faculty, and others; serves as the primary contact for and resolves related issues and concerns; responds to inquiries and provides information concerning system operations, projects, malfunctions, equipment, upgrades, practices, procedures, and related software applications.

Installs, maintains, and upgrades various operating systems and software packages across disparate platforms.

Functions as a liaison between the network administrators and support technicians to ensure standards and protocols are maintained; assists in coordinating activities with help desk, network services, or other information systems staff.

Provides direction to team members regarding work priorities and technical solutions; personally, resolves the more difficult and complex Information Technology issues and challenges.

Implements District and/or college policies, procedures, and standards related to Information Technology operations and staff.

Evaluates hardware and software technologies and advises department management on appropriate choices and improvements.

Confers with Information Technology staff of the Educational Services Center on problems related to technical operations and services related to network equipment and operations.

Participates in the development of on-the-job programs by: identifying trending problems and learning issues; recommending training approaches; writing training materials; and training users, individually and in small groups.



Interfaces with vendors regarding software applications and equipment specifications, repairs, and replacements.

Oversees the maintenance of an up-to-date inventory of technology related equipment; tracks and follows-through with required actions related to equipment registration and warranties.

Conducts regular appraisals of team member performance; issues timely performance evaluations; and devises strategies and plans to improve performance, as required.

Documents equipment inventories, software inventories, and repairs.

Writes reports, correspondence, documentation, and presentations containing descriptive, analytical, and evaluative content including the preparation of projections, conclusions, and recommendations for technology support services.

Performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

A **Supervising Technology Services Specialist** supervises and actively participates in the work of a technology team engaged in providing technical support functions such as software installation, the repair/replacement of computer hardware and adjustment of computer equipment, setting-up and configuring smart classroom equipment, granting user access, and providing user training at an assigned location.

A **Regional Manager, College Technology Services** plans, coordinates, and manages the operational planning, execution, and evaluation of day-to-day technology services for colleges within a region of the District, including computer software, computer hardware, smart classroom technology, assistive technology, multimedia technology, security technology and related peripheral equipment; liaison with college administration regarding the needs and status of local technology issues; and ensures satisfaction with technology solutions and customer service.

A **Technology Services Specialist** performs journey-level technical support duties related to the installation, setup, and repair of computer hardware including smart classroom technology; software installation, granting user access, and providing user training on common application software and computer equipment operations.

## **SUPERVISION**

General supervision is received from a Regional Manager, College Technology Services at a college or a technical manager at the ESC. Technical assistance is received from Division of Information Technology staff. Immediate supervision is exercised over Technology Services Specialists and Assistant Technology Services Specialists.

## **CLASS QUALIFICATIONS**

### **Knowledge of:**

Capabilities, set-up, operation, and maintenance requirements of computers and peripheral equipment

Smart classroom technology including but not limited to automated control systems; video data projectors; document cameras; digital presenters, DVD/VHS/Blu-Ray combo units; audio systems, speakers, wireless microphones, interactive whiteboard or smartboard

Operation and functionality of computer software including, but not limited to, Microsoft applications, Apple OS/iOS, Data Base applications, Internet and internet protocols

Advanced techniques used to troubleshoot equipment and software malfunctions

Data storage technology

Operating systems environments

Principles and techniques of server management

Principles and techniques of inventory/property management

Principles of supervision and training

Principles of organization and time management

Techniques of active listening

Principles and protocols of quality customer service

New trends and developments in computer and classroom technology

**Skill in:**

The use of Microsoft Office Suite

**Ability to:**

Plan, prioritize, organize, facilitate, and supervise the flow of the day-to-day projects and activities of a technology support team.

Create staff work schedules to provide adequate IT support during assigned location business hours.

Provide technical direction, instructions, and guidance to team members

Effectively assess the strengths and weakness of staff; delegate work appropriately; and evaluate staff and team outcomes

Effectively communicate with staff, colleagues, and a broad range of other individuals with varying levels of computer literacy

Diagnose and resolve a wide range of technical problems involving software, computer hardware, and related technology and peripheral equipment

Provide technical assistance in configuring and troubleshooting smart classroom equipment

Utilize diagnostic test procedures and instruments

Perform lifecycle planning and technology refresh installation services for desktop and laptop computers across the environment.

Train computer users in the use of a wide variety of common computer software and equipment

Write clear, comprehensive, and concise documentation, reports, correspondence, instructions, and training materials

Actively contribute to a culture of constructive collaboration and innovation with colleagues

Build rapport with clients and maintain a professional demeanor while handling complex user issues.

Maintain high levels of customer service and satisfaction

Maintain a focus on details, quality, and precision in the performance of duties

Maintain a focus on strong performance culture

Respond professionally, effectively, and efficiently with technology staff, users, students, and vendors

Maintain confidentiality of work-related information and materials

Maintain current knowledge of a wide range of computer technologies and applications

## **ENTRANCE QUALIFICATIONS**

### **Education and Experience:**

- A. A bachelor's degree from a recognized college or university with a major in computer information systems, computer science, computer engineering, mathematics, or a related field which included or is supplemented by a completed college-level course in supervision or management.

**OR**

- B. An associate degree or its equivalent from a recognized college or university with a major in computer information systems, computer science, computer engineering, mathematics, or a related field **AND** two years of recent, full-time, paid technical computer experience, preferably in heterogeneous (Mac and Windows, mobile devices, desktops, laptops) environments. One year of the required experience must have been in a lead or supervisory capacity. A successfully completed college-level course in supervision or management may substitute for the required one year of experience in a lead or supervisory capacity.

### **Certification:**

The following certifications or an equivalent must be obtained within six months of employment and remain current thereafter:

Comp TIA A+

ITIL Foundation

**Special:**

A valid Class “C” California driver's license may be required for some positions.

Travel to locations throughout the District may be required for some positions.

**Reasonable Accommodation**

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class. In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.

**LOS ANGELES COMMUNITY COLLEGE DISTRICT**

**TO:** THE PERSONNEL COMMISSION

**FROM:** Ronald Delahoussaye

**SUBJECT:** Salary Reallocations for Classes in the Technology Service Desk Group, Information Technology Series (Case 3930)

**Recommendation:**

It is recommended that the Personnel Commission approve the following salary reallocations for the classes in the Technology Service Desk Group, Information Technology Series, effective March 10, 2021:

Job Classification	Current Monthly Salary Schedule and Steps	Proposed Monthly Salary Schedule and Steps
Technology Service Desk Manager	<u>8532.45</u> \$8,532.45 \$9,001.73 \$9,496.83 \$10,019.16 \$10,570.21	<u>8441.92</u> \$8,441.92 \$8,906.23 \$9,396.07 \$9,912.85 \$10,458.06
Senior Technology Service Desk Technician	<u>5559.74</u> \$5,559.74 \$5,865.52 \$6,188.14 \$6,528.48 \$6,887.54	<u>5500.75</u> \$5,500.75 \$5,803.29 \$6,122.47 \$6,459.21 \$6,814.46
Technology Service Desk Technician	<u>4995.16</u> \$4,995.16 \$5,269.90 \$5,559.74 \$5,865.52 \$6,188.14	<u>4942.16</u> \$4,942.16 \$5,213.98 \$5,500.75 \$5,803.29 \$6,122.47

**Basis of Recommendation:**

Staff is proposing a slight salary adjustment to the salary allocations for the classes in the Technology Service Desk occupational grouping, which includes Technology Service Desk Technician, Senior Technology Service Desk Technician, and Technology Service Desk Manager. These classifications were established on October 24, 2018 as part of the District’s reorganization plan to create a centralized service desk center to support all technologies and applications supported by the District and its colleges and to ensure consistent quality technical support.

The salary setting basis for the benchmark class of this occupational grouping, the Technology Services Desk Technician, is based on direct alignment with external salary data for Computer User Support Specialists obtained from the U.S. Department of Labor (DOL), Bureau of Labor Statistics compensation database. Upon a recent review of this benchmark in conjunction with the establishment of the new classifications in the Technology Services Group, it was found that the salary for this benchmark had slightly decreased since the technology service desk classifications were established in 2018 (-1.06%).

This minor adjustment is recommended to maintain the appropriate internal alignment within the new technology services support class structure, whose classifications are based on the same DOL benchmark.

***Status of Incumbents***

There are currently no incumbents in the classes of Technology Service Desk Technician, Senior Technology Service Desk Technician, and Technology Service Desk Manager.

**LOS ANGELES COMMUNITY COLLEGE DISTRICT**

**TO:** The Personnel Commission

**FROM:** Ron Delahoussaye

**SUBJECT:** Establishment of the New Class of Vice Chancellor of Human Resources (Case 3932)

**Recommendations:**

I. It is recommended that the Personnel Commission establish a new single-position class of Vice Chancellor of Human Resources; that the new class be placed in the Personnel Group, Administration Series; that the recommended class specification be adopted; that the new class be allocated to Salary Schedule 17236.37; and that the salary setting basis for the new class be based on direct alignment with the class of Vice Chancellor of Finance and Business Services, effective March 10, 2021.

Salary Schedule 17236.37

Step 1	Step 2	Step 3	Step 4	Step 5	
\$17,236.37	\$18,184.37	\$19,184.51	\$20,239.65	\$21,352.83	Monthly
\$206,836.44	\$218,212.44	\$230,214.12	\$242,875.80	\$256,233.96	Annually

II. It is recommended that the Personnel Commission authorize an examination for the new class of Vice Chancellor of Human Resources with an Open (unranked) field of competition.

III. It is recommended that Rule 596, OVERTIME, be amended to designate the new class of Vice Chancellor of Human Resources as Executive for purposes of overtime.

IV. It is recommended that Rule 519, SENIOR ADMINISTRATIVE POSITIONS AND EMPLOYEES, be amended to designate the new class of Vice Chancellor of Human Resources as a classified senior administrative position.

**Bases of Recommendations:**

1. The position of Vice Chancellor, Human Resources has existed at the District for several years and had been part of the Academic Service. The position was vacated in July of 2020, and the Personnel Director initiated a request to make the class part of the Classified Service. The Chancellor was in support of this request and has reviewed and approved the job description for the proposed class.

An organizational chart is attached that illustrates how the new position fits within the District's organizational structure.

2. There are a number of considerations that support changing the position from the Academic Service to the Classified Service. These considerations include:

a) **Education Code Considerations – Definitions of Academic Positions**

The work performed by a Vice Chancellor of Human Resources does not conform to the Education Code definition of an academic position.

Education Code Section 87001 states that an “academic position” includes every type of service, excluding paraprofessional service, for which minimum qualifications have been established by the board of governors pursuant to Section 87356. The types of service encompassed in this definition include faculty members teaching credit instruction, faculty members teaching noncredit instruction, librarians, counselors, educational administrators, extended opportunity programs and services workers, disabled students programs and services workers, apprenticeship instructors, and supervisors of health. Based on the above criteria, the only type of service that would designate the position of Vice Chancellor of Human Resources as “academic” is educational administrators.

Education Code Section 87002 further states that an “educational administrator” means an administrator who is employed in an academic position designated by the governing board of the district as having direct responsibility for supervising the operation of or formulating policy regarding the instructional or student services program of the college or district. Educational administrators include, but are not limited to, chancellors, presidents, and other supervisory or management employees designated by the governing board as educational administrators. The position of Vice Chancellor of Human Resources, as the chief executive responsible for all human resources operations of the District, does not have the responsibilities noted above.

b) **Education Code Considerations – Definition of Classified Positions**

Every position not defined by the regulations of the board of governors as an academic position, and not specifically exempted from the classified service according to the provisions of Section 88003 or 88076, shall be classified as required by those sections and shall be a part of the classified service. Such positions may not be designated as academic by the governing board of a district, nor shall the assignment of a title to any such a position remove the position from the classified service.

c) **Retirement System Considerations (CalSTRS)**

The work performed by a Vice Chancellor of Human Resources does not fall within the legal definition of activities performed for an employer which count as creditable service for membership in CalSTRS.

Education Code Section 22119.5 defines “creditable service,” in the case of a community college employer, as any activities performed: by a faculty member as defined in Section 87003, in an academic position as defined in subdivision (b) of Section 87001, or by an educational administrator as defined in subdivision (b) of Section 87002. Because the Vice Chancellor of Human Resources, as detailed above, should not be defined as an academic position and does not fall within the legal definition of an educational administrator as described in Section 87002, the provisions of Section 22119.5 do not apply to this position.

d) **Minimum Qualifications Considerations**

The work to be performed by a Vice Chancellor of Human Resources is not identified as work for which minimum qualifications have been established by the board of governors.

e) **State Chancellor Considerations**

In a memo dated April 23, 2013, Steven Bruckman, Executive Vice Chancellor and General Counsel for the California Community Colleges, issued an advisory to Districts throughout the State advising the following:

*“Districts are advised to review both their current job positions and academic positions to see if they share similar titles to those reviewed above by CalSTRS. Districts are also advised to review all academic positions approved by their local boards that may not fall completely with the definition of “creditable service” as defined in Education Code Section 22119.5.”*

While the memorandum was based on a contemporary CalSTRS audit of the City College of San Francisco, the State Chancellor’s office notes that districts throughout the state should review their academic positions for compliance with the law. The memo additionally notes:

*“Examples of positions that are not reportable to CalSTRS are:  
Chief of Police  
Director of Building, Grounds, and Maintenance  
Director of Human Resources  
Chief Information Technology Officer  
Director of Payroll Services  
Chief Financial Officer”*

Hence, a proactive change of the District’s remaining executive human resources position to the classified service is highly advisable.

3. Education Code Section 88091 defines a senior classified administrative employee as one who acts as the chief business, fiscal, facilities, or information technology adviser or administrator for the district chancellor or superintendent or a college president. Any person employed in a senior classified administrative position is afforded all of the rights, benefits, and burdens of any other classified employee serving in the regular service of the district, except that he or she shall not attain permanent status in that administrative position. With 60 days notice, the employee can be released from the senior classified administrative position at the discretion of the District. As the role of the Vice Chancellor of Human Resources is to serve as the District’s chief officer overseeing all human resources functions, which is a critical business area of the District, designation of the new position as a senior classified administrator is appropriate.



- The recommended salary for the new class is based on both internal and external salary considerations.

External data was collected for a comparable class from all California community college districts. 37 California community college districts identified a comparable class, which included 15 multi-college community college districts and 22 select single-college community college districts (see Exhibit A).

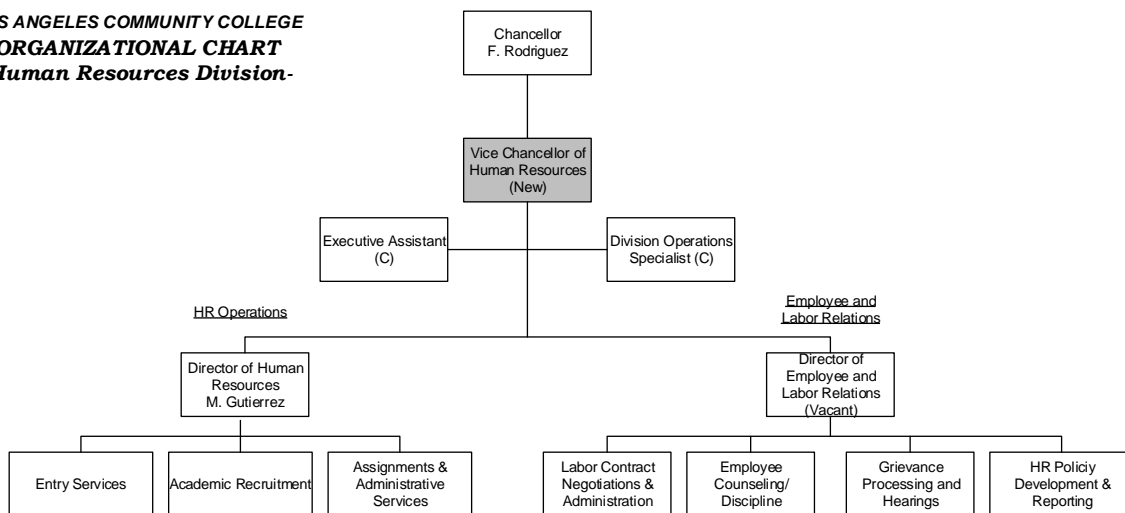
The survey data produced a survey average of \$19,006.58 at the maximum step.

Internally, staff considered the salary schedule of the Vice Chancellor of Finance and Business Services class, which is also placed on the same salary schedule as the academic vice chancellors of the District, and proposed direct alignment with this class as the most equitable choice for setting the proposed salary rate for the new class.

- The recommended title of the position is descriptive of the nature and level of work assigned and is consistent with prevailing titles used for similar work in the labor market at large.



**LOS ANGELES COMMUNITY COLLEGE**  
**ORGANIZATIONAL CHART**  
**-Human Resources Division-**



## Rule Amendments

### Rule 596, Overtime

\* \* \*

\* \* \*

F. \* \* \*

The District's current classes designated as Executive, Administrative, or Supervisory are as follows:

\* \* \*

Vice Chancellor/Chief Facilities Executive  
Vice Chancellor/Chief Information Officer  
Vice Chancellor of Finance and Business Services  
Vice Chancellor of Human Resources  
Vice President, Administrative Services

\* \* \*

### Rule 519, Senior Administrative Positions and Employees

\* \* \*

\* \* \*

C. The Personnel Commission has certified the following positions as senior administrative positions.

1. Chief Financial Officer/Treasurer
2. General Counsel
3. Vice Chancellor/Chief Facilities Executive
4. Vice Chancellor/Chief Information Officer
5. Vice Chancellor of Finance and Business Services
6. Vice Chancellor of Human Resources
7. Vice President, Administrative Services

\* \* \*

**Exhibit A**  
**Salary Survey**  
**Reported Monthly Salary Ranges**  
**Classes Comparable to the Class of Vice Chancellor of Human Resources**  
**N=37**

Sort in descending order by monthly maximum salary

Public Agency	Reported Monthly Salary Range	
	Minimum	Maximum
Southwestern College		\$27,500.00
South Orange County CCD	\$16,539.00	\$23,274.00
College of the Canyons	\$17,033.00	\$22,603.00
West Valley-Mission CCD		\$22,119.42
College of the Desert	\$17,126.26	\$21,921.40
Grossmont-Cuyamaca CCD	\$16,004.00	\$21,902.00
Palomar College	\$12,313.82	\$21,464.94
<b>LACCD</b>	<b>\$17,236.37</b>	<b>\$21,352.83</b>
MiraCosta College	\$17,811.75	\$21,268.17
Coast CCD	\$17,040.25	\$21,209.58
North Orange County CCD	\$16,314.33	\$21,061.33
Mount SAC College	\$18,305.00	\$20,909.00
Long Beach College	\$15,096.17	\$20,568.58
Foothill-DeAnza CCD	\$14,525.82	\$20,439.51
San Diego CCD	\$14,561.68	\$20,395.01
Santa Monica College	\$17,389.75	\$20,159.75
Ohlone College	\$15,640.58	\$19,962.00
Cerritos College	\$16,736.00	\$19,685.90
San Bernardino CCD	\$14,150.42	\$19,291.00
Ventura CCD	\$16,092.00	\$18,881.33
Sonoma County JCD (Santa Rosa Junior College)	\$15,362.00	\$18,673.00
Chabot-Las Positas CCD		\$18,569.42
Rancho Santiago CCD	\$14,714.78	\$18,526.90
Pasadena City College		\$18,423.17
El Camino College	\$13,996.83	\$18,414.42
State Center CCD	\$15,710.83	\$18,407.75
Peralta CCD	\$14,410.92	\$18,253.83
Kern CCD	\$13,705.13	\$17,982.31

Sierra College	\$14,300.75	\$17,382.58
Los Rios CCD	\$14,852.83	\$16,077.25
Antelope Valley College	\$13,255.52	\$15,756.14
Compton College	\$12,275.67	\$15,723.00
Cuesta College (San Luis Obispo)	\$12,682.00	\$15,416.17
Mt. San Jacinto College	\$12,466.22	\$15,289.74
Santa Barbara City College	\$12,128.42	\$14,777.75
Glendale College	\$11,214.00	\$14,315.00
Barstow College	\$9,716.83	\$13,783.58
Shasta College	\$11,311.84	\$12,855.63
<b>Average w/o LACCD</b>		<b>\$19,006.58</b>
<b>Difference between LACCD and Survey Average</b>		<b>+\$2,346.25</b>
<b>%</b>		<b>+11%</b>

Note: The following community colleges did not have a comparable job classification in their staffing plan.

- Allan Hancock Joint CCD
- Butte-Glenn College
- Cabrillo College
- Chaffey College
- Citrus College
- Contra Costa CCD
- Copper Mountain College
- Feather River College
- Gavilan College
- Hartnell CCD
- Imperial College
- Lake Tahoe CCD
- Lassen College
- Marin College
- Mendocino College
- Monterey Peninsula College
- Merced CCD
- Napa Valley College
- Palo Verde College
- Redwoods College
- Rio Hondo College
- San Francisco, City College of
- San Joaquin Delta
- San Jose-Evergreen CCD
- San Mateo CCD
- Sequoias College
- Siskiyou College
- Solano County College
- Taft College (West Kern CCD)
- Victor Valley College
- West Hills CCD
- Yosemite CCD
- Yuba CCD

**VICE CHANCELLOR OF HUMAN RESOURCES**

**DEFINITION**

Serves as the executive responsible for directing the District's human resources program, employment compliance, employee and labor relations, training and staff development, policy development, organizational analysis, staffing, data collection and reporting, human resources information system implementation and maintenance, and related areas.

**TYPICAL DUTIES**

Provides executive direction and leadership over strategic and long-range planning, implementation, and management of the District's human resources functions, including but not limited to:

- Human Resources Operations – Hire processing, job classification coding, salary rates and differentials, recruitment and selection of faculty and educational administrators, academic compensation and classification, data collection and reporting, leave administration, performance evaluation administration, and policy development.
- Employee and Labor Relations – Labor contract negotiations, contract administration, employee counseling and guidance, employee discipline, grievance processing and hearings.
- Training and Staff Development- Interdisciplinary comprehensive training and staff development programs and services such as new hire employee orientations, technical and specialized skills training, supervisory and management skills development, coaching and mentoring, career development, employee recognition, customer service, and related areas
- HRIS System Implementation and Maintenance

Directs the development and implementation of a District-wide plan for human resources which focuses on best practices, cost savings and efficiencies, operational effectiveness, inter-college and inter-departmental cooperation, and strategic excellence.

Provides policy recommendations, technical assistance, and timely information to the Board of Trustees, executive management, and others on human resources issues needing attention, evaluation, resolution, and decisions.

Directs the systematic collection and analysis of various types of data, including input, process, outcome, and satisfaction data to guide decisions and recommendations on human resources matters.

Establishes, implements, and monitors short-range and long-range project goals, budgets, schedules, progress, and strategies.

Explores, assesses the feasibility of, and implements information system technologies to support the human resources functions of the District.

Evaluates organizational structure, policies, and procedures and implements changes as needed; ensures all elements of the operation are consistent with best practices and legal regulations.

Continuously monitors federal and state legislation to assess the impact on human resources in the District; facilitates the development of policies needed to ensure District-wide compliance.

Serves as a member of the Chancellor's executive cabinet; advises the Chancellor and other District executives on a wide range of matters that impact human resources for the District and for specific colleges.

Serves as the Chief Negotiator in the negotiation of labor contracts for all bargaining units of the District.

Integrates operations and drives collaboration among District and college operational units engaged in human resources activities.

Directs the preparation and maintenance of a variety of narrative and statistical reports, records and files related to assigned responsibilities.

Directs, oversees, and evaluates the performance of the Human Resources Division management and staff.

Performs related duties as assigned.

## **DISTINGUISHING CHARACTERISTICS**

The **Vice Chancellor of Human Resources** is the executive responsible for directing the District's human resources program, employment compliance, employee and labor relations, training and staff development, policy development, organizational analysis, staffing, data collection and reporting, human resources information system implementation and maintenance, and related areas.

The **Chancellor** is the chief executive officer of the District and is vested with the responsibility of providing educational, fiscal, and administrative leadership and ensuring the overall performance of the District in compliance with the strategic plan and policies as established by the Board of Trustees.

The **Director of Human Resources** plans, organizes, directs, and reviews the work of professional, technical, and clerical staff engaged in performing duties related to hire processing, leave administration, job classification coding, salary rates and differentials, recruitment and selection of faculty and educational administrators, academic compensation and classification studies, data collection and reporting, performance evaluations, employer-employee relations and other related functions.

## **SUPERVISION**

General direction is received from the Chancellor. General supervision is exercised over administrative, supervisory, professional, technical, and general support staff assigned to the Human Resources Division.

## **CLASS QUALIFICATIONS**

### **Knowledge of:**

Principles of human resource management and public labor relations

Principles of public personnel management and policy development

Principles of diversity, equity, and inclusion in education

Laws, regulations, court decisions, and legal interpretations related to the employment of personnel

Local, State, and Federal laws and regulations pertinent to human resources management

Principles of mediation, arbitration, and conflict resolution

Principles and techniques of strategic planning, organization, and management

Principles and techniques of research, statistical methodology, and data reporting

Culture, structure, and decision-making processes in higher education

Best practices in the onboarding process for new employees

Organization, functions, and inter-relationships of operating units and programs of the District

Leadership, management, and supervisory skills

Principles of supervision, team building, professional development, and training

Legal foundations and practices for the conduct of investigations and administrative hearings

Current trends and developments in human resource management, professional development, and related fields

State and federal legislative processes and procedures

Principles of financial planning, cost containment, and expenditure control

Principles of human capital planning

Capabilities of computer systems and applications used in human resources management

**Ability to:**

Formulate a clear organizational vision and appropriate operational plans and policies for the management of the human resources functions of the District

Administer and direct human resources operations in a manner that is data and principle driven, manages risk, ensures compliance, and achieves institutional effectiveness

Perceive and react responsibly to the needs of a workforce, student population, and public that is ethnically, socially, and economically diverse

Support human resources needs of the District through the innovative use of information technology systems

Implement successful negotiation techniques and collective bargaining processes

Develop and implement operating policies and procedures for assigned functional areas to ensure institutional effectiveness and compliance with performance standards and goals

Successfully navigate and thrive in a multi-college context through persuasion, consensus, and effective communication

Anticipate conditions, plan ahead, and establish priorities and timelines

Foster trust and confidence, earn support from internal and external constituencies through principled leadership

Recognize the critical elements of problems, develop and evaluate data, and determine solutions

Evaluate Human Resources Division operations and staff

Stimulate teamwork and promote cohesiveness to achieve District goals

Prepare and present effective oral and written communications, presentations, and reports

Maintain high levels of professional integrity, judgement, and commitment

Effectively communicate both orally and in writing

Establish and maintain effective working relationships with other executives, administration, faculty, staff, and the public

Work effectively with individuals from diverse communities and cultures; possess cross-cultural communications skills and multicultural competency

Travel to offsite meetings and events

## **MINIMUM ENTRANCE QUALIFICATIONS**

### **Education:**

A master's degree from a recognized college or university, preferably with a major in human resource management, organizational development, industrial or organizational psychology, public administration, or a related field.

### **Experience:**

Five years of recent, full-time, paid, professional-level experience in a senior management position with responsibility for directing corporate/entity wide strategic, technical, and administrative human resources functions for an organization employing 500 or more employees. Experience must have included participation in labor negotiations, as well as the supervision of professional-level employees. Experience with a public educational institution is highly desirable.

### **Special:**

A valid Class "C" California driver's license must be obtained within 10 days of establishing residency in the State of California.

Travel to locations throughout the District is required.



## **Reasonable Accommodation**

Our class specification generally describes the duties, responsibilities, and requirements characteristic of the position(s) within this job class. The duties, responsibilities, and requirements of a particular position within this class may vary from the duties of other positions within the class.

In accordance with the Americans with Disabilities Act (ADA), the Los Angeles Community College District provides reasonable accommodation to qualified individuals with covered disabilities on a case-by-case basis throughout the application, examination, and hiring processes and throughout employment. If an individual is in doubt about his or her ability to perform the duties and responsibilities of a position or possession of any other requirement noted in a class specification or job announcement, he or she should always apply for a position and request reasonable accommodation at the appropriate time.