

**PUBLIC NOTICE**  
**PERSONNEL COMMISSION AGENDA**  
**REGULAR MEETING #468**  
**SEPTEMBER 19, 2018, 10:00 A.M.**  
**BOARD ROOM**

**I. CALL TO ORDER**

**II. ROLL CALL**

- President – Nicholas Gervase
- Vice President – Rodney Martin
- Member – Libby Spector

**III. APPROVAL OF AGENDA #468 – September 19, 2018**..... ACTION

**IV. APPROVAL OF MINUTES**

- A. Regular Meeting #467 – August 8, 2018..... ACTION

**V. HEARING OF PERSONS DESIRING TO ADDRESS THE COMMISSION OR TO PRESENT PETITIONS**

**VI. NEW BUSINESS**

- A. Approval of Classification Retitling and Revision..... ACTION
  - a. Supervisor - Safe and Healthy Schools
- B. Approval of Classification Retitling and Revision..... ACTION
  - a. Early Learning Services Site Monitor
- C. Approval of Classification Revision..... ACTION
  - a. Systems Engineer
- D. Approval of Establishing Classification and Associated Classification Specification..... ACTION
  - a. Manager - Data Governance and Strategy, Range 12
- E. Approval of Establishing Classification and Associated Classification Specification..... ACTION
  - a. Manager - Data Systems, Range 13
- F. Approval of Establishing Classification and Associated Classification Specification..... ACTION
  - a. Data Warehouse Analyst - Senior, Range 57
- G. Approval of Position Reallocation ..... ACTION
  - a. Eligibility Enrollment Specialist, Range 42.5 to ERSEA Compliance Specialist - Restricted, Range 44.0
- H. Approval / Ratification of Establishing and / or Extending Eligibility Lists..... ACTION
- I. Monthly Vacancy Status Report ..... INFORMATION

**VII. SECRETARY’S REPORT**

- 1. Classified Job Fair - Saturday, September 29, 2018
- 2. Board’s Appointee to the Commission
- 3. Staffing Update
- 4. SPCA/NC Fall Conference
- 5. Investing for Impact

**VIII. CLOSED SESSION**

A. Public Employee Performance Evaluation Pursuant to Government Code Section 54957  
Title: Director – Human Resources / Classified Personnel Services

**IX. FUTURE MEETINGS OR DISCUSSION ITEMS (Next Meeting: October 10, 2018)**

**X. ADJOURNMENT**

**PERSONNEL COMMISSION  
REGULAR MEETING #467  
AUGUST 8, 2018, 10:00 A.M.  
UNADOPTED MINUTES**

**I. CALL TO ORDER**

The meeting was called to order by President Nicholas Gervase at 10:00 a.m.

**II. ROLL CALL**

MEMBERS PRESENT	STAFF PRESENT
Nicholas Gervase, President Rodney Martin, Vice President Libby Spector, Member	Jonathan Muñoz, Director – HR / Classified Personnel Services Meipo Flores, Staffing Specialist

OTHERS PRESENT
Antonio Fuentes, Director – Early Learning Services MAK Kegelmeyer, Assistant Director – Credentialing Programs Kathy Wahl, Director – Inclusion Collaborative

**III. APPROVAL OF AGENDA**

**MOTION #467-1:** The Commission approved Agenda #467, August 8, 2018, moved by Ms. Libby Spector, and seconded by Mr. Rodney Martin.

**MOTION #467-1:** carried unanimously.

**IV. APPROVAL OF MINUTES**

**MOTION #467-2:** The Commission approved the Minutes for the Regular Personnel Commission Meeting #466, July 11, 2018, moved by Mr. Rodney Martin, and seconded by Ms. Libby Spector.

**MOTION #467-2:** carried unanimously.

**V. HEARING OF PERSONS TO ADDRESS THE COMMISSION OR TO PRESENT PETITIONS**

None

**VI. NEW BUSINESS**

**A. Approval of Establishing Classification and Associated Classification Specification**

**MOTION #467-3:** The Commission approved establishing the following classification and associated classification specification, moved by Ms. Libby Spector, and seconded by Mr. Rodney Martin.

**MOTION #467-3:** carried unanimously.

**Classification**

- **Early Learning Services Compliance Monitor**

The Early Learning Services Compliance Monitor will perform responsible monitoring, data management, and reporting in support of program compliance for Early Learning Services (“Department”) programs; assist in planning and organizing of Department compliance monitoring; coordinate the monitoring of internal reviews, reporting of center based and partner sites, and Department activities and operations in accordance with mandated local, state and federal standards, procedures, rules and regulations.

Mr. Antonio Fuentes, Director – Early Learning Services, addressed the Commission and provided additional information on why this position is vital for Early Learning Services and the organization. This classification was eliminated at a higher capacity last fiscal year. The Santa Clara County Office of Education (“SCCOE”) is now seeking to establish two lower capacity positions to service the Department. The Office will fill one position via reemployment and the second position will be filled via recruitment. The goal of the Early Learning Services Department is to deliver quality child and family services, as well as meet compliance and providing academic and family support.

**B. Approval of Recommending Salary Ranges**

**MOTION #467-4:** The Commissioners approved recommending the salary ranges for the following classification, moved by Mr. Rodney Martin, and seconded by Ms. Libby Spector.

**MOTION #467-4:** carried unanimously.

- **Early Learning Services Compliance Monitor, Range 48**

**C. Approval of Establishing Classification and Associated Classification Specification**

**MOTION #467-5:** The Commission approved establishing the following classification and associated classification specification, moved by Mr. Rodney Martin, and seconded by Ms. Libby Spector.

**MOTION #467-5:** carried unanimously.

**Classification**

- **Educator Resource Center Technical Specialist**

The Educator Resource Center Technical Specialist will perform a variety of technical administrative and operational support functions for the Educator Resource Center (“ERC”) and Credentialing Programs Department (“Department”); coordinate the day-to-day functions of the ERC; oversee the information systems of the ERC; conduct research services to support program candidates, faculty, district, and County Office support providers; support the Departments’ student registration system and learning management systems; coordinate promotional and outreach efforts to increase program exposure and enrollment; assist with special projects as needed.

Ms. MAK Kegelmeyer, Assistant Director – Credentialing Programs, addressed the Commission and provided additional information on why this position is needed to support the Credentialing Programs Department.

**D. Approval of Recommending Salary Ranges**

**MOTION #467-6:** The Commissioners approved recommending the salary ranges for the following classification, moved by Ms. Libby Spector, and seconded by Mr. Rodney Martin.

**MOTION #467-6:** carried unanimously.

- **Educator Resource Center Technical Specialist, Range 46**

**E. Approval of Classification Specification Revision**

**MOTION #467-7:** The Commissioners approved classification specification revisions for the following classification, moved by Mr. Rodney Martin, and seconded by Ms. Libby Spector.

**MOTION #467-7:** carried unanimously.

**Classification**

- **Inclusion Support Specialist**

The SCCOE proposed revising the Inclusion Support Specialist classification specification. The proposed duty changes are minor in scope, and reflect the department’s need to offer bilingual services.

Ms. Kathy Wahl, Director – Inclusion Collaborative, addressed the Commission, providing additional information of the requirement of bilingual skills to properly address the needs of the student population.

**F. Approval / Ratification of Establishing and / or Extending Eligibility Lists**

**MOTION #467-8:** The Commission approved and / or ratified the Eligibility Lists listed within Personnel Commission Agenda #467, moved by Mr. Rodney Martin, and seconded by Ms. Libby Spector.

**MOTION #467-8:** carried unanimously.

	CLASSIFICATION	DATE	UNIT	NUMBER OF ELIGIBLES	NUMBER OF RANKS
1	Paraeducator - Special Education	07/14/18	AIDES	24	Unranked
2	Paraeducator - Alternative Education	07/16/18	AIDES	3	2
3	Paraeducator - Opportunity Youth Academy	07/16/18	AIDES	2	2
4	Manager - Strategy & Implementation	07/17/18	LT	6	6
5	Administrator - Superintendent Projects	07/18/18	LT	6	6
6	Environmental Education Specialist	07/26/18	AIDES	9	7
7	Supervisor - Classification & Recruitment	07/26/18	LT	6	6
8	School Site Technology Support Specialist	07/31/18	OTBS	5	4

**G. Monthly Vacancy Status Report – August 8, 2018**

Ex-Officio Secretary Muñoz reported on the Monthly Vacancy Status Report and positions filled. The Commission accepted the report as delivered.

**VII. SECRETARY'S REPORT**

Ex-Officio Secretary Muñoz reported on the following:

**A. Instructional Assistant Job Fair – Saturday, July 14, 2018**

The SCCOE hosted the Job Fair on July 14, 2018. The Office organized a successful event and attracted a diverse pool of qualified candidates to support Special Education and Early Learning Services.

**B. Board’s Appointee to the Commission**

Commissioner Mr. Nicholas Gervase, is the Board’s Appointee to the Personnel Commission. At the August 1, 2018 Board Meeting, the Board announced their intent to re-appoint Mr. Gervase for a three year term, commencing on December 1, 2018. The official appointment will be made at the September 5<sup>th</sup> Board Meeting.

**C. Classified Personnel Services Annual Retreat**

This year’s retreat was held on July 27, 2018, at SCCOE. The purpose of the retreat was to review last year’s accomplishments, current fiscal year goals, upcoming trainings, and engage in team discussions.

**VIII. CLOSED SESSION AT 10:38 A.M.**

- A.** Public Employee Performance Evaluation Pursuant to Government Code Section 54957  
Title: Director – Human Resources / Classified Personnel Services

**IX. FUTURE MEETINGS OR DISCUSSION ITEMS**

The next Personnel Commission meeting is scheduled for Wednesday, September 19, 2018, at 10:00 a.m.

**X. ADJOURNMENT**

The meeting adjourned at 11:30 a.m.

Respectfully submitted,



Jonathan Muñoz

Ex-Officio Secretary, Personnel Commission

**AGENDA ITEM VI – A (NEW BUSINESS - ACTION)**

**APPROVAL OF  
CLASSIFICATION RETITLING & REVISION**

**BACKGROUND**

The Santa Clara County Office of Education (“SCCOE”) proposes revising the Supervisor - Health and Wellness classification specification, and in addition, retitling the classification to Supervisor - Safe and Healthy Schools.

Currently, this classification supports the SCCOE’s Tobacco-Use Prevention Education (TUPE) and anti-bullying programs within the Safe and Healthy Schools Department (“Department”). The Department is expanding their various programs and is requesting this classification reflect the changes. The proposed changes reflect more robust duties supporting various Multi-Tiered System of Supports (“MTSS”) rather than specific programs. Also, retitling the classification to Supervisor - Safe and Healthy Schools, after the Department, is reasonable and more accurately reflects the concept of the classification.

A copy of the classification is enclosed.

**Table 1 Summary Report**

<b>Classification</b>	<b>Revisions</b>
<ul style="list-style-type: none"><li>• Supervisor - Safe and Healthy Schools</li></ul>	<ul style="list-style-type: none"><li>• Duty modification update</li><li>• Retitle from Supervisor - Health and Wellness to Supervisor - Safe and Healthy Schools</li></ul>

**RECOMMENDATION**

It is recommended the Personnel Commission approve the following actions:

1. Approval of classification retitling and revision for Supervisor - Health and Wellness to Supervisor - Safe and Healthy Schools.
2. Approval shall be effective September 19, 2018.

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: SUPERVISOR - SAFE AND HEALTHY SCHOOLS**

**BASIC FUNCTION:**

Under the direction of the Director - or Coordinator within - Safe and Healthy Schools, serves as the Santa Clara County Office of Education's (SCCOE) technical assistance coordinator for various Department programs; researches, coordinates, and assesses staff development in accordance with State mandates and district and school curriculum needs for reform, and school development planning; provides technical and planning services in the area of health and wellness; plans, organizes, and provides technical advisory services in the development and implementation of data driven programs and projects; serves as a resource to program representatives and serves as a liaison for special assignments; conducts special studies and in-service training programs; supervises and evaluates the performance of assigned personnel.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Coordinates several safe and healthy schools related programs with County-wide impact.

Serves as the technical assistance coordinator for Safe and Healthy Schools programs for the SCCOE; coordinates and provides districts with technical assistance to support program efforts, certifications, grants, reporting and efforts related to these grants.

Organizes and directs the activities and operations of the health and wellness office; participates in the development and implementation of departmental policies and procedures.

Develops and provides leadership trainings on student mental health services, health and safety mandates, effective parenting skills, child development, nutrition and physical activity, and harm reducing education services; creates program grants and designs memorandums.

Receives requests for staff development; assesses specific training needs; researches materials and latest studies relevant to specific staff development topics; assists in the long and short-range plan with districts, schools and consortia.

Conducts and evaluates training for school personnel; facilitates school teams in planning; provides information and technical assistance to districts, schools and consortia.

Coordinates and provides educational leadership with governmental agencies on all emergency health alerts and supports the creation of health and wellness educational programs for all county schools.



Develops, implements, and coordinates health and safety programs for all districts, SCCOE Alternative Education, and SCCOE Special Education schools in accordance with state mandates and district/school needs.

Coordinates and chairs state and local conferences, advisory committees, and serves as a liaison between the California Department of Education (CDE), SCCOE schools and school districts.

Develops and trains school district administrators, teachers, and staff in how to build a coordinated school health delivery model to ensure healthy development of the whole child that meets current policy.

Supports the development of social emotional and school climate program such as, but not limited to, Olweus Bully Prevention Training Program, Life Skills Training Program, Positive Behavioral Interventions and Supports (PBIS) Training Program, and other Multi-Tiered System of Supports (MTSS).

Provides trainings that use data as a resource for services and manages the training, delivery, and collection of all SCCOE Safe and Healthy School departmental data compiling and reporting.

Supports SCCOE schools to implement MTSS for student success.

Assists with departmental and branch planning; researches, develops, and oversees grants; serves as the SCCOE representative or participant on national, State and local committees and task forces.

Designs memorandums of understanding (MOUs) to contract with business partners, district offices, schools, consultants and non-regular employees to implement educational solutions.

Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements.

Prepares and maintains a variety of reports, records and files related to personnel and assigned activities.

Communicates with administrators, personnel and outside organizations to coordinate activities, resolve issues and exchange information; attends a variety of meetings as assigned.

Operates a computer and assigned software programs; operates other office equipment as assigned.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Coordinated school health delivery model.

Strategic planning including educational policies. Interpretation and use of assessment results.

Program evaluation standards.

Professional development in designing, interpreting and using assessment.

Laws, rules and regulations related to assigned activities.

Modern office practices, procedures and equipment.

Basic budgeting practices regarding monitoring and control.

Principles and practices of supervision and training.  
Correct English usage, grammar, spelling, punctuation and vocabulary.  
Oral and written communication skills.  
Interpersonal skills using tact, patience and courtesy.  
Operation of a computer and assigned software.

**ABILITY TO:**

Organize and direct operations, activities and staff in support of assessment activities.  
Train and evaluate the performance of assigned personnel.  
Consult and coach district and school leaders in support of health and wellness activities.  
Conduct training for teachers and administrators for small group and large audiences.  
Maintain current knowledge of program rules, regulations, requirements and restrictions.  
Perform duties and responsibilities using independent judgment and personal initiative.  
Operate a variety of office equipment including a computer and assigned software.  
Respond to requests and inquiries.  
Interpret, apply and explain rules, regulations, policies and procedures.  
Plan and organize work.  
Meet schedules and timelines. Maintain records and prepare reports.  
Analyze situations accurately and adopt an effective course of action.  
Communicate effectively both orally and in writing.  
Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree in health or related field and three years of related experience.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C driver's license.  
A safe driving record which meets the SCCOE's insurance requirements.  
May require: bilingual proficiency, English and second language, as specified by the SCCOE.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Driving a vehicle to conduct work.  
Constant Interruption.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information.  
Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.

Approved by the Personnel Commission: June 12, 2013  
Revised Approval: 08/17/16; 09/19/18



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Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
Personnel Commission

**CLASS TITLE: SUPERVISOR-~~HEALTH - SAFE AND WELLNESS~~-HEALTHY SCHOOLS**

**BASIC FUNCTION:**

Under the direction of the Director ~~- or Coordinator within~~ - Safe and Healthy Schools, serves as the Santa Clara County Office of Education's (SCCOE) technical assistance coordinator for ~~Tobacco Use Prevention Education (TUPE) Programs~~various Department programs; researches, coordinates, and assesses staff development in accordance with State mandates and district and school curriculum needs for reform, and school development planning; provides technical and planning services in the area of health and wellness; plans, organizes, and provides technical advisory services in the development and implementation of data driven programs and projects; serves as a resource to program representatives and serves as a liaison for special assignments; conducts special studies and in-service training programs; ~~trains,~~ supervises and evaluates the performance of assigned ~~staff~~personnel.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Coordinates several ~~health~~safe and ~~safety~~healthy schools related programs, with County-wide impact, ~~including, but not limited to, the Just Run program.~~

Serves as the technical assistance coordinator for ~~Tobacco Use Prevention Education (TUPE) Programs~~Safe and Healthy Schools programs for the ~~County Office~~SCCOE; coordinates and provides districts with technical assistance to support ~~TUPE~~ program efforts, ~~certification, and Tier 1 and 2~~certifications, grants, reporting and efforts related to these grants.

Organizes and directs the activities and operations of the health and wellness office; participates in the development and implementation of departmental policies and procedures.

Develops and provides ~~student and parent~~ leadership trainings on student mental health services, health and safety mandates, effective parenting skills, child development, nutrition and physical activity, and ~~tobacco~~harm reducing education services; creates program grants and designs memorandums.

Receives requests for staff development; assesses specific training needs; researches materials and latest studies relevant to specific staff development topics; assists in the long and short-range plan with districts, schools and consortia.

Conducts and evaluates training for school personnel; facilitates school teams in planning; provides information and technical assistance to districts, schools and consortia.

Coordinates and provides educational leadership with governmental agencies on all emergency health alerts and supports the creation of health and wellness educational programs for all county schools.

Develops, implements, and coordinates health and safety programs for all districts, SCCOE Alternative Education, and SCCOE Special Education schools in accordance with state mandates and district/school needs.

Coordinates and chairs ~~health and wellness~~ state and local conferences, advisory committees, and serves as a liaison between the California Department of Education (CDE), SCCOE schools and school districts.

Develops and trains school district administrators, teachers, and staff in how to build a coordinated school health delivery model to ensure healthy development of the whole child that meets current policy.

Supports the development of social emotional and school climate program such as, but not limited to, Olweus Bully Prevention Training Program, Life Skills Training Program, Positive Behavioral Interventions and the Supports (PBIS) Training program, Program, and other Multi-Tiered System of Supports (MTSS).

Provides trainings ~~on all county California Healthy Kids Surveys~~ that use data as a resource for services and manages the training, delivery, and collection of all SCCOE ~~Alternative Education Safe and Special Education~~ Healthy School departmental data compiling and reporting.

Supports SCCOE ~~charter schools on healthy school climate curriculum development and completion of school safety plans~~ to implement MTSS for student success.

Assists with departmental and branch planning; researches, develops, and oversees grants; serves as ~~County Office of Education~~ the SCCOE representative or participant on national, State and local committees and task forces.

Designs memorandums of understanding (MOUs) to contract with business partners, district offices, schools, consultants and non-regular employees to implement educational solutions.

~~Trains~~ Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements.

Prepares and maintains a variety of reports, records and files related to personnel and assigned activities.

Communicates with administrators, personnel and outside organizations to coordinate activities, resolve issues and ~~conflicts and~~ exchange information; attends a variety of meetings as assigned.

Operates a computer and assigned software programs; operates other office equipment as assigned. ~~Attends a variety of meetings as assigned.~~

#### OTHER DUTIES:

~~Perform~~ Performs related duties as assigned.

#### KNOWLEDGE AND ABILITIES:

##### KNOWLEDGE OF:

~~Olweus Bully Prevention Training Program-~~

~~Life Skills Training Program-~~

~~TUPE regulations and requirements~~ Coordinated school health delivery model.

Strategic planning including educational policies. Interpretation and use of assessment results.

Program evaluation standards.

Professional development in designing, interpreting and using assessment.

Laws, rules and regulations related to assigned activities.

Modern office practices, procedures and equipment.

Basic budgeting practices regarding monitoring and control.

Principles and practices of supervision and training.

Correct English usage, grammar, spelling, punctuation and vocabulary. ~~Oral and written communication skills.~~

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

#### ABILITY TO:

Organize and direct operations, activities and staff in support of assessment activities.

Train and evaluate the performance of assigned personnel.

Consult and coach district and school leaders in support of health and wellness activities.

Conduct training for teachers and administrators for small group and large audiences.

Maintain current knowledge of program rules, regulations, requirements and restrictions.

Perform duties and responsibilities using independent judgment and personal initiative.

Operate a variety of office equipment including a computer and assigned software.

Respond to requests and inquiries.

Interpret, apply and explain rules, regulations, policies and procedures.

Plan and organize work.

Meet schedules and timelines. Maintain records and prepare reports.

Analyze situations accurately and adopt an effective course of action.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

#### EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree in health or related field, and three ~~(3)~~ years of related experience.

#### LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

A safe driving record which meets the SCCOE's insurance requirements.

May require: bilingual proficiency, English and second language, as specified by the ~~County Office~~ SCCOE.

#### WORKING CONDITIONS:

##### ENVIRONMENT:

Office environment.

Driving a vehicle to conduct work.

Constant Interruption.

##### PHYSICAL DEMANDS:

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard. ~~Seeing to read a variety of materials.~~

Seeing to read a variety of materials.

Approved by the Personnel Commission: June 12, 2013

Revised Approval: ~~August 08/17, 2016/16;~~ 09/19/18



~~Kristin Olson~~ ~~Director - Classified Personnel Services~~ ~~Date: 07/15/2016~~



Jonathan Muñoz Director – HR/Classified Personnel Services Date: 09/19/2018

**AGENDA ITEM VI – B (NEW BUSINESS - ACTION)**

**APPROVAL OF  
CLASSIFICATION RETITLING**

**BACKGROUND**

To meet the needs of the Early Learning Services Department, the Santa Clara County Office of Education (“SCCOE”) proposes retitling the Early Learning Services Compliance Monitor classification to Early Learning Services Site Monitor. The proposed change is to better align Head Start positions, within Early Learning Services, to other Head Start programs within the region.

A copy of the classification is enclosed.

**Table 1 Summary Report**

Classification	Revisions
<ul style="list-style-type: none"><li>• Early Learning Services Site Monitor</li></ul>	<ul style="list-style-type: none"><li>• Retitle from Early Learning Services Compliance Monitor to Early Learning Services Site Monitor</li></ul>

**RECOMMENDATION**

It is recommended the Personnel Commission approve the following actions:

1. Approval of classification retitling from Early Learning Services Compliance Monitor to Early Learning Services Site Monitor.
2. Approval shall be effective September 19, 2018.



**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: EARLY LEARNING SERVICES SITE MONITOR**

**BASIC FUNCTION:**

Under the direction of the Manager - Program and Quality Assurance, performs responsible monitoring, data management, and reporting in support of program compliance for Early Learning Services (“Department”) programs; assists in the planning and organizing of Department compliance monitoring; coordinates the monitoring of internal reviews, reporting of center based and partner sites, and Department activities and operations in accordance with mandated local, state and federal standards, procedures, rules and regulations; monitors program areas to ensure efficient operation; manages program data collection functions and data management processes and systems; prepares routine and comprehensive assessment reports; supports implementing procedures for ongoing monitoring and continuous improvement of Department and partner agency operations.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Performs responsible monitoring, data management, and reporting in support of program compliance for Department programs.

Assists in the planning and organizing of Department compliance monitoring; coordinates the monitoring of internal reviews, reporting of center based and partner sites, and Department activities and operations in accordance with mandated Performance Standards, Policy Council rules and procedures, and state and federal regulations.

Supports implementing procedures for monitoring and continuous improvement of Department and partner agency operations; monitors program areas to ensure efficient operation; provides feedback of site assessment data and reports for the purposes of training, technical assistance and quality improvement; provides technical assistance and training to directly operated sites and partner agencies.

Conducts on-site compliance monitoring to determine compliance with relevant regulations; reviews reports from internal and partner agency representatives; reviews compliance data related to services provided under established contracts; compiles information and related data and generates status reports of various program areas and recommends improvements.

Manages program data collection functions and data management processes and systems; analyzes related data collected from self-assessment, site monitoring and surveys for the purpose of monitoring and reviewing Department goals and objectives; prepares routine and comprehensive assessment reports.

May support content experts in the development of corrective action plans; monitors progress on corrective plans as necessary; develops reports pertaining to specific action plans and to measure quality and compliance.

Creates customized reports from Student Information Systems; provides reports, information and assistance to the Director, Program Analyst, Santa Clara County Board of Education, and Parent Policy Council regarding assigned functions.

Assists coordinating and organizing various family engagement efforts and support programs.

Keeps current of any changes affecting federal and state rules, regulations and guidelines regarding the Department.

Attends and conducts a variety of meetings as assigned; may participate in various committees to develop Department goals and objectives.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Federal and state laws, Head Start Performance Standards, and related regulations.

Head Start Act provisions, regulations and objectives.

Head Start governance and organizational structures.

California Community Child Care Licensing Requirements.

State Preschool funding terms and conditions.

Federal, state and local regulations as they apply to grant funded program mandates.

Features and capabilities of computers, peripheral and survey equipment, and information systems procedures and methods.

Technical writing and data presentation.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Understand and operate program data collection functions, data management processes and systems to run and analyze reports.

Effectively collect, organize and analyze complex data.

Communicate effectively orally and in writing with governing bodies, parents, community and agency representatives and all others contacted in the course of work.

Effectively present data and information for program improvement and decision-making, recognizing significant factors, relationships and trends, and respond to questions from groups of managers, clients, parents and the general public.

Work with limited supervision.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and timelines.

Drive a vehicle to perform work as assigned.

Prepare comprehensive narrative and statistical reports.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor's degree from a regionally accredited university with major coursework in business administration, public administration, education or related field, and two years of experience with demonstrated competence collecting, reviewing, monitoring and reporting program data and making data driven recommendations. Preference may be given to individuals with experience with compliance monitoring for grant funded programs.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

May be required to work a flexible schedule evening and weekend hours.

May be required to attend evening meetings.

May require use of personal vehicle in the course of employment.

**PHYSICAL DEMANDS:**

Stand and sit for long periods of time.

Walk short distances on a regular basis.

Use hands to handle, feel and operate a computer keyboard or other office equipment.

Reach with hands and arms.

Stoop or kneel or crouch to file speak clearly and distinctly to answer telephones and provide information.

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials and operate a desktop computer.

Approved by Personnel Commission: August 8, 2018

Revised: 09/19/18



Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

SANTA CLARA COUNTY OFFICE OF EDUCATION

Personnel Commission

**CLASS TITLE: EARLY LEARNING SERVICES COMPLIANCE SITE MONITOR**

**BASIC FUNCTION:**

Under the direction of the Manager - Program and Quality Assurance, performs responsible monitoring, data management, and reporting in support of program compliance for Early Learning Services (“Department”) programs; assists in the planning and organizing of Department compliance monitoring; coordinates the monitoring of internal reviews, reporting of center based and partner sites, and Department activities and operations in accordance with mandated local, state and federal standards, procedures, rules and regulations; monitors program areas to ensure efficient operation; manages program data collection functions and data management processes and systems; prepares routine and comprehensive assessment reports; supports implementing procedures for ongoing monitoring and continuous improvement of Department and partner agency operations.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Performs responsible monitoring, data management, and reporting in support of program compliance for Department programs.

Assists in the planning and organizing of Department compliance monitoring; coordinates the monitoring of internal reviews, reporting of center based and partner sites, and Department activities and operations in accordance with mandated Performance Standards, Policy Council rules and procedures, and state and federal regulations.

Supports implementing procedures for monitoring and continuous improvement of Department and partner agency operations; monitors program areas to ensure efficient operation; provides feedback of site assessment data and reports for the purposes of training, technical assistance and quality improvement; provides technical assistance and training to directly operated sites and partner agencies.

Conducts on-site compliance monitoring to determine compliance with relevant regulations; reviews reports from internal and partner agency representatives; reviews compliance data related to services provided under established contracts; compiles information and related data and generates status reports of various program areas and recommends improvements.

Manages program data collection functions and data management processes and systems; analyzes related data collected from self-assessment, site monitoring and surveys for the purpose of monitoring and reviewing Department goals and objectives; prepares routine and comprehensive assessment reports.

May support content experts in the development of corrective action plans; monitors progress on corrective plans as necessary; develops reports pertaining to specific action plans and to measure quality and compliance.

Creates customized reports from Student Information Systems; provides reports, information and assistance to the Director, Program Analyst, Santa Clara County Board of Education, and Parent Policy Council regarding assigned functions.

Assists coordinating and organizing various family engagement efforts and support programs.

Keeps current of any changes affecting federal and state rules, regulations and guidelines regarding the Department.

Attends and conducts a variety of meetings as assigned; may participate in various committees to develop Department goals and objectives.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Federal and state laws, Head Start Performance Standards, and related regulations.

Head Start Act provisions, regulations and objectives.

Head Start governance and organizational structures.

California Community Child Care Licensing Requirements.

State Preschool funding terms and conditions.

Federal, state and local regulations as they apply to grant funded program mandates.

Features and capabilities of computers, peripheral and survey equipment, and information systems procedures and methods.

Technical writing and data presentation.

Interpersonal skills using tact, patience and courtesy.

**ABILITY TO:**

Understand and operate program data collection functions, data management processes and systems to run and analyze reports.

Effectively collect, organize and analyze complex data.

Communicate effectively orally and in writing with governing bodies, parents, community and agency representatives and all others contacted in the course of work.

Effectively present data and information for program improvement and decision-making, recognizing significant factors, relationships and trends, and respond to questions from groups of managers, clients, parents and the general public.

Work with limited supervision.

Interpret, apply and explain rules, regulations, policies and procedures.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and timelines.

Drive a vehicle to perform work as assigned.

Prepare comprehensive narrative and statistical reports.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Bachelor's degree from a regionally accredited university with major coursework in business administration, public administration, education or related field, and two years of experience with demonstrated competence collecting, reviewing, monitoring and reporting program data and making data driven recommendations. Preference may be given to individuals with experience with compliance monitoring for grant funded programs.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver's license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

May be required to work a flexible schedule evening and weekend hours.

May be required to attend evening meetings.

May require use of personal vehicle in the course of employment.

**PHYSICAL DEMANDS:**

Stand and sit for long periods of time.

Walk short distances on a regular basis.

Use hands to handle, feel and operate a computer keyboard or other office equipment.

Reach with hands and arms.

Stoop or kneel or crouch to file speak clearly and distinctly to answer telephones and provide information.

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials and operate a desktop computer.

Approved by Personnel Commission: August 8, 2018

Revised: 09/19/18



Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

**AGENDA ITEM VI – C (NEW BUSINESS - ACTION)**

**APPROVAL OF  
CLASSIFICATION REVISION**

**BACKGROUND**

To meet the needs of the Information Systems Center, the Santa Clara County Office of Education (“SCCOE”) proposes revising the Systems Engineer classification.

This classification was last updated over 4.5 years ago, and thus requires revisions at this time. This will ensure the assigned responsibilities and job duties remain current and representative of the classification. Specifically, over the course of time, this position has evolved to encompass more functions related to systems and less related to networks. The proposed changes reflect this update. It is an ideal time to implement such updates as one incumbent recently retired. Thus, the revisions will assist with recruitment as the classification will be an accurate reflection of job expectations and responsibilities.

A copy of the classification is enclosed.

**Table 1 Summary Report**

<b>Classification</b>	<b>Revisions</b>
<ul style="list-style-type: none"><li>• Systems Engineer</li></ul>	<ul style="list-style-type: none"><li>• Duty modification update</li></ul>

**RECOMMENDATION**

It is recommended the Personnel Commission approve the following actions:

1. Approval of classification revision for Systems Engineer.
2. Approval shall be effective September 19, 2018.

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: SYSTEMS ENGINEER**

**BASIC FUNCTION:**

Under the direction of the Manager - Security, Network & Systems Engineering, plans, designs, configures, implements, evaluates, tests, and troubleshoots server operating systems and hypervisors, server hardware, storage systems, virtualization infrastructures and enterprise applications of moderate to advanced complexity and difficulty to meet the needs of the Santa Clara County Office of Education (SCCOE) and school districts; provides escalated systems and administrative technical support for users; participates in project design and management, public relations, research and problem-solving activities.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Designs, installs, configures, and monitors storage devices and storage area networks (SANs), server hardware, virtual infrastructure and associated enterprise applications including database, messaging, and information archiving systems.

Designs, implements, and maintains complex systems for secure delivery of digital information; plans, configures and installs secure access connections to SCCOE servers and provides secure access for onsite and remote mobile workers and devices.

Designs, implements and maintains technical support systems to meet the requirements of internal departments.

Designs, implements and routinely tests system backup and disaster recovery strategies based upon established SCCOE policies and industry best practices.

Assists the Manager - Security, Network & Systems Engineering in designing and documenting system security architecture and develops detailed security designs; engineers, implements and monitors security measures for the protection of computer systems, networks and information; documents standard security operating procedures and protocols.

Collaborates with application owners across teams, departments and organizations to develop system design strategies accounting for support and growth needs.

Analyzes and resolves escalated Tier 2 and Tier 3 problems between LAN/WAN, SAN, servers, desktop computers and enterprise applications; works with server and storage equipment providers to ensure optimal efficiency in systems operations.

Trains and provides guidance to other technical support staff; oversees the work of outside contract workers on construction of systems design projects.



Collaborates with, coordinates with or assists other technical team members in systems-related tasks to support inter-team and inter-departmental projects and initiatives.

Prepares cost analyses of proposed and existing systems and hosted services; recommends contractual charges, service providers, and cost control measures; participates in the development of feasibility studies and cost/effectiveness studies for new servers, storage and associated enterprise applications.

Provides technical support for systems operations; performs diagnostic tests; compiles, organizes, and analyzes data to troubleshoot systems problems; analyzes and resolves problems with systems hardware and associated enterprise applications, networks and servers; works with support team members to assure timely response to problem calls.

Provides recommendations and support for the development of technical policies and strategies for system design and scaling, augmenting hosted services and broadening systems support capacities.

Ensures all enterprise systems conform to backup strategies, are updated and secure, and are accounted for in designing for growth.

Plans and oversees multiple projects to completion; identifies scope of work and objectives; facilitates the resolution of complex project problems by meeting with stakeholders, vendors and other technical staff to identify problems and potential solutions; assures projects are planned and delivered according to customer specifications and needs.

Coordinates service calls and schedules appointments between service providers and users experiencing problems and ensure satisfactory resolution; explains operational and installation procedures to users.

Manages user passwords and profiles; conducts routine audits of security procedures.

Maintains and operates network and server monitoring and diagnostic software and equipment for capacity planning and preventative maintenance; monitors system performance; conducts routine checks on disk and CPU usages; monitors system log files and nightly jobs; monitors backup jobs; prepares systems for system maintenance; contacts and works with hardware and software vendors for rapid resolution of critical problems.

Receives and reviews equipment installation requests from users and customers; ensures completeness, and contact users regarding discrepancies.

Trains users and customers in the proper use and operation of end-user systems applications and related equipment; trains and assists administrative support staff in department-specific software applications and hardware.

Prepares and updates operations documentation and guides; prepares documentation for the placement of equipment; maintains and monitors equipment inventory lists; maintains accurate records, logs, and files related to assigned systems and equipment inventory activities, servicing, operations, and functions; writes articles, newsletters, and technical documentation; prepares system and network diagrams, flow charts, graphic presentations, and narrative reports to recommend improvements or resolve problems.

Repairs or facilitates the repair of servers, storage and associated systems as needed.

Maintains current knowledge of emerging technologies and research in information technology; conducts research; assists with developing policies and strategic plans for the use and support of emerging technologies and assess the impact on current practices.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

Hypervisors, including VMware ESXi, Hyperv-V, vCenter, vOperations, VDI and associated applications.

Server operating systems, including Microsoft Server, UNIX and Linux.

Server hardware platforms, including Cisco UCS, Lenovo, Dell, and Fujitsu.

Storage systems, including Nimble and Datrium.

Enterprise applications, including Microsoft Active Directory, Microsoft SQL Server, DNS, and LDAP directory services.

Messaging systems, including Microsoft Exchange, Office 365, and Enterprise Information Archiving systems.

Cloud and hosted services, including Microsoft Azure and Amazon Web Services.

Backup and data replication systems, including BackupExec, Commvault, and Zerto.

Techniques for database performance monitoring and tuning, indexing, security, recovery, and data integrity.

Analytical, research and problem solving methods; systems analysis and project management procedures and techniques.

Project management concepts, procedures, and tools, including Microsoft Project.

State and Federal laws and regulations relating to data systems, particularly as related to data security and privacy.

Information systems and network terminology, policies, procedures, and vendors.

Desktop computer hardware and software.

Networking as it pertains to server and storage infrastructures.

Cyber security and firewall concepts and best practices.

Current trends, techniques, and general principles in enterprise technology.

Proper telephone etiquette and public relations skills.

Proper English usage, grammar, punctuation, and vocabulary.

**ABILITY TO:**

Apply specialized knowledge to LAN/WAN networks, firewalls, telecommunications systems, data communications, servers, hardware and software systems.

Identify and isolate systems or network related problems through the performance of diagnostics, and determine appropriate action for resolution.

Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies.

Determine systems, servers, applications, and materials to meet user and customer requests and project requirements.

Install, configure, maintain, and support database systems including Microsoft SQL Server and PostgreSQL.

Diagnose database problems; tune databases for optimum performance.

Prepare user guides and a variety of statistical and narrative reports.

Work various shifts with minimal supervision to meet user and customer needs.

Operate a variety of computer and peripheral equipment including desktop and laptop computers as well as associated software.

Anticipate systems-related issues and develop effective strategies to mitigate problems before they arise or worsen.

Perform numerical calculations accurately.

Plan, organize, and prioritize assigned tasks and functions efficiently in stressful situations.

Coordinate and monitor systems activities with outside service providers/agencies.

Train users and customers in the proper use of end-user applications.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Communicate effectively orally and in writing.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: Bachelor’s degree in Computer Science, Information Systems or related field, and five years of increasingly responsible experience in systems administration and engineering including the design, implementation and maintenance of servers and storage systems.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California driver’s license.

Preference may be given to individuals who hold one or more of the following certifications:

Microsoft Certified Solutions Expert (MCSE): Cloud Platform & Infrastructure

Certified Information Systems Security Professional (CISSP)

VMware Certified Professional (VCP)

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor environment.

Evening or variable hours.

Driving a vehicle to conduct work.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.

Approved by Personnel Commission: January 8, 2014

Revised Approval: 09/19/18



Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

SANTA CLARA COUNTY OFFICE OF EDUCATION  
Personnel Commission

**CLASS TITLE: SYSTEMS ENGINEER**

**BASIC FUNCTION:**

Under the direction of ~~an assigned manager, plan, design, configure, implement, evaluate, test~~the Manager - Security, Network & Systems Engineering, plans, designs, configures, implements, evaluates, tests, and ~~debug Local Area Networks (LAN), Wide Area Networks (WAN), telecommunications, data communications and messaging systems, desktop computer, troubleshoots~~server and network operating systems, and IP telephone systems of considerable and hypervisors, server hardware, storage systems, virtualization infrastructures and enterprise applications of moderate to advanced complexity and difficulty to meet the needs of the Santa Clara County Office of Education (SCCOE) and school districts; ~~provide network~~provides escalated systems and administrative technical support for users; ~~participate~~participates in project design and management, public relations, research, and problem-solving activities.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

~~Plan, install, configure~~Designs, installs, configures, and ~~monitor network cabling, switches, routers, firewalls,~~monitors storage devices and storage area networks (SANs), ~~network attached storage (NAS), desktop and laptop computers, servers, peripherals~~server hardware, virtual infrastructure and associated ~~software.~~enterprise applications including database, messaging, and information archiving systems.

~~Plan, implement~~Designs, implements, and ~~maintain~~maintains complex systems for secure delivery of digital information; ~~plan, configure~~plans, configures and ~~install~~installs secure ~~wireless~~ access connections to ~~County Office~~SCCOE servers and ~~provide~~provides secure access for onsite and remote mobile workers and devices.

~~Plan, implement~~Designs, implements and ~~maintain~~maintains technical support systems to meet the requirements of internal departments.

~~Analyze~~Designs, implements and routinely tests system backup and resolve disaster recovery strategies based upon established SCCOE policies and industry best practices.

Assists the Manager - Security, Network & Systems Engineering in designing and documenting system security architecture and develops detailed security designs; engineers, implements and monitors security measures for the protection of computer systems, networks and information; documents standard security operating procedures and protocols.

Collaborates with application owners across teams, departments and organizations to develop system design strategies accounting for support and growth needs.

Analyzes and resolves escalated Tier 2 and Tier 3 problems between LAN/WAN, SAN, NAS, servers, desktop computers, and desktop enterprise applications; works with network server and storage equipment providers to ensure optimal efficiency in network systems operations.

~~Direct the work of or provide~~ Trains and provides guidance to other technical support staff; ~~oversee~~ oversees the work of outside contract workers on construction of network systems design projects.

Collaborates with, coordinates with or assists other technical team members in systems-related tasks to support inter-team and inter-departmental projects and initiatives.

Prepares cost analyses of proposed and existing network systems and hosted services; ~~recommend;~~ recommends contractual charges, service providers, and cost control measures; ~~participate~~ participates in the development of feasibility studies and cost/effectiveness studies for new computer servers, storage and associated enterprise applications ~~and operating systems~~.

~~Provide~~ Provides technical support for network systems operations; ~~perform~~ performs diagnostic tests; ~~compile, organize~~ compiles, organizes, and ~~analyze~~ analyzes data to troubleshoot network systems problems; ~~analyze~~ analyzes and ~~resolve~~ resolves problems with network systems hardware and ~~software, LAN/WAN, SAN, NAS,~~ associated enterprise applications, networks and servers, ~~desktop computers and desktop applications;~~ ~~work;~~ works with support team members to assure timely response to problem calls.

~~Plan and oversee~~ Provides recommendations and support for the development of technical policies and strategies for system design and scaling, augmenting hosted services and broadening systems support capacities.

Ensures all enterprise systems conform to backup strategies, are updated and secure, and are accounted for in designing for growth.

Plans and oversees multiple projects to completion; ~~identify~~ identifies scope of work and objectives; ~~facilitate~~ facilitates the resolution of complex project problems by meeting with stakeholders, vendors and other technical staff to identify problems and potential solutions; ~~assure~~ assures projects are planned and delivered according to customer specifications and needs.

~~Coordinate~~ Coordinates service calls and ~~schedule~~ schedules appointments between service providers and users experiencing problems and ensure satisfactory resolution; ~~explain~~ explains operational and installation procedures to users.

~~Manage~~ Manages user passwords and profiles; ~~conduct~~ conducts routine audits of security procedures.

~~Maintain~~ Maintains and ~~operate~~ operates network and server monitoring and diagnostic software and

equipment for capacity planning and preventative maintenance; ~~monitor~~ monitors system performance; ~~conduct~~ conducts routine checks on ~~disk~~ disk and CPU usages; ~~monitor~~ monitors system log files and nightly jobs; ~~monitor~~ monitors backup jobs; ~~bring down/up system~~ prepares systems for system maintenance; ~~contact~~ contacts and ~~work~~ works with ~~vendors for~~ hardware/ and software vendors for rapid resolution of critical problems.

~~Receive~~ Receives and ~~review~~ reviews equipment installation requests from users, ~~ensure~~ and customers; ensures completeness, and contact users regarding discrepancies.

~~Train~~ Trains users and customers in the proper use and operation of LAN/WAN end-user systems applications and related equipment; ~~train~~ trains and ~~assist~~ assists administrative support staff in department-specific software application applications and hardware; ~~train educational staff in the application an duse of technology classroom software and hardware.~~

~~Prepare~~ Prepares and ~~update operation~~ updates operations documentation and guides; ~~prepare~~ prepares documentation for the placement of equipment; ~~maintain~~ maintains and ~~monitor~~ monitors equipment inventory lists; ~~maintain~~ maintains accurate records, logs, and files related to assigned LAN, WAN, systems and equipment inventory activities, servicing, operations, and functions; ~~write~~ writes articles, newsletters, and technical documentation; ~~prepare~~ prepares system and network diagrams, flow charts, graphic presentations, and narrative reports to recommend improvements or resolve problems.

~~Repair computers, printers~~ Repairs or facilitates the repair of servers, storage and other peripherals associated systems as needed.

~~Maintain~~ Maintains current knowledge of emerging technologies and research in information technology; ~~conduct~~ conducts research; ~~assist~~ assists with developing policies and strategic plans for the use and support of emerging technologies and assess the impact on current practices.

#### OTHER DUTIES:

Perform related duties as assigned.

#### KNOWLEDGE AND ABILITIES:

##### KNOWLEDGE OF:

~~LAN/WAN technologies; including, TCP/IP, Quality of Service (QoS), wireless LANs, Cisco IOS, and Voice Over IP (VoIP) Network security principles including firewall placement and configuration and VPN implementation.~~

~~Desktop and server~~ Hypervisors, including VMware ESXi, Hyperv-V, vCenter, vOperations, VDI and associated applications.

Server operating systems, including Microsoft ~~Windows~~ Server, UNIX and Linux.

Server hardware platforms, including Cisco UCS, Lenovo, Dell, and Fujitsu.

Storage systems, including Nimble and Datrium.

Enterprise applications, including Microsoft Active Directory, Microsoft SQL Server, DNS, and ~~UNIX~~ LDAP directory services.

Messaging systems, including Microsoft Exchange, Office 365, and Enterprise Information Archiving systems.

Cloud and hosted services, including Microsoft Azure and Amazon Web Services.

Backup and data replication systems, including BackupExec, Commvault, and Zerto.

Techniques for database performance monitoring and tuning, indexing, security, recovery, and data integrity.

Analytical, research and problem solving ~~skills~~ methods; systems analysis and project management procedures and techniques.

~~Telecommunications network design.~~

Project management concepts, procedures, and tools, including Microsoft Project.

State and Federal laws and regulations relating to ~~telecommunications, and networks~~ data systems, particularly as related to data security and privacy.

Information ~~system~~ systems and network terminology ~~and telecommunications~~, policies, procedures, and vendors.

~~Installation of data/voice communication networks, telephone systems, and related software and hardware.~~

Desktop computer hardware and software.

Networking as it pertains to server and storage infrastructures.

Cyber security and firewall concepts and best practices.

Current trends, techniques, and general principles in ~~office~~ enterprise technology.

Proper telephone etiquette and public relations skills.

Proper English usage, grammar, punctuation, and vocabulary.

#### ABILITY TO:

Apply specialized knowledge ~~in~~ to LAN/WAN networks, firewalls, telecommunications systems, data communications, servers, hardware and software systems.

Identify ~~and isolate~~ systems or network related problems through the performance of diagnostics, and determine appropriate action for resolution.

Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies.

Determine systems, servers, applications, and materials to meet user and customer requests and project requirements.

Install, configure, maintain, and support database systems including Microsoft SQL Server and PostgreSQL.

Diagnose database problems; tune databases for optimum performance.

Prepare user guides and a variety of statistical and narrative reports.

Work various shifts with minimal supervision to meet user ~~and customer~~ needs.

~~Determine networking and telecommunications equipment, software programs, and materials to meet user requests.~~

Operate a variety of computer and peripheral equipment including desktop and laptop computers as well as associated software.

Anticipate systems-related issues and develop effective strategies to mitigate problems before they arise or worsen.

Perform numerical calculations accurately.

Plan, organize, and prioritize assigned tasks and functions efficiently in stressful situations.

Coordinate and monitor ~~telecommunications-networking~~systems activities with outside service providers/agencies.

Train users and customers in the proper use ~~and application~~ of ~~network equipment, software, and systems~~end-user applications.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

Communicate effectively orally and in writing.

#### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to: ~~bachelor's~~Bachelor's degree in ~~computer science, information systems~~Computer Science, Information Systems or related field, and five years of increasingly responsible experience in ~~network analysis and~~systems administration and engineering including the design, implementation and maintenance of ~~LAN/WAN~~ servers and ~~telecommunications-system operations~~storage systems.

#### **LICENSES AND OTHER REQUIREMENTS:**

~~Demonstrate proficiency in the requirements for CISCO-CCNP certification.~~

Valid California driver's license.

Preference may be given to individuals who hold one or more of the following certifications:

Microsoft Certified Solutions Expert (MCSE): Cloud Platform & Infrastructure

Certified Information Systems Security Professional (CISSP)

VMware Certified Professional (VCP)

#### **WORKING CONDITIONS:**

##### **ENVIRONMENT:**

Indoor environment.

Evening or variable hours.

Driving a vehicle to conduct work.

##### **PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Dexterity of hands and fingers to operate computer keyboard.

Seeing to perform assigned activities.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching.



Approved by Personnel Commission ~~Approval:~~ January 8, 2014

~~Sheila Lopez~~

~~January 8, 2014~~

~~Sheila Lopez~~ \_\_\_\_\_ ~~Date~~

~~Director-Classified Personnel Services~~

Revised Approval: 09/19/18

Jonathan Muñoz

Date: 09/19/2018

Jonathan Muñoz  
Director – HR/Classified Personnel Services

**AGENDA ITEM VII – D (NEW BUSINESS - ACTION)**

**APPROVAL OF ESTABLISHING CLASSIFICATION AND ASSOCIATED CLASSIFICATION SPECIFICATION AND SALARY RANGE RECOMMENDATION**

**BACKGROUND**

To meet the needs of the Office of the Superintendent, the Santa Clara County Office of Education (“SCCOE”) proposes to establish the Manager - Data Governance and Strategy classification, to support DataZone.

The Manager - Data Governance and Strategy, manages the strategic processes and business plan for delivery of data services to school districts and others, performing project leadership, initiating and managing communication with internal subject matter experts, research partners, public agencies, and other stakeholders as appropriate; participates in creating the vision and strategies that drive the delivery of data services throughout the county, region, and state; supervises and evaluates the performance of assigned personnel.

Based on the concept of the classification, and an audit of internal classifications, to ensure a robust internal structure, the salary range for Manager - Data Governance and Strategy is recommended at Range 12, which is comparable to similar classifications within the Office of the Superintendent. Thus, it is reasonable to place the salary range of Manager - Data Governance and Strategy at Range 12.

<b>TITLE</b>	<b>RANGE</b>	<b>MONTHLY SALARY</b>	<b>EDUCATION</b>	<b>EXPERIENCE</b>
Manager - Data Services	LT - 13	\$9,530 - \$12,163	MA plus Administrative Credential	5 years
Director I - Policy Development & Administrative Programs	LT - 12	\$9,076 - \$11,584	MA	5 years
<b>Manager - Data Governance and Strategy</b>	<b>LT - 12</b>	<b>\$9,076 - \$11,584</b>	<b>MA</b>	<b>5 years</b>

A copy of the classification is enclosed.

**RECOMMENDATION**

It is recommended the Personnel Commission approve / ratify the following actions:

1. Approve establishing the following classification and the associated classification specification:
  - a. Manager - Data Governance and Strategy
2. Recommend the following salary Range, for the following classification:
  - a. Manager - Data Governance and Strategy: Range 12
3. Approval shall be effective September 19, 2018.

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: MANAGER - DATA GOVERNANCE & STRATEGY**

**BASIC FUNCTION:**

Under the direction of the Director III - Data Governance Projects, manages the strategic processes and business plan for delivery of data services to school districts and others, performing project leadership, initiating and managing communication with internal subject matter experts, research partners, public agencies, and other stakeholders as appropriate; participates in creating the vision and strategies that drive the delivery of data services throughout the county, region, and state; supervises and evaluates the performance of assigned personnel.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents are highly strategic and experienced systems thinkers and project managers, adept at measurement, impact analysis, and research and evaluation methodologies, and are committed to fostering an environment of collaboration and cross-functional team success. Incumbents play a mission-critical role in the data governance policy making and implementation, and advise the Superintendent and Cabinet regarding project status, structure, planning and execution. Incumbents analyze complex organizational structures and create efficient and effective systems to deliver the highest quality services.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not a totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Develops and establishes data governance policies and procedures; communicates data governance best practices with districts and others; manages data governance policy implementation and training; monitors data governance policy compliance.

Leads the Santa Clara County Office of Education (SCCOE) data services management team in the development and implementation of the strategic plan for delivering high quality data solutions in the county, region, and state; develops the business plan to guide the activities of the data services unit.

Manages organization-wide data governance monitoring and compliance activities; establishes, communicates, and monitors the implementation of best practices to ensure the security, privacy, and confidentiality of all student data hosted by or connected to SCCOE systems.

Manages operations related to data governance, data quality and data protection issues; works closely with SCCOE leadership to improve the quality and value of core data assets; responds to regulatory protection requirements and supports the strategic requirements of the SCCOE.

Develops, writes and modifies memoranda of understanding (MOUs).

In collaboration with key stakeholders, develops the business plan to guide the activities of SCCOE's data services initiatives.

In collaboration with the data services management team, manages complex projects using standard project management methodologies to ensure the successful and timely delivery of data projects; provides regular reports on project status to SCCOE leadership and others; uses iterative processes to ensure constant product evolution to meet ever changing end user needs.

Builds the relationships and communications networks to engage community partners, agencies, and research organizations; guides the evolution of the SCCOE data services environment to meet the ever changing needs of the county, region, and state.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements; directs the development and implementation of staff development activities.

Participates in the development and management of the budget for SCCOE’s data services.

Develops and supports the data user community, documenting and sharing successes, and engaging data partners, organizations and key field experts.

Represents the SCCOE externally at meetings, conferences, and presentations.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Data governance concepts, terminology, and best practices.

Laws, codes, regulations, policies and procedures related to data privacy, protection, and security, including those found in FERPA, HIPAA, and the California Education Code.

Public sector contract and MOU structure and language.

Strategic planning and goals analysis; organizational priority-setting; resource management; action plans; outcomes monitoring and evaluation.

Project management concepts, terminology, and tools.

Research and evaluation methodologies.

Budget development and management.

Strong communication and critical thinking skills.

Organizational development practices and procedures.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

**ABILITY TO:**

Define program objectives, establish metrics, monitor and evaluate progress, and manage projects independently through a complete life cycle.

Provide guidance to programs and leadership on topics related to research, evaluation, data governance, and strategic planning.

Provide technical expertise and assistance to the Superintendent, Cabinet, and leadership regarding project status, structure, planning, and execution.

Initiate and manage communication and interaction with research institutions, community organizations, and other key stakeholders.

Communicate the importance of data for improvement of students and communities.

Deliver results in a timely and highly organized manner.

Plan and manage complex projects using standard project management concepts, terminologies, and tools.

Foster a collaborative work environment.

Prioritize work to meet deadlines using excellent organizational skills and judgment.

Work in a fast-paced, entrepreneurial environment.

Think strategically with high-level analytical skills and creative problem-solving.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Master’s degree in research methods, statistics, educational assessment or a related field, and five years of increasingly responsible experience conducting comprehensive research studies and analytical projects, and/or increasingly responsible and complex work experience in an environment directly relevant to the position.

**LICENSES AND OTHER REQUIREMENTS:**

Preference may be given to individuals who possess a project management certification.

Valid California Class C driver’s license.

A safe driving record which meets the SCCOE’s insurance requirements.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

Evening or variable hours.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of documents.

Dexterity of hands and fingers to operate a computer keyboard.

Approved by Personnel Commission: September 19, 2018



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Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

**AGENDA ITEM VI – E (NEW BUSINESS - ACTION)**

**APPROVAL OF ESTABLISHING CLASSIFICATION AND ASSOCIATED CLASSIFICATION SPECIFICATION AND SALARY RANGE RECOMMENDATION**

**BACKGROUND**

To meet the needs of the Information Systems Center, the Santa Clara County Office of Education (“SCCOE”) proposes to establish the Manager - Data Systems classification, to support DataZone.

The Manager - Data Systems, manages the development of data solutions for school districts and others, performing project leadership, initiating and managing communication with technical resources, and managing the activities of the Santa Clara County Office of Education (SCCOE) data services technical team; participates in creating the vision and strategies that drive the delivery of data services throughout the county, region, and state; supervises and evaluates the performance of assigned personnel.

Based on the highly technical concept of the classification, and an audit of internal classifications, to ensure a robust internal structure, the salary range for Manager - Data Systems is recommended at Range 13, which is comparable to similar classifications within the Information Systems Center. Moreover, this position will supervise a team of highly technical IT positions. Thus, it is reasonable to place the salary range of Manager - Data Systems at Range 13.

A copy of the classification is enclosed.

<b>TITLE</b>	<b>RANGE</b>	<b>MONTHLY SALARY</b>	<b>EDUCATION</b>	<b>EXPERIENCE</b>
<b>Manager - Data Systems</b>	LT - 13	\$9,530 - \$12,163	MA	5 years
Database Administrator III	OTBS - 59.5	\$9,895 - \$11,752	BA	5 years
Manager - Systems Administration	LT - 12	\$9,394 - \$11,989	BA	5 years

**RECOMMENDATION**

It is recommended the Personnel Commission approve / ratify the following actions:

1. Approve establishing the following classification and the associated classification specification:
  - a. Manager - Data Systems
2. Recommend the following salary Range, for the following classification:
  - a. Manager - Data Systems: Range 13
3. Approval shall be effective September 19, 2018.

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: MANAGER - DATA SYSTEMS**

**BASIC FUNCTION:**

Under the direction of the Director III - Information Systems, manages the development of data solutions for school districts and others, performing project leadership, initiating and managing communication with technical resources, and managing the activities of the Santa Clara County Office of Education (SCCOE) data services technical team; participates in creating the vision and strategies that drive the delivery of data services throughout the county, region, and state; supervises and evaluates the performance of assigned personnel.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents possess an extraordinary level of technical expertise, are highly organized and experienced systems thinkers and project managers, and are committed to fostering an environment of collaboration and cross-functional team success.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Manages the operations of the SCCOE data services technical team; acts as a technical resource to the team, particularly in the areas of extraction, transformation and load (ETL), and dashboard design and development, data warehouse architecture, data modeling, and database administration.

Ensures that all SCCOE data systems comply with data security guidelines as defined by the organization's data governance policies; establishes a framework for compliance of SCCOE data systems with laws, codes, regulations, policies and procedures related to data privacy, protection, and security, including those found in FERPA, HIPAA, and the California Education Code.

Manages regular security audits, risk assessments, and analyses of SCCOE's data systems; researches and responds to suspected and real data security breaches.

In collaboration with the data services management team, manages complex projects using standard project management methodologies to ensure the successful and timely delivery of data projects; provides regular reports on project status to SCCOE leadership and others; uses iterative processes to ensure constant product evolution to meet ever changing end user needs.

In collaboration with the web development team, specifies and leads the design and development of custom solutions for data management, reporting and analysis.

Participates in developing the mission, vision, and strategic plan for delivering high quality data solutions in the county, region, and state.

Manages the budget for the data services technical team; participates in the development and management of the budget for SCCOE's data services.

Develops and establishes data governance policies and procedures; communicates data governance best practices with districts and others; support integration of data systems to foster data governance best practices.

Develops and supports the data user community, documenting and sharing successes, and engaging data partners, organizations and key field experts.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions; coordinates subordinate work assignments and schedules, and reviews work to assure compliance with established standards, requirements and procedures; assures employee understanding of established requirements; directs the development and implementation of staff development activities.

Represents the SCCOE externally at meetings, conferences, and presentations.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Development and maintenance of data structures and objects using the Microsoft SQL Server product suite.

ETL, data warehouse, data mining, data optimization and data visualization tools.

Business Intelligence toolkits using SQL Server 2012 and higher.

Web application protocols, Web services (components including JavaScript, XML, JSON), scripting, software development frameworks

Operating systems including Windows and Linux.

Networking technologies (TCP/IP, NAT, DNS, DHCP, etc.)

Network and data security protocols, concepts and tools.

Encryption technologies and best practices for protecting stored and transmitted data.

Laws, codes, regulations, policies and procedures related to data privacy, protection, and security, including those found in FERPA, HIPAA, and the California Education Code.

Budget development and management.

Project management concepts, terminology, and tools.

Research and evaluation methodologies, data systems, and best practices for continuous improvement in education.

Data governance concepts, terminology, and best practices.

Applicable laws, codes, regulations, policies and procedures.

Strong communication and critical thinking skills.

Organizational development practices and procedures.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

**ABILITY TO:**

Access, visualize, and analyze large and complex data sets using data standard data visualization tools such as Microsoft Power BI or other reporting software.

Translate complex data & analysis results into clear, engaging, and actionable reports or presentations.

Assess new initiatives to determine the work effort and estimate the necessary time-to-completion.



Direct, coordinate, plan and manage data warehouse related development and programming activities. Plan and manage complex projects using standard project management concepts, terminologies, and tools.

Define program objectives, establish metrics, monitor and evaluate progress, and manage projects independently through a complete life cycle.

Prioritize work to meet deadlines using excellent organizational skills and judgment.

Communicate clearly and effectively to accomplish team objectives.

Work in a fast-paced, entrepreneurial environment.

Think flexibly and strategically with high level analytical skills and creative problem-solving.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Master’s degree in Computer Science or related field and five years of increasingly responsible experience in data systems administration, security, and management, including at least two years in a supervisory capacity.

**LICENSES AND OTHER REQUIREMENTS:**

Preference may be given to individuals who possess a project management certification.

Valid California Class C driver’s license.

A safe driving record which meets the SCCOE’s insurance requirements.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.

Driving a vehicle to conduct work.

Evening or variable hours.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations.

Seeing to read a variety of documents.

Dexterity of hands and fingers to operate a computer keyboard.

Approved by Personnel Commission: September 19, 2018



Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

**AGENDA ITEM VI – F (NEW BUSINESS - ACTION)**

**APPROVAL OF  
APPROVAL OF ESTABLISHING CLASSIFICATION AND  
ASSOCIATED CLASSIFICATION SPECIFICATION AND  
SALARY RANGE RECOMMENDATION**

**BACKGROUND**

To meet the needs of the Information Systems Center, the Santa Clara County Office of Education (“SCCOE”) proposes to establish the Data Warehouse Analyst - Senior classification, to support DataZone.

The Data Warehouse Analyst - Senior, designs, develops, implements and maintains data warehousing applications and other data systems for the Santa Clara County Office of Education (SCCOE), districts, schools, and partners; provides technical direction and assistance to the data systems technical team; supports research, data analysis and data driven decision-making, which includes, but is not limited to defining metrics, reports, and analysis.

Based on the concept of the classification, and an audit of internal classifications within the SEIU work unit, to ensure a robust internal structure, the salary range for Data Warehouse Analyst - Senior is recommended at Range 57.

A copy of the classification is enclosed.

<b>TITLE</b>	<b>RANGE</b>	<b>MONTHLY SALARY</b>	<b>EDUCATION</b>	<b>EXPERIENCE</b>
Database Administrator III	OTBS - 59.5	\$9,895 - \$11,752	BA	5 years
<b>Data Warehouse Analyst - Senior</b>	<b>OTBS - 57</b>	<b>\$8,784 - \$10,429</b>	<b>BA</b>	<b>5 years</b>
Research & Data Governance Analyst - Senior	OTBS - 57	\$8,784 - \$10,429	MA	4 years
Database Administrator II	OTBS - 56	\$8,377 - \$9,947	BA	3 years

**RECOMMENDATION**

It is recommended the Personnel Commission approve / ratify the following actions:

1. Approve establishing the following classification and the associated classification specification:
  - a. Data Warehouse Analyst - Senior
2. Recommend the following salary Range, for the following classification:
  - a. Data Warehouse Analyst - Senior: Range 57
3. Approval shall be effective September 19, 2018.

**SANTA CLARA COUNTY OFFICE OF EDUCATION**  
**Personnel Commission**

**CLASS TITLE: DATA WAREHOUSE ANALYST - SENIOR**

**BASIC FUNCTION:**

Under the direction of the Manager - Data Systems, designs, develops, implements and maintains data warehousing applications and other data systems for the Santa Clara County Office of Education (SCCOE), districts, schools, and partners; provides technical direction and assistance to the data systems technical team; supports research, data analysis and data driven decision-making, which includes, but is not limited to defining metrics, reports, and analysis.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents work independently with limited direction in a fast-paced environment, carrying out assigned tasks, which are subject to change into complex situations depending on unknown and quickly developing variables. Incumbents troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing complex problems and situations with wide-reaching impact. Incumbents make recommendations for improvement regarding day-to-day operations, and assist in guiding, training, and leading the activities of data systems technical team members.

**REPRESENTATIVE DUTIES:**

The following duties are examples of assignments performed by incumbents in this classification. It is not totally comprehensive list of duties, nor is it restrictive regarding job assignments.

**ESSENTIAL DUTIES:**

Designs and builds new data models and associated extraction, transformation and load (ETL) processes including facilitation of source system data mapping sessions.

Maintains and troubleshoots existing data models and associated ETL processes.

Develops and tests Business Intelligence (BI) solutions such as databases, queries, views, reports, and dashboards.

Ensures the accuracy, privacy, reliability, security and accessibility of data in the data warehouse; participates in and facilitates the data governance process by enforcing data integrity and data security guidelines and recommending process improvements.

Assists in data conversions, imports, and exports of data within and between internal and external software systems, including data to and from multiple student information systems, agencies, assessments and vendors.

Assists the SCCOE data services management team in building and managing a wide variety of data sets.

Performs detailed data validation and audits for data residing in the data warehouse; performs root cause analysis and troubleshooting for data issues when required; creates and documents criteria for assessing data issues and opportunities.

Anticipates potential problems and develops solutions needed to resolve them; systemically analyzes relationships between apparently independent problems and issues and identifies trends as well as isolated events.

Assists in developing and establishing standard procedures and best practices for the data systems technical team; researches and implements new technologies; provides technical direction and assistance to the data systems technical team.

Participates in scheduling and task monitoring to assure timely completion of projects; provides guidance and technical assistance to staff in the resolution of technical and programming problems; maintains timelines for projects to assure compliance with project delivery dates.

Develops and maintains effective working relationships with school districts and vendors; educates and trains district users and others to use the data as an analytical tool, displaying the information in new form and content for the purpose of analysis and exploring options.

Participates in continuous learning, professional development, training and ongoing education as needed to stay current with emerging technologies, industry best practices and data security standards.

Operates a computer, a variety of software, and other office equipment as assigned; drives a vehicle to conduct work as assigned.

**OTHER DUTIES:**

Performs related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

SQL, ETL, data warehouse, data mining, data optimization and data visualization tools.

Object oriented design and one or more object-oriented programming languages.

MSSQL query design and server-side scripting techniques including Transact SQL, VB.NET - as well as client-side technologies such as JavaScript, HTML, and CSS.

Incident management and process management applications like Cherwell, Jira, and Microsoft Project.

Agile software development and building high quality testable and maintainable software.

Data governance concepts.

Product and software development lifecycles.

Team software development roles and practices.

Project management concepts, terminology, and tools.

Google Docs and spreadsheets.

Systems analysis and design.

Proper English usage including grammar, spelling, punctuation and sentence structure.

**ABILITY TO:**

Effectively use data processing, analysis, visualization technologies such as SQL, ETL, and Javascript/HTML/CSS.

Write and test SQL scripts to migrate data between systems as required.

Build and maintain analytics systems that are efficient, reliable, maintainable, extensible, and testable using various programming languages and SQL stored procedures.

Analyze source systems for data transformation to a data warehouse.

Analyze, interpret and generate insights/reports on large data sets.  
 Translate complex data and analysis results into clear, engaging, and actionable reports or presentations.  
 Develop reports and complex dashboards, automating reporting as needed.  
 Design, structure and organize large-scale data sets.  
 Design, create and maintain data dashboards.  
 Plan, organize, and document project timelines and deliverables.  
 Assess new initiatives to determine the work effort and estimate the necessary time-to-completion.  
 Oversee, coordinate and perform responsible data engineering related development and programming activities.  
 Interpret technical procedures and documentation, and explain technical concepts in non-technical terms to team members, clients and users.  
 Conduct small group and individual client training.  
 Prioritize, organize and schedule work assignments and projects.  
 Work under limited supervision with only occasional instruction and assistance.  
 Establish and maintain cooperative and effective working relationships with others.  
 Perform complex problem solving as well as critical thinking, using logic and reasoning to identify strengths and weaknesses to solutions and approaches.  
 Work with management, administrators, and other team members to solve complex development challenges.  
 Communicate effectively in both oral and written form.

**EDUCATION AND EXPERIENCE:**

*Any combination equivalent to:* Bachelor's degree in Computer Science or related field and five years of increasingly responsible experience supporting and developing data warehouses or related data visualization environments.

**LICENSES AND OTHER REQUIREMENTS:**

Valid California Class C driver's license.  
 A safe driving record which meets the SCCOE's insurance requirements

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
 Driving a vehicle to conduct work.  
 Evening or variable hours.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information and make presentations. Seeing to read a variety of documents.  
 Dexterity of hands and fingers to operate a computer keyboard.

Approved by Personnel Commission: September 19, 2018



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Jonathan Muñoz  
Director – HR/Classified Personnel Services

Date: 09/19/2018

**AGENDA ITEM VI – G (NEW BUSINESS - ACTION)**

**APPROVAL / RATIFICATION OF  
POSITION REALLOCATION**

**BACKGROUND**

Prior to the Early Learning Services Department (“Department”) blending Head Start and State Preschool programs, the Department ran two Eligibility, Recruitment, Selection, Enrollment and Attendance (“ERSEA”) units. Incumbents in State Preschool held positions in the Eligibility Enrollment Specialist classification, Range 42.5, and incumbents in Head Start held positions in the ERSEA Compliance Specialist – Restricted, classification, Range 44.0. The Department is merging the ERSEA units into one unit, and requests the reallocation of two positions belonging to Eligibility Enrollment Specialist, to the more appropriate classification of ERSEA Compliance Specialist - Restricted. The request is to appropriately allocate the higher level responsibilities and functions of the job since the Head Start and State Preschool programs blended. This reallocation affects two employees who originally worked within State Preschool, but in anticipation of the Head Start and State Preschool programs blending, the two incumbents were administratively transferred to Head Start last fiscal year in a strategic effort to exchange information and processes between the two ERSEA units.

The two incumbents and direct supervisor have been interviewed and have confirmed the accretion of higher level duties overtime. Moreover, the Department leadership created a course of action plan for the ERSEA units to blend into one unit, which supports reallocation. Finally, the incumbents both meet the minimum qualifications for the ERSEA Compliance Specialist - Restricted classification, and successfully passed the examination for ERSEA Compliance Specialist - Restricted. Thus, this item comes before the Commission for approval.

**RECOMMENDATION**

It is recommended the Personnel Commission approve the following actions:

1. Approval of reallocating positions 000294 and 002608, from Eligibility Enrollment Specialist to ERSEA Compliance Specialist - Restricted.
2. Approval shall be effective September 19, 2018.

**AGENDA ITEM VI – H (NEW BUSINESS - ACTION)**

**APPROVAL OF ELIGIBILITY LISTS**

**BACKGROUND**

The Director - Classified Personnel Services is responsible for preparing eligibility lists containing the names of eligible persons who have successfully passed required examinations and are available to accept employment in the classified service of the Santa Clara County Office of Education. The names of eligible persons have been arranged on each eligibility list in accordance with its examination rules.

**RECOMMENDATION**

The Director - Classified Personnel Services respectfully recommends the Personnel Commission approve and/or ratify the following eligibility lists:

	CLASSIFICATION	DATE	UNIT	NUMBER OF ELIGIBLES	NUMBER OF RANKS
1	Administrative Assistant III	08/02/18	OTBS	11	11
2	Home Visiting Specialist - Early Head Start - Restricted	08/06/18	OTBS	6	5
3	Associate Teacher - Restricted	08/07/18	AIDES	7	6
4	Director I - Child Care Planning & Support	08/07/18	LT	5	4
5	IT Support Specialist	08/16/18	OTBS	8	6
6	Supervisor - Public Information	08/27/18	LT	5	5
7	Director III - Internal Business Services	08/28/18	LT	2	2
8	Print Support Technician	09/06/18	OTBS	1	1
9	Paraeducator - Special Education	09/06/18	AIDES	5	Unranked



**AGENDA ITEM VI – I (NEW BUSINESS - INFORMATIONAL)**

**INFORMATION RECEIVED  
MONTHLY VACANCY STATUS REPORT**

**BACKGROUND**

A monthly report is provided to the Commissioners outlining the vacancy requests since the previous Personnel Commission meeting. The report is updated on an on-going basis, between Personnel Commission meetings. Enclosed, please find the Monthly Vacancy Status Report. This item is informational only.

CLASSIFIED PERSONNEL SERVICES  
Vacancy Status Report - Paraeducator – Special Education

Reporting Period: August 8, 2018 to September 19, 2018  
Report Date: 9/12/2018

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	4693	Paraeducator - Special Education	Baldwin	Kathy	Filled	09/10/18
2	4067	Paraeducator - Special Education	Martin Murphy	Kathy	Filled	08/15/18
3	3641	Paraeducator - Special Education	Herman Intermediate	Kathy	Filled	09/07/18
4	2106	Paraeducator - Special Education	Oster	Kathy	Filled	08/15/18
5	2898	Paraeducator - Special Education	Carson	Kathy	Filled	09/17/18
6	1416	Paraeducator - Special Education	Santa Teresa Elementary	Kathy	Filled	09/14/18
7	0903	Paraeducator - Special Education	Parkway Elementary	Kathy	Filled	08/15/18
8	2108	Paraeducator - Special Education	Orchard	Kathy	Filled	08/27/18
9	3874	Paraeducator - Special Education	Orchard	Kathy	Filled	09/10/18
10	4707	Paraeducator - Special Education	Santa Clara High School	Kathy	Filled	08/15/18
11	3601	Paraeducator - Special Education	Ley Va	Kathy	Filled	09/24/18
12	1798	Paraeducator - Special Education	Hester	Kathy	Filled	08/15/18
13	3585	Paraeducator - Special Education	Hester	Kathy	Filled	08/27/18
14	3834	Paraeducator - Special Education	Buchser	Kathy	Filled	09/10/18
15	3581	Paraeducator - Special Education	Brownell	Kathy	Certified	
16	3829	Paraeducator - Special Education	Marlatt Center	Kathy	Certified	
17	3887	Paraeducator - Special Education	Laurelwood	Kathy	Certified	
18	2503	Paraeducator - Special Education	Ley Va	Kathy	Certified	
19	0366	Paraeducator - Special Education	Moreland	Kathy	Testing/Orals	
20	1783	Paraeducator - Special Education	Moreland	Kathy	Testing/Orals	
21	3614	Paraeducator - Special Education	Moreland	Kathy	Testing/Orals	
22	4708	Paraeducator - Special Education	Steinbeck	Kathy	Testing/Orals	
23	2511	Paraeducator - Special Education	Santa Teresa Elementary	Kathy	Testing/Orals	
24	0351	Paraeducator - Special Education	Seven Trees	Kathy	Testing/Orals	
25	4377	Paraeducator - Special Education	Del Mar High School	Kathy	Testing/Orals	
26	2803	Paraeducator - Special Education	Westmont High School	Kathy	Testing/Orals	
27	3671	Paraeducator - Special Education	Westmont High School	Kathy	Testing/Orals	
28	0302	Paraeducator - Special Education	Chandler Tripp	Kathy	Testing/Orals	
29	1586	Paraeducator - Special Education	Monticello	Kathy	Testing/Orals	
30	3636	Paraeducator - Special Education	Monticello	Kathy	Testing/Orals	
31	0520	Paraeducator - Special Education	Carolyn Clark	Kathy	Testing/Orals	

CLASSIFIED PERSONNEL SERVICES  
Vacancy Status Report - Paraeducator – Special Education

Reporting Period: August 8, 2018 to September 19, 2018  
Report Date: 9/12/2018

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
32	0378	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
33	0593	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
34	1413	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
35	2372	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
36	2997	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
37	3561	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
38	3578	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
39	3605	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
40	3672	Paraeducator - Special Education	Buchser	Kathy	Testing/Orals	
41	3642	Paraeducator - Special Education	Connect East	Kathy	Testing/Orals	
42	3696	Paraeducator - Special Education	SDC/Osborne	Kathy	Testing/Orals	
43	3566	Paraeducator - Special Education	Connect East	Kathy	Transfer Hotline	
44	0667	Paraeducator - Special Education	Chandler Tripp	Kathy	HOLD	
45	1007	Paraeducator - Special Education	Chandler Tripp	Kathy	HOLD	
46	2900	Paraeducator - Special Education	Independence	Kathy	Repost	
47	2990	Paraeducator - Special Education	Anne Darling	Kathy	Repost	
48	2103	Paraeducator - Special Education	Hester	Kathy	Repost	

**CLASSIFIED PERSONNEL SERVICES  
Vacancy Status Report**

**Reporting Period: August 8, 2018 to September 19, 2018**  
Report Date: 9/12/2018

#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	DATE CERTIFIED	TENTATIVE START DATE
1	1622	Associate Teacher - Restricted	Early Learning Services/Glenview	Jonathan	Filled	08/13/18	09/04/18
2	2546	Associate Teacher - Restricted	Early Learning Services/Hollister	Jonathan	Filled	08/13/18	09/04/18
3	3400	Associate Teacher - Restricted	Early Learning Services/Edenvale	Jonathan	Filled	07/31/18	09/04/18
4	5389	Associate Teacher - Restricted	Early Learning Services/Daniel Lairon	Jonathan	Filled	08/13/18	09/04/18
5	5425	Associate Teacher - Restricted	Early Learning Services/Daniel Lairon	Jonathan	Filled	07/31/18	09/04/18
6	0916	Cook - Lead	Walden West	Jonathan	Filled	08/16/18	09/04/18
7	1392	Director III - Internal Business Services	Internal Business Services	Jonathan	Filled	09/04/18	10/01/18
8	5412	Emergency Preparedness, School Safety and Security Administrator	Risk Management	Jonathan	Filled	08/16/18	09/04/18
9	0009	Food Service Assistant	Environmental Educator	Jonathan	Filled	08/09/18	08/27/18
10	3490	School Office Coordinator - Special Education	Special Education/Chandler Tripp	Jonathan	Filled	08/13/18	09/04/18
11	4862	Supervisor - Migrant Education Identification & Recruitment	Migrant Education	Jonathan	Filled	08/18/18	09/17/18
12	0744	Applications Systems Analyst	Technology Programs & Instructional Support Center	Kathy	Filled	08/17/18	09/17/18
13	5058	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services	Kathy	Filled	08/06/18	09/17/18
14	5061	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services	Kathy	Filled	08/06/18	08/27/18
15	5063	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services	Kathy	Filled	08/06/18	08/27/18
16	5064	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services	Kathy	Filled	08/06/18	08/27/18
17	0076	Supervisor - Classification & Recruitment	Classified Personnel Services	Kathy	Filled	07/30/18	08/27/18
18	5433	Supervisor - Public Information	Media and Communications	Kathy	Filled	09/04/18	09/24/18
19	5417	Director I - Child Care Planning & Support	Office of the Superintendent	Linda	Filled	08/13/18	08/21/18
20	0098	Environmental Education Specialist	Environmental Educator	Marisa	Filled	07/27/18	09/04/18
21	0118	Environmental Education Specialist	Environmental Educator	Marisa	Filled	07/27/18	09/04/18
22	4516	Environmental Education Specialist	Environmental Educator	Marisa	Filled	07/27/18	09/04/18
23	5008	Environmental Education Specialist	Environmental Educator	Marisa	Filled	07/27/18	09/04/18
24	5153	Environmental Education Specialist	Environmental Educator	Marisa	Filled	07/27/18	09/04/18
25	5399	Supervisor - Human Resources / Substitute Services	Substitute Services	Marisa	Filled	08/24/18	09/04/18
26	3981	Paraeducator - Alternative Education	Alternative Education/Suno	Meipo	Filled	07/19/18	08/27/18
27	5265	Paraeducator - Opportunity Youth Academy	Alternative Education/OYA	Meipo	Filled	07/19/18	08/27/18
28	5404	Administrative Assistant III	Innovation and Instructional Support	Yasmeen	Filled	08/10/18	09/04/18
29	5420	Administrative Assistant III	Credentialing Programs	Yasmeen	Filled	08/15/18	08/20/18
30	5150	Health Technician - Environmental Education	Environmental Educator	Yasmeen	Filled	08/20/18	09/17/18
31	5336	Manager - Program and Quality Assurance	Early Learning Services	Yasmeen	Filled	07/03/18	08/27/18
32	4485	Office Specialist	Special Education Information Systems	Yasmeen	Filled	08/15/18	09/04/18
33	5179	School Site Technology Support Specialist	Center/Network & Technical	Yasmeen	Filled	08/01/18	09/04/18
34	3975	Migrant Education Program Advocate	Migrant Education	Jonathan	Certified	09/11/18	
35	0794	School Office Coordinator - Special Education	Special Education/McCollam	Marisa	Certified	09/11/18	
36	0765	IT Support Specialist	Information Systems Center/Network & Technical	Yasmeen	Certified	09/05/18	
37	0648	Print Support Technician	Print Services Information Systems	Yasmeen	Certified	09/10/18	
38	5124	Network Analyst - Senior	Center/Network & Technical	Kathy	Testing/Orals		
39	3514	Specialized Physical Health Care (SPHC) Assistant	Special Education/Chandler Tripp	Kathy	Testing/Orals		
40	4700	Specialized Physical Health Care (SPHC) Assistant	Special Education/Monticello Technology Programs &	Kathy	Testing/Orals		
41	3304	Web Developer / Programmer	Instructional Support Center	Kathy	Testing/Orals		

**CLASSIFIED PERSONNEL SERVICES  
Vacancy Status Report**

**Reporting Period: August 8, 2018 to September 19, 2018**  
Report Date: 9/12/2018

#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	DATE CERTIFIED	TENTATIVE START DATE
42	5040	Associate Teacher - Educare	Early Learning Services	Marisa	Testing/Orals		
43	5080	Associate Teacher - Educare	Early Learning Services	Marisa	Testing/Orals		
44	5446	Educator Resource Center Technical Specialist	Credentialing Programs	Marisa	Testing/Orals		
45	1387	Executive Assistant	Classified Personnel Services	Marisa	Testing/Orals		
46	0708	Payroll Services Specialist I/II	Payroll Services	Marisa	Testing/Orals		
47	5445	School Office Coordinator - Alternative Education	Alternative Education/Suno	Marisa	Testing/Orals		
48	5411	Supervisor - Custodial Services	General Services	Marisa	Testing/Orals		
49	2674	Buyer	Purchasing Services	Yasmeen	Testing/Orals		
50	5439	Migrant Education Community Liaison	Migrant Education	Yasmeen	Testing/Orals		
51	5434	Print Production Coordinator	Print Services	Yasmeen	Testing/Orals		
52	5131	Staff Development Specialist	Workforce and Organizational Development	Yasmeen	Testing/Orals		
53	5059	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services	Kathy	Repost		
54	4099	Paraeducator - Alternative Education	Alternative Education/Suno	Meipo	Repost		
55	0588	Education Interpreter/Tutor - DHOH	Special Education/Leigh	Yasmeen	Repost		
56	0853	Education Interpreter/Tutor - DHOH	Special Education/Dartmouth	Yasmeen	Repost		
57	1016	Education Interpreter/Tutor - DHOH	Special Education/Leigh	Yasmeen	Repost		
58	1648	Education Interpreter/Tutor - DHOH	Special Education/Dartmouth	Yasmeen	Repost		
59	2062	Education Interpreter/Tutor - DHOH	Special Education/Silver Creek	Yasmeen	Repost		
60	2535	Education Interpreter/Tutor - DHOH	Special Education/Oster	Yasmeen	Repost		
61	2916	Education Interpreter/Tutor - DHOH	Special Education/Leigh	Yasmeen	Repost		
62	4701	Education Interpreter/Tutor - DHOH	Special Education/Oster	Yasmeen	Repost		
63	5190	Administrative Assistant III	Safe & Healthy Schools	Yasmeen	Hold		