

**PUBLIC NOTICE
PERSONNEL COMMISSION AGENDA
REGULAR MEETING #535
APRIL 10, 2024, 10:00 A.M.
BOARD ROOM**

I. CALL TO ORDER

II. ROLL CALL

President – Rod Adams
Vice President – Nicholas Gervase
Member – Libby Spector

III. APPROVAL OF AGENDA #535 – April 10, 2024..... ACTION

IV. APPROVAL OF MINUTES

A. Regular Meeting #534 – March 13, 2024 ACTION

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

VI. NEW BUSINESS

A. Approval / Ratification of Establishing Classification, Associated Classification Specification and Recommending Salary Range ACTION
a. Manager – Accounting Services, LT - Range 11

B. Approval / Ratification of Establishing Classification, Associated Classification Specification and Recommending Salary Range ACTION
a. Assistant Director – Data Governance, LT - 14

C. Approval / Ratification of Classification Specification Revision and Retitling ACTION
a. ServiceNow Administrator

D. Approval / Ratification of Establishing and / or Extending Eligibility Lists ACTION

E. Personnel Commission Budget: 2024-2025 (First Reading) INFORMATION

F. Monthly Vacancy Status Report INFORMATION

VII. SECRETARY’S REPORT

VIII. FUTURE MEETINGS OR DISCUSSION ITEMS (Next Meeting: May 8, 2024)

IX. ADJOURNMENT

**PERSONNEL COMMISSION
REGULAR MEETING #534
MARCH 13, 2024, 10:00 A.M.
UNAPPROVED MINUTES**

I. CALL TO ORDER

The meeting was called to order by President Rod Adams at 10:00 a.m.

II. ROLL CALL

MEMBERS PRESENT	STAFF PRESENT
Rod Adams, President Nicholas Gervase, Vice President Libby Spector, Member	Marisa Perry Yasmeen Husain Amy Luna Alice Serraoon Shahana Shah

OTHERS PRESENT	
Dr. Mary Ann Dewan Yolanda Anguiano Angela Chao	Maria dela Cruz Alberto Verduzco

III. APPROVAL OF AGENDA

MOTION #534-1: The Commission approved Agenda #534, March 13, 2024, moved by Mr. Nicholas Gervase, and seconded by Ms. Libby Spector.

MOTION #534-1: carried unanimously.

IV. APPROVAL OF MINUTES

MOTION #534-2: The Commission approved the Minutes for the Regular Personnel Commission Meeting #533, February 14, 2024, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.

MOTION #534-2: carried unanimously.

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

None

VI. NEW BUSINESS

A. Dr. Mary Ann Dewan, County Superintendent of Schools

Superintendent Dewan addressed the commission and provided Office, State budget, and student enrollment updates. She also distributed copies of the Annual Report to the Commissioners and thanked them for supporting SCCOE initiatives.

B. Approval of the Personnel Commission Meeting Calendar for 2024-2025

MOTION #534-3: The Commission approved the proposed Personnel Commission Meeting Calendar for 2024-2025 within Personnel Commission Agenda #534, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.

MOTION #534-3: carried unanimously.

Month	Date	Year	Day	Meeting Category
July	10	2024	Wednesday	Regular
August	14	2024	Wednesday	Regular
September	11	2024	Wednesday	Regular
October	9	2024	Wednesday	Regular
November	13	2024	Wednesday	Regular
December	11	2024	Wednesday	Regular
January	15	2025	Wednesday	Regular
February	12	2025	Wednesday	Regular
March	12	2025	Wednesday	Regular
April	9	2025	Wednesday	Regular
May	14	2025	Wednesday	Regular
June	11	2025	Wednesday	Regular

C. Approval / Ratification of Establishing and / or Extending Eligibility Lists

MOTION #534-4: The Commission approved and / or ratified the Eligibility Lists listed within Personnel Commission Agenda #534, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.

MOTION #534-4: carried unanimously.

D. Monthly Vacancy Status Report – March 13, 2024

Director Perry reported on the Monthly Vacancy Status and positions filled. The Commission accepted the report as delivered.

E. SECRETARY'S REPORT

Director Perry reported on the following:

- Amy Luna was introduced as the new Classified Personnel Specialist. She will attend the Merit Academy starting in March 2024.
- Marisa Perry and Alice Serraon will attend a virtual job analysis workshop from WRIPAC.
- Yasmeen Husain will coordinate with other departments to schedule site visits.

F. FUTURE MEETINGS OR DISCUSSION ITEMS

The next Personnel Commission regular meeting is scheduled for Wednesday, April 10, 2024, at 10:00 a.m.

G. ADJOURNMENT

The meeting adjourned at 10:25 a.m.

Respectfully submitted,



Marisa Perry
Ex-Officio Secretary, Personnel Commission

AGENDA ITEM VI – A (NEW BUSINESS – ACTION)

APPROVAL / RATIFICATION OF ESTABLISHING CLASSIFICATION, ASSOCIATED CLASSIFICATION SPECIFICATION AND RECOMMENDING SALARY RANGE

BACKGROUND

The Internal Business Services Department proposes establishing the Manager – Accounting Services position to better support the organization and department by performing various professional accounting and auditing duties, including the analysis of agency-wide financial information, coordination of the annual audit, monitoring of financial controls and provides training and support on accounting processes and procedures.

Based on the concept of the classification, and an audit of similar positions and positions within the SCCOE, to ensure a robust internal structure, the salary range for Manager – Accounting Services is recommended at Range 11.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
Manager - Accounting Services	LT -11	\$11,181.87 - \$14,271.25	BA	4 YRS
Manager - Payroll Services	LT -11	\$11,181.87 - \$14,271.25	BA	4 YRS
Supervisor - Accounting Services	LT -10	\$10,649.46 - \$13,591.78	BA	3 YRS
Supervisor - Payroll Services	LT -10	\$10,649.46 - \$13,591.78	BA	3 YRS

A copy of the classification specification is enclosed.

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
 - a. Manager – Accounting Services
2. Recommend the following salary Range for the following classification:
 - a. Manager – Accounting Services, LT – Range 11
3. Approval shall be effective April 10, 2024

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: MANAGER – ACCOUNTING SERVICES

BASIC FUNCTION:

Under the direction of assigned supervisor, the Manager – Accounting Services is responsible for accounting and budget analysis and review related to revenues and expenditures; evaluates financial data for assigned special programs and grants; approves, monitors, updates, and reconciles fiscal information in compliance with established policies and procedures; assists with audit process; 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 comprehensive list of duties, nor is it restrictive regarding job assignments.

ESSENTIAL DUTIES:

- Analyzes agency-wide financial information (e.g. budget, position control data, general ledger, financial reports, etc.) to assure proper amounts, receipt, and classification in compliance with state and federal laws; identifies potential budget variances and compiles statistical information.
- Administers, audits, and monitors the maintenance of purchase card and credit accounts.
- Coordinates the audit schedule and serves as a liaison with external auditors; prepares related schedules and financial statements for annual audit reports.
- Establishes and monitors financial controls and provides for appropriate auditing for accounts payable and payroll warrants.
- Assures proper and timely revenue and expense recognition; projects cash flow and resolves cash shortages.
- Reconciles tax revenue, accounts payable, accounts receivable, and carryovers from prior year; prepares opening and closing journal entries.
- Reviews and approves reconciliation of revolving cash accounts and petty cash account for the County School Service Fund, Child Development Fund, County Schools Facilities Fund, Debt Service Fund and Self Insurance Fund, makes recommendations for necessary adjustments.
- Monitor budgets for proper revenue and expense classification and authorization.
- Monitors, analyzes, and/or reviews financial summaries, program budgets, proposed budgets for grant applications, financial transactions to ensure accuracy, proper account charges, coding, and compliance in accordance with California School Accounting Manual (CSAM).

- Implements corrections, makes recommendations for fund transfers, resolves discrepancies as necessary and/or processes documents for input into financial systems.
- Develops reporting processes, procedures, and internal controls (e.g. Accounts Payables, Accounts Receivables, fixed asset policy development, state regulations and requirements, etc.) to maintain the efficient flow of financial processes.
- Provides training and support to other departmental administrators regarding procedures and program requirements such as grant management, accounting and budget reports, budget development, year-end closing, etc.
- Monitors and reconciles a wide variety of financial data (e.g. budget to actual allocations, year-end accruals, payroll transactions, carryovers, and fund balances) for SCCOE’s internal operations to ensure that practices are followed.
- Maintains agency-wide chart of accounts in accordance with CSAM and Standardized Account Code Structure (SACS); implements applicable Governmental Accounting Standards Board (GASB) pronouncements.
- Facilitates and leads a variety of meetings and trainings on the budgeting and accounting requirements of grants and special programs.
- Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination, and disciplinary actions.

OTHER DUTIES:

- Performs other duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:

KNOWLEDGE OF:

- Principles and practices of accounting and financial reporting, and relevant federal, state, and local laws and regulations including:
 - Governmental Accounting Standards Board (GASB) pronouncements
 - Generally Accepted Accounting Principles (GAAP)
 - California School Accounting Manual (CSAM)
 - Standardized Account Code Structure (SACS)
- Management of accounting and budgetary operations and activities, including the review, evaluation, maintenance and adjustment of funds, budgets, and accounts.
- Accounting and fiscal systems, policies, procedures, and practices.
- Financial analysis and projection techniques.
- Budget preparation and control.
- Preparation of financial statements and comprehensive accounting reports.
- Financial and statistical record-keeping techniques.
- Educational accounting and fiscal management functions.
- Oral and written communication skills.

- Operation of a variety of office equipment including a computer and assigned software.

ABILITY TO:

- Understand, interpret, and ensure compliance with laws and regulations.
- Apply accounting and budgeting principles and procedures.
- Maintain a high degree of integrity in the maintenance of financial records.
- Prepare clear and concise financial and accounting analysis reports.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain confidentiality.
- Meet assigned deadlines and schedules.
- Produce accurate work with attention to details of work content.
- Communicate with diverse groups.
- Work as part of a team.
- Train, supervise, and evaluate assigned personnel.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies knowledge of the intersectionality of race, equity, and inclusion.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Bachelor’s degree from an accredited college or university with major course work in accounting, business administration or a related field, and
- Four years of increasingly responsible professional experience in accounting and auditing with broad exposure to budgeting and school district accounting, including two years supervising and evaluating the work of accounting staff.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.
- Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

- 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.
- Bending at the waist, kneeling, or crouching to retrieve and file materials.
- Sitting for extended periods of time.
- Lifting light objects.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: April 10, 2024



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 4/10/24

AGENDA ITEM VI – B (NEW BUSINESS – ACTION)

APPROVAL / RATIFICATION OF ESTABLISHING CLASSIFICATION, ASSOCIATED CLASSIFICATION SPECIFICATION AND RECOMMENDING SALARY RANGE

BACKGROUND

The Integrated Data, Research and Evaluation Department oversees the SCCOE Data Governance Program, aids districts in data visualization, and is committed to innovative ways to utilize data for improved student outcomes. The department proposes establishing the Assistant Director – Data Governance classification to manage the strategic processes and business plan for delivery of data governance and privacy of data support to the organization, school districts, and other partners.

Based on the concept of the classification, and an audit of similar positions and positions within the Division and SCCOE, to ensure a robust internal structure, the salary range for Assistant Director – Data Governance is recommended at Range 14.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
Assistant Director - Data Governance	LT - 14	\$12,944.52 - \$16,520.75	MA	5 YRS
Assistant Director - Integrated Data	LT - 14	\$12,944.52 - \$16,520.75	MA	5 YRS
Assistant Director - Grants and Partnerships	LT - 14	\$12,944.52 - \$16,520.75	MA	5 YRS

A copy of the classification specification is enclosed.

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
 - a. Assistant Director – Data Governance
2. Recommend the following salary Range for the following classification:
 - a. Assistant Director – Data Governance, LT – Range 14
3. Approval shall be effective April 10, 2024

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: ASSISTANT DIRECTOR - DATA GOVERNANCE

BASIC FUNCTION:

Under the direction of assigned supervisor, the Assistant Director – Data Governance manages the strategic processes and business plan for delivery of data governance and privacy of data support to the organization, school districts, and other partners; leads projects, initiates and manages communication with internal subject matter experts, partners, public agencies, and other stakeholders as appropriate; participates in creating the vision and strategies that drive data governance and privacy of data throughout the county, region, and state; 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:

- Develops and establishes data governance policies and processes; communicates data governance best practices with Santa Clara County Office of Education (SCCOE) staff and others.
- Manages data governance policy implementation and training.
- Manages organization-wide data governance monitoring and compliance activities including establishing, communicating, and monitoring the implementation of best practices to ensure the security, privacy, and confidentiality of all 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.
- Leads data stewards in the creation of systems documentation.
- Responds to regulatory protection requirements and supports the SCCOE's strategic requirements.
- Plans, directs and monitors projects, including the management and implementation of data privacy courses and the development of data system inventories.
- Advises the County Superintendent and other stakeholders on the status of ongoing projects.
- Analyzes complex organizational structures to create efficient and effective systems to deliver high quality services.

- Develops, writes, and modifies memoranda of understanding (MOUs).
- Assists in the development of policies and processes related to health information data, including protected health information (PHI), billing for medical services, and the creation of an integrated data-sharing environment.
- Supports the organization’s research agenda, interests, and priorities by establishing partnerships with outside agencies to partner on research; connects researchers and interested districts; ensures proper data sharing documentation/MOUs.
- Builds relationships and communication networks to engage community partners, agencies, and research organizations; guides the evolution of system partners 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 staff 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 in relation to Data Governance.
- Represents the SCCOE externally at meetings, conferences, and presentations.

OTHER DUTIES:

- Performs related duties as assigned.

KNOWLEDGE, ABILITIES AND COMPETENCIES:

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.
- Organizational development practices and procedures.
- 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.
- Initiate and manage communication and interaction with research institutions, community organizations, and other key stakeholders.
- Communicate the importance of data for the 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.
- Communicate effectively both orally and in writing.

LEADERSHIP TEAM COMPETENCIES:

- Develops and fosters effective individuals and teams.
- Operationalizes the organizational vision, mission, goals, shared values, and guiding principles.
- Demonstrates emotional intelligence.
- Models inclusive, effective, and authentic communication.
- Applies knowledge of the intersectionality of race, equity, and inclusion.
- Builds and sustains positive, trusting relationships.
- Conducts SCCOE operations with the highest moral, legal, and ethical principles.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Master’s degree in education, research, or a related field, and
- Five years of increasingly responsible experience developing and implementing data governance policies and procedures, establishing partnerships and managing complex projects.

LICENSES AND OTHER REQUIREMENTS:

- Valid California Class C driver’s license.
- A safe driving record that meets the SCCOE’s insurance requirements.

WORKING CONDITIONS:

ENVIRONMENT:

- Office environment.

PHYSICAL DEMANDS:

- Dexterity of hands and fingers to operate a computer keyboard.

- Seeing to read a variety of materials.
- Sitting for extended periods of time.
- Hearing and speaking to exchange information.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by Personnel Commission: April 10, 2024



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 4/10/24

AGENDA ITEM VI – C (NEW BUSINESS – ACTION)

**APPROVAL / RATIFICATION OF
CLASSIFICATION SPECIFICATION REVISION AND RETITLING**

BACKGROUND

The Technology and Data Services Division proposes revising the ServiceNow Administrator job description to remove references to one specific software, ServiceNow, and instead reference the type of software, IT Service Management. The department continues to use ServiceNow, but these changes will allow for more flexibility if that were to change in the future. It is also recommended to retitle the position to Applications Systems Administrator for the same reasons.

A copy of the classification specification is enclosed.

Table 1 Summary Report

Classification	Revisions
<ul style="list-style-type: none">• ServiceNow Administrator	<ul style="list-style-type: none">• Retitle to Applications Systems Administrator• Revisions to duty statements to generalize language related to IT Service Management Software• Generalize language related to preferred licenses.

RECOMMENDATION

1. Approve revising the following classification specification:
 - a. Applications Systems Administrator
2. Approval shall be effective April 10, 2024

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: APPLICATIONS SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of assigned supervisor, the Applications Systems Administrator leads the IT Service Management (ITSM) development and administration; plans, designs, customizes, updates, and maintains the ITSM application; provides training of associates on the ITSM application, performs requirements gathering and coordination for future developments; acts as a liaison with customers regarding their needs within the ITSM application, works with users to troubleshoot and resolve system issues; implements system improvements and upgrades; and participates as a responsible, cooperative, and positive team member.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

- Provides general support, administration, programming, design, development, delivery, and maintenance of the ITSM tool.
- Performs system configuration tasks including developing catalog items, record generators, and workflows to automate various processes within the environment
- Coordinates and implements platform upgrades and update sets, loads, promotes, and tests system changes through development instances and into production.
- Performs a variety of advanced analytical tasks in support of the functional administration of the ITSM tool.
- Manages, creates, configures, and maintains email notification processes for alerts and events within the system.
- Participates in the selection, development, installation, and modification of ITSM enhancements; consults with users to identify current operating procedures, clarify program objectives, and determine data requirements; customizes user interfaces, dashboards, and reporting systems; participates in the creation and maintenance of technical documentation.
- Monitors overall system health, usage, and compliance of the platform and acts as a liaison in the resolution of system problems; initiates, coordinates, and implements appropriate and corrective measures.
- Maintains user tables and assigns user roles and permissions based on specific needs according

to the principle of least privilege.

- Supports the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, and ensures coordination with all other IT processes.
- Assists with IT services definition, data governance policy, and develops processes to manage, protect, and measure the ITSM system.
- Defines and manages UAT to ensure operational and IT deliverables meet the requirements of the organization.
- Reviews and analyzes a variety of forms, documents, reports, data output, and record-keeping requirements.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops, and seminars as appropriate.

OTHER DUTIES:

- Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles, methods, and procedures applied in the ITIL framework.
- System and ITSM core configurations.
- Systems administration and configuration.
- Automating workflows, update sets, service catalog items, and automated processes.
- Principles of project management, incident management, and testing management.
- Technical requirements development.
- Information Technology Asset Management (ITAM).
- Change Management.
- Performance measurement and reporting.
- Programming using Studio IDE, JavaScript, Java, HTML, CSS, JSON, Bootstrap, or XML.
- Process and procedure development.
- Project Management.
- Proper English usage, punctuation, spelling, grammar, and sentence structure.
- Interpersonal skills including tact, patience, and courtesy.

ABILITY TO:

- Lead, guide and train associates on the various tools and applications.
- Provide reporting and report training.
- Work with other content developers on various projects by gathering and documenting Request for Enhancement requirements.

- Provide technical support services of moderate to advanced difficulty to the users of SCCOE and school districts.
- Document technical and end-user problems and resolutions and follow a style guide in publishing technical support articles.
- Express complex technical concepts effectively, both verbally and in writing.
- Work well with people from different disciplines with varying degrees of technical experience.
- Write clear instructions for users with varying levels of computer literacy.
- Work effectively with guidance from more experienced technical staff.
- Maintain records and documents.
- Establish and maintain effective work relationships with those contacted in the performance of required job duties.
- Provide excellent customer service.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Associate degree in computer science, information systems or closely related field, and
- Five years of related experience in the development, maintenance, installation, configuration, and upgrades of an IT service management platform.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver’s license.
- A driving record that meets the SCCOE’s insurance requirements.
- Preference may be given to individuals who hold an ITL 4 certificate.

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 a computer keyboard.
- Seeing to perform assigned activities.
- Sitting for extended periods of time.
- Bending at the waist, kneeling, or crouching.
- Lift, carry, or move objects weighing up to 25 pounds.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. *Ca. Gov. Code § 3100*

Approved by the Personnel Commission: August 11, 2021

Revised: 4/10/24



Marisa Perry
Director III – HR / Classified Personnel Services

Date: 4/10/24

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

CLASS TITLE: ~~SERVICENOW ADMINISTRATOR~~ APPLICATIONS SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of assigned supervisor, the Applications Systems Administrator ~~the Manager - Network and Technology Support Services~~ Systems Administration, the Applications Systems Administrator leads the IT Service Management (ITSM) development and administration; plans, designs, customizes, updates, and maintains the ServiceNow-ITSM application; provides training of associates on the ITSM application, performs requirements gathering and coordination for future developments; acts as a liaison with customers regarding their needs within the ITSM application, works with users to troubleshoot and resolve system issues; implements system improvements and upgrades; and participates as a responsible, cooperative, and positive team member.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

- Provides general support, administration, programming, design, development, delivery, and maintenance of the ServiceNow-ITSM tool.
- Performs system configuration tasks including developing catalog items, record generators, and workflows to automate various processes within the environment
- Coordinates and implements platform upgrades and update sets, loads, promotes, and tests system changes through development instances and into production.
- Performs a variety of advanced analytical tasks in support of the functional administration of the ServiceNow-ITSM tool.
- Manages, creates, configures, and maintains email notification processes for alerts and events within the system.
- Participates in the selection, development, installation, and modification of ServiceNow-ITSM enhancements; consults with users to identify current operating procedures, clarify program objectives, and determine data requirements; customizes user interfaces, dashboards, and reporting systems; participates in the creation and maintenance of technical documentation.
- Monitors overall system health, usage, and compliance of the platform and acts as a liaison in the

resolution of system problems; initiates, coordinates, and implements appropriate and corrective measures.

- Maintains user tables and assigns user roles and permissions based on specific needs according to the principle of least privilege.
- Supports the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, and ensures coordination with all other IT processes.
- Assists with IT services definition, data governance policy, and develops processes to manage, protect, and measure the [ServiceNow-ServiceITSM system](#).
- Defines and manages UAT to ensure operational and IT deliverables meet the requirements of the organization.
- Reviews and analyzes a variety of forms, documents, reports, data output, and record-keeping requirements.
- Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops, and seminars as appropriate.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Principles, methods, and procedures applied in the ITIL framework.
- System and ITSM core configurations [in ServiceNow](#).
- [ServiceNow-systemSystems](#) administration and configuration.
- [ServiceNow-Automating](#) workflows, update sets, service catalog items, and automated processes.
- Principles of project management, incident management, and testing management.
- Technical requirements development.
- Information Technology Asset Management (ITAM).
- Change Management.
- Performance measurement and reporting [within the ServiceNow platform](#).
- Programming using Studio IDE, JavaScript, Java, HTML, CSS, JSON, Bootstrap, or XML.
- Process and procedure development.
- Project Management.
- Proper English usage, punctuation, spelling, grammar, and sentence structure.
- Interpersonal skills including tact, patience, and courtesy.

ABILITY TO:

- Lead, guide and train associates on the various tools and applications [in ServiceNow](#).
- Provide reporting and report training [in the ServiceNow instance](#).
- Work with other content developers on various projects by gathering and documenting Request for Enhancement requirements.

- Provide technical support services of moderate to advanced difficulty to the users of SCCOE and school districts.
- Document technical and end-user problems and resolutions and follow a style guide in publishing technical support articles.
- Express complex technical concepts effectively, both verbally and in writing.
- Work well with people from different disciplines with varying degrees of technical experience.
- Write clear instructions for users with varying levels of computer literacy.
- Work effectively with guidance from more experienced technical staff.
- Maintain records and documents.
- Establish and maintain effective work relationships with those contacted in the performance of required job duties.
- Provide excellent customer service.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

- Associate degree in computer science, information systems or closely related field and
- Five years of related experience in the development, maintenance, installation, configuration, and upgrades of an IT service management platform.

LICENSES AND OTHER REQUIREMENTS:

- Valid California driver’s license.
- A driving record that meets the SCCOE’s insurance requirements.
- Preference may be given to individuals who hold ~~one or more of the following certifications:~~ an ITL 4, ~~ServiceNow Fundamentals~~ certificate.

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 a computer keyboard.
- Seeing to perform assigned activities.
- Sitting for extended periods of time.
- Bending at the waist, kneeling, or crouching.
- Lift, carry, or move objects weighing up to 25 pounds.

HAZARDS:

Disaster Service Worker

It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all

public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law. Ca. Gov. Code § 3100

Approved by the Personnel Commission: August 11, 2021

Draft

AGENDA ITEM VI – D (NEW BUSINESS – ACTION)

APPROVAL OF ELIGIBILITY LISTS

BACKGROUND

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

#	CLASSIFICATION	ELIGIBLE LIST DATE EST.	UNIT	# OF ELIGIBLE	# OF RANKS
1	Teacher Assistant II	03/08/24	PARA	4	4
2	Paraeducator - Behavioral Assistant	03/14/24	PARA	4	4
3	Software Engineer - Senior	03/26/24	OTBS	3	3
4	Mechanic, HVAC	03/27/24	OSS	4	3
5	Specialized Physical Health Care (SPHC) Assistant	03/28/24	PARA	5	4
6	Warehouse Liaison	04/03/24	OTBS	9	7
7	Paraeducator - Special Education	04/04/24	PARA	19	Unranked

AGENDA ITEM VI – E (NEW BUSINESS – INFORMATION)

**ANNUAL BUDGET
2024-2025 – PERSONNEL COMMISSION
SANTA CLARA COUNTY OFFICE OF EDUCATION**

BACKGROUND

During the months of February and March, the Director – HR / Classified Personnel Services (“Director”) and administrative staff participated in office-wide activities to develop the Personnel Commission’s budget for the forthcoming fiscal year. The Budget Office, in Internal Business Services, guides the budget development process and coordinates budget preparation activities.

The Personnel Commission’s Proposed Budget for 2024-2025 is attached for review. It is important to note that the Personnel Commission’s budget is included in the Classified Personnel Services Department budget.

EDUCATION CODE 45253

“The Commission shall prepare an annual budget for its own office which, upon the approval of the County Superintendent of Schools, shall be included by the Governing Board in the regular budget of the school district (COE)...”

“The budget shall be prepared for a public hearing by the Personnel Commission to be held not later than May 30 of each year, or at a date agreed upon between the Governing Board and the Personnel Commission to coincide with the process of adoption of the district (COE) budget...”

“In absence of agreement between the Personnel Commission and the County Superintendent of Schools, the budget of the preceding year shall determine the amount of the new budget; however, the items of expenditure shall be determined by the Commission.”

**PROPOSED ANNUAL BUDGET FY 2024-2025
PERSONNEL COMMISSION**

Object Code	Description	Adopted 2023-24 Budget	Proposed 2024-25 Budget
2320-00	Executive Assistant – Classified	114,198	128,562
2360-00	Director – Classified	208,162	212,325
2395-00	Other Management – Classified	145,748	156,986
2425-00	Other Specialists/Technicians	286,280	286,466
3000-00	Employee Benefits	384,773	415,456
3402-00	Commissioner Benefits	43,571	49,875
4300-00	Materials & Supplies	3,214	3,214
4400-00	Non-Capitalized Equipment	2,340	2,340
5200-00	Travel & Conferences	4,615	5,611
5277-00	Travel Recruitment	500	500
5299-00	Mileage Reimbursement	312	312
5300-00	Dues & Memberships - SCCOE	4,200	4,200
5310-00	Dues & Memberships - Individual	365	365
5710-15	Print Services	2,777	2,777
5710-31	DocuSign Licenses	3,800	2,750
5710-32	Zoom Licenses	300	354
5800-00	Contract Services – Other	5,835	5,835
5800-00	Commissioner Stipends	2,400	2,400
5809-00	Advertising	31,836	31,836
5819-00	Caterers	1,000	1,000
5888-00	Contract Services	3,200	3,200
5905-00	Communications – Postage	100	100
5912-00	Cell Phone Stipend Classified	960	960
TOTAL		\$1,250,486	\$1,317,424

AGENDA ITEM VI – F (NEW BUSINESS – INFORMATION)

**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

Reporting Period: March 13, 2024 - April 10, 2024

Report Date: 4/4/2024

#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	1074	Bus Driver	General Services	Shahana	Filled	04/22/24
2	6286	Paraeducator - Behavioral Assistant	Alternative Education	Kathy	Filled	04/22/24
3	3538	Specialized Physical Health Care (SPHC) Assistant	Special Education/ Hester	Marisa	Filled	04/08/24
4	3528	Specialized Physical Health Care (SPHC) Assistant	Specialist Education/ Orchard	Marisa	Filled	04/16/24
5	3512	Specialized Physical Health Care (SPHC) Assistant	Specialist Education/Anne Darling	Marisa	Filled	03/25/24
6	5104	Teacher Assistant II	Early Learning Services/Snell	Shahana	Filled	03/25/24
7	5833	Wellness Center Liaison	Youth Health & Wellness	Alice	Filled	03/28/24
8	0134	Accounting Technician/Accounting Technician, Senior	Internal Business Services	Amy	Testing/Orals	
9	6340	Administrative Data Technician	State and Regional Projects	Alice	Testing/Orals	
10	6175	Administrative Data Technician	Integrated STEAM	Alice	Testing/Orals	
11	6366	Associate Product Manager	Early Care and Education Initiatives	Kathy	Testing/Orals	
12	5737	Associate Teacher - Infant/Toddler - Educare	Early Learning Services/Educare	Shahana	Testing/Orals	
13	5671	Child Development Specialist	Early Learning Services/Early Head Start	Amy	Testing/Orals	
14	5679	Data Engineer	Data and Analytics Development	Yasmeen	Testing/Orals	
15	5498	Facilities Maintenance and Construction Coordinator	General Services	Amy	Testing/Orals	
16	0009	Food Service Assistant	Environmental Education/Walden West	Shahana	Testing/Orals	
17	6362	Grant Writer/Research Analyst Specialist	Grants, Partnerships, and Operations	Kathy	Testing/Orals	
18	5064	Home Visiting Specialist - Early Head Start - Restricted - Bilingual Spa	Early Learning Services	Amy	Testing/Orals	
19	5059	Home Visiting Specialist - Early Head Start - Restricted - Bilingual Spa	Early Learning Services	Amy	Testing/Orals	
20	5057	Home Visiting Specialist - Early Head Start - Restricted - Bilingual Spa	Early Learning Services	Amy	Testing/Orals	
21	6354	Manager - Implementation and Compliance	Educator Preparation Programs	Marisa	Testing/Orals	
22	6351	Manager - Implementation and Compliance	Educational Services	Marisa	Testing/Orals	
23	257	Mechanic, HVAC	Maintenance and Operations	Kathy	Testing/Orals	
24	4364	Migrant Education Program Recruiter	Migrant Education	Yasmeen	Testing/Orals	
25	0527	Print Support Technician	Print Services	Kathy	Testing/Orals	
26	5549	Registrar	Opportunity Youth Academy/Snell	Shahana	Testing/Orals	
27	6317	Software Engineer - Senior	Data and Analytics Development	Yasmeen	Testing/Orals	
28	6202	Supervisor - Risk and Liability	Risk Management	Yasmeen	Testing/Orals	
29	5574	Teacher Assistant I	Early Learning Services/ Snell State Preschool	Shahana	Testing/Orals	
30	5275	Warehouse Liaison	Warehouse Services	Alice	Testing/Orals	
31	6350	Administrative Assistant IV	Early Care and Education Initiatives	Alice	Hold	
32	6131	Teacher Assistant II	Early Learning Services/K.R. Smith	Shahana	Hold	
33	6359	Wellness Center Liaison	Youth Health and Wellness/Osborne	Alice	Hold	
34	4701	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
35	3072	Education Interpreter I/II	Special Education/Leigh High School	Yasmeen	Repost	
36	2770	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
37	2769	Education Interpreter I/II	Special Education /Oster	Yasmeen	Repost	
38	2535	Education Interpreter I/II	Special Education/Dartmouth	Yasmeen	Repost	
39	2062	Education Interpreter I/II	Special Education/Leigh High School	Yasmeen	Repost	
40	2060	Education Interpreter I/II	Special Education/Dartmouth	Yasmeen	Repost	
41	1023	Education Interpreter I/II	Special Education/Leigh High School	Yasmeen	Repost	
42	1016	Education Interpreter I/II	Special Education/Leigh High School	Yasmeen	Repost	

CLASSIFIED PERSONNEL SERVICES

Vacancy Status Report

Reporting Period: March 13, 2024 - April 10, 2024

Report Date: 4/4/2024

43	0933	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
44	0853	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
45	0588	Education Interpreter I/II	Special Education/Dartmouth	Yasmeen	Repost	

CLASSIFIED PERSONNEL SERVICES
 Vacancy Status Report - Paraeducator – Special Education
 Reporting Period: March 13, 2024 - April 10, 2024
 Report Date: 4/4/2024

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	3698	Paraeducator - Special Education	Del Mar HS	Shahana	Filled	4/4/24
2	3877	Paraeducator - Special Education	Norwood Creek	Shahana	Filled	4/11/24
3	6303	Paraeducator - Special Education	Connect West	Shahana	Filled	3/25/24
4	6319	Paraeducator - Special Education	Moreland	Shahana	Filled	4/2/24
5	6327	Paraeducator - Special Education	Hester	Shahana	Filled	4/22/24
6	6341	Paraeducator - Special Education	Norwood Creek	Shahana	Filled	4/4/24
7	6342	Paraeducator - Special Education	Steinbeck	Shahana	Filled	4/3/24
8	6344	Paraeducator - Special Education	Norwood Creek	Shahana	Filled	4/3/24
9	6345	Paraeducator - Special Education	Norwood Creek	Shahana	Filled	4/22/23
10	3619	Paraeducator - Special Education	Hubbard	Shahana	Filled	4/9/24
11	0455	Paraeducator-Special Education	Martin Murphy	Shahana	Filled	4/1/24
12	3556	Paraeducator-Special Education	Carolyn Clark	Shahana	Filled	4/3/24
13	5927	Paraeducator-Special Education ASL	Chandler Tripp DHH	Shahana	Filled	4/8/24
14	6155	Paraeducator-Special Education ASL	Chandler Tripp Preschool DHH	Shahana	Filled	4/4/24
15	6283	Paraeducator-Special Education ASL	Oster - ASL	Shahana	Filled	3/22/24
16	3347	Paraeducator - Special Education	Seven Trees	Shahana	Certified	3/22/24
17	3417	Paraeducator - Special Education	Buchser	Shahana	Certified	3/22/24
18	0738	Paraeducator - Special Education	Connect West	Shahana	Testing/Orals	
19	1473	Paraeducator - Special Education	Hester	Shahana	Testing/Orals	
20	3593	Paraeducator - Special Education	Del Mar HS	Shahana	Testing/Orals	
21	3594	Paraeducator - Special Education	Norwood Creek	Shahana	Testing/Orals	
22	3674	Paraeducator - Special Education	Leyva	Shahana	Testing/Orals	
23	6343	Paraeducator - Special Education	Toyon	Shahana	Testing/Orals	
24	6355	Paraeducator - Special Education	Chandler Tripp	Shahana	Testing/Orals	
25	6356	Paraeducator - Special Education	Toyon	Shahana	Testing/Orals	
26	6363	Paraeducator - Special Education	Foothill Preschool	Shahana	Testing/Orals	
27	6364	Paraeducator - Special Education	Toyon	Shahana	Testing/Orals	
28	6365	Paraeducator - Special Education	Chander Tripp Preschool	Shahana	Testing/Orals	
29	4066	Paraeducator - Special Education ASL	Buchser - ASL	Shahana	Testing/Orals	
30	6357	Paraeducator - Special Education ASL	Dartmouth - ASL	Shahana	Testing/Orals	
31	6358	Paraeducator - Special Education ASL	Dartmouth - ASL	Shahana	Testing/Orals	
32	2227	Paraeducator-Special Education	Westmont HS	Shahana	Testing/Orals	
33	3641	Paraeducator-Special Education	Silver Creek HS	Shahana	Testing/Orals	
34	5926	Paraeducator-Special Education ASL	Oster - ASL	Shahana	Testing/Orals	
35	5935	Paraeducator-Special Education ASL	Oster	Shahana	Testing/Orals	
36	6284	Paraeducator-Special Education ASL	Leigh HS - ASL	Shahana	Testing/Orals	

CLASSIFIED PERSONNEL SERVICES
 Vacancy Status Report - Paraeducator – Special Education
 Reporting Period: March 13, 2024 - April 10, 2024
 Report Date: 4/4/2024

37	6671	Paraeducator-Special Education ASL	Oster - ASL	Shahana	Testing/Orals	
38	0728	Paraeducator - Special Education	McCollam	Shahana	Transfer Hotline	
39	0903	Paraeducator - Special Education	Country Lane	Shahana	Transfer Hotline	
41	2461	Paraeducator - Special Education	Carolyn Clark	Shahana	Transfer Hotline	
42	2494	Paraeducator - Special Education	Carolyn Clark	Shahana	Transfer Hotline	
43	5902	Paraeducator - Special Education	McCollam	Shahana	Transfer Hotline	
44	6292	Paraeducator - Special Education	Monta Vista	Shahana	Transfer Hotline	
45	6323	Paraeducator - Special Education	Santa Teresa HS	Shahana	Transfer Hotline	
46	1508	Paraeducator-Special Education	Saratoga	Shahana	Transfer Hotline	