

PUBLIC NOTICE
PERSONNEL COMMISSION AGENDA
REGULAR MEETING #458
NOVEMBER 8, 2017, 10:00 A.M.
BOARD ROOM

- I. CALL TO ORDER**
- II. ROLL CALL**
 - President – Libby Spector
 - Vice President – Nicholas Gervase
 - Member – Rodney Martin
- III. APPROVAL OF AGENDA #458 – NOVEMBER 8, 2017ACTION**
- IV. APPROVAL OF MINUTES**
 - A. Regular Meeting #457 – October 11, 2017ACTION
- V. HEARING OF PERSONS DESIRING TO ADDRESS THE COMMISSION OR TO PRESENT PETITIONS**
- VI. NEW BUSINESS**
 - A. Approval / Ratification of Classification Specification Retitling & RevisionsACTION
 - a. Program Services Specialist to Student Services Specialist
 - B. Approval of Establishing Classification and Associated Classification SpecificationACTION
 - a. Manager – Security, Network & Systems Engineering
 - C. Approval of Recommending Salary Range.....ACTION
 - a. Manager – Security, Network & Systems Engineering, Range 14
 - D. Approval / Ratification of Establishing and / or Extending Eligibility Lists.....ACTION
 - E. Personnel Commission Annual Report 2016-2017 (First Draft) INFORMATION
 - F. Report on Trainings and Conferences Summary for 2017-2018 INFORMATION
 - G. Monthly Classification Action Report INFORMATION
 - H. Monthly Vacancy Status Report INFORMATION
- VII. SECRETARY’S REPORT**
 - A. Education / Interpreter Update
 - B. NEOGOV Conference Update
 - C. CSPCA-NC – 10/13/17 Update
 - D. Ratification of Commission Reappointment: Ms. Libby Spector, Personnel Commissioner; term will commence on December 1, 2017 and conclude on December 1, 2020.
- VIII. FUTURE MEETINGS OR DISCUSSION ITEMS (Next Meeting: December 13, 2017)**
- IX. ADJOURNMENT**

Santa Clara County  Office of Education

**PERSONNEL COMMISSION
REGULAR MEETING #457
OCTOBER 11, 2017, 10:00 A.M.
UNADOPTED MINUTES**

I. CALL TO ORDER

The meeting was called to order by President Libby Spector at 10:00 a.m.

II. ROLL CALL

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

OTHERS PRESENT
Philip J. Gordillo, Chief Human Resources Officer
Leslie Barrow, Director – HR / Classified & Employee Benefits
Michelle Fine, Supervisor – Administrative Services / Human Resources

III. APPROVAL OF AGENDA

MOTION #457-1: The Commissioners approved the Personnel Commission Agenda #457, October 11, 2017, moved by Mr. Nicholas Gervase, and seconded by Mr. Rodney Martin.

MOTION #457-1: carried unanimously.

IV. APPROVAL OF MINUTES

MOTION #457-2: The Commissioners approved the Minutes for the Regular Personnel Commission Meeting #456, September 13, 2017, moved by Mr. Rodney Martin, and seconded by Mr. Nicholas Gervase.

MOTION #457-2: carried unanimously.

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

Mr. Jonathan Muñoz, Interim Director – Human Resources / Classified Personnel Services introduced Ms. Leslie Barrow as the new Director – Human Resources / Classified & Employee Benefits. Ms. Barrow began her role with the Santa Clara County Office of Education on September 19, 2017. Ms. Barrow comes to the Office with 11 years of educational human resources experience, most recently serving as the Director of Human Resources with the Monterey Peninsula Unified School District.

VI. NEW BUSINESS

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

MOTION #457-3: The Commissioners approved and / or ratified the Eligibility Lists listed within Personnel Commission Agenda #457, moved by Mr. Nicholas Gervase, and seconded by Mr. Rodney Martin.

MOTION #457-3: carried unanimously.

	CLASSIFICATION	DATE	UNIT	NUMBER OF ELIGIBLES	NUMBER OF RANKS
1	Safe and Healthy Schools Specialist	09/05/17	OTBS	7	5
2	Manager – Human Resources / Employment Services	09/08/17	LT	12	10
3	Accountant I/II	09/11/17	OTBS	16	12
4	Paraeducator – Special Education	09/20/17	AIDES	7	UNRANKED
5	Web Developer / Programmer – Senior	09/26/17	OTBS	6	6

B. Report on Future Trainings and Conferences

The Commissioners received a report on conferences and trainings Commission staff and/or Commissioners have, or plan on attending during the 2017-2018 fiscal year. As more conferences or training opportunities become available, relevant information will be included within this table.

Conference/Training	Conference/Training Summary	Date & Location	Attendees
CSPCA Northern California Annual Conference 2017-18	1-day annual conference on legal updates and budget issues impacting merit systems.	10/13/17 San Jose, CA	Jonathan Muñoz Meipo Flores Veronica Contreras Kathy Jalaan
Merit Academy 2017-2018	5-day academy, 8 hours per session, covering the workings of a merit system, responsibilities of the Personnel Commission, recruitment and selection, and class and compensation.	Dates Feb. – Jun. 2018, (updates will be provided as more information becomes available)	Jonathan Muñoz Yasmeen Husain Yolanda Gomez
NEOGOV Annual User Conference 2017-2018	Conference on product functionality and best practices.	10/26/17 – 10/27/17, Las Vegas, NV	Jonathan Muñoz Kathy Jalaan
Professional Services Agreement Contract Training	Review of current policies and procedures for Professional Services Agreements (PSAs).	August 7, 2017 SCCOE	Jonathan Muñoz Marisa Perry Veronica Contreras
Improving Your Presentation Skills	Tools to sharpen and improve your presentation skills.	July 18, 2017 SCCOE	Natalie Kelm

		October 19, 2017 SCCOE	Kathy Jalaan
Intro to QCC	Learn the basics of working effectively with the QCC interface. We will review: <ul style="list-style-type: none"> • Logging in • QCC Control Center Window • Custom settings • QCC Menu Tree & Options • Favorites • Print Manager • Documentation & Help 	August 21, 2017 SCCOE	Meipo Flores
OMS Administrator Training	This workshop will provide hands-on instruction on how to use the event management functions of the Organization Management System (OMS). This session will include information on tracking attendance for the events, downloading event data, preparing event registration materials, preparing reports, and fine-tuning event data.	August 28, 2017 SCCOE	Meipo Flores
Adobe Acrobat: Creating and Using Forms	In this course, you will learn how to: <ul style="list-style-type: none"> • create interactive electronic forms that your users can fill out, save, and send back • convert Word, Excel or PDF documents to PDF forms • insert check boxes, radio buttons, & pull-down boxes • customize fields for SSN, phone, dates, & numbers • add action buttons for saving, printing, and emailing 	TBD	Meipo Flores

C. Monthly Vacancy Status Report – October 11, 2017

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

VII. SECRETARY'S REPORT

Interim Ex-Officio Secretary Muñoz reported on the following:

A. Classified Job Fair Update

Mr. Philip J. Gordillo, Chief Human Resources Officer and Ms. Michelle Fine, Supervisor – Administrative Services / Human Resources addressed the Commission regarding the Classified Job Fair. The job fair was held on Saturday, September 30, 2017, from 9:00 a.m. to 12:00 p.m. at the Santa Clara County Office of Education. Classifications for recruitment included Clerical/Administrative Assistant, Food Service, Custodian/Maintenance, Driver, and Paraeducator. Classified Personnel Services partners with Administrative Services to host the job fair for the Santa Clara County school districts. The job fair was received with great success. Approximately 202 participants and 15 school districts attended. Applicants had the opportunity to meet and network with potential district employers. District representatives were present at the job fair to conduct interviews and additional screenings. Feedback from both the districts and participants has been of a positive nature.

B. SCCOE Staffing Updates

Marisa Perry, Manager – HR Analyst, is now on a maternity leave, effective October 9, 2017. Meipo Flores, Substitute Staffing Specialist, will be filling her position in an out of class assignment. Veronica Contreras, Executive Assistant, who has been on a modified work schedule since August 10, 2017, will be resuming her full-time duties effective October 16, 2017.

C. Walden West Update

Interim Ex-Officio Secretary Muñoz is working with Ms. Leslie Barrow and Ms. Marie Bacher, Director – Environmental Education, to develop a plan to minimize the staffing impact created by the upcoming road closure and repair of the road leading to the Walden West site. Last winter's rain has caused the road to erode. The Office anticipates an eight week closure, thus limiting access to the Walden West site to early mornings and late evenings. The anticipated closure will impact the arrival time of students, as well as afternoon schedules for both the staff and students.

D. CSPCA-NC Conference – October 13, 2017

The office is hosting the CSPCA-NC Conference on Friday, October 13, 2017. Topics included in this year's conference include legal presentations on understanding and successfully implement the reasonable accommodation process, the progressive discipline process and employee appeal rights. In addition guest speakers will offer presentations on creative minimum qualifications and recruitment strategies in a changing job environment. Approximately 32 participants are scheduled to attend.

E. NEOGOV Conference – October 26, 2017

Mr. Jonathan Muñoz, and Ms. Kathy Jalaan, Classified Personnel Specialist, will attend the NEOGOV Conference in Las Vegas, NV, on October 26-27, 2017. It is anticipated that new department strategies and recommendations to strengthen and modernize our presence in the community, as well as increase our applicant pool, will be implemented as a result of the staff's participation.

F. Staff Accolade

The Human Resources Branch encourages new employees to provide feedback of their hiring process experience. Ms. Meipo Flores, Staffing Specialist, was recognized before the Commission for the excellent customer service skills she provided to a new employee as described in an onboarding survey.

VIII. FUTURE MEETINGS OR DISCUSSION ITEMS

The next Personnel Commission meeting is scheduled for Wednesday, November 8, 2017, at 10:00 a.m.

IX. ADJOURNMENT

The meeting adjourned at 10:27 a.m.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Jonathan Muñoz', is written above the printed name.

Jonathan Muñoz, Interim Director – Human Resources / Classified Personnel Services

AGENDA ITEM VI – A (NEW BUSINESS – ACTION)

APPROVAL/RATIFICATION OF CLASSIFICATION SPECIFICATION REVISIONS WITH TITLE CHANGES

BACKGROUND

The Student Services Branch within the Santa Clara County Office of Education (“SCCOE”) proposes to revise the classification entitled Program Services Specialist to Student Services Specialist. Currently, this position functions in the Special Education Department, but there is a need for this classification in the Alternative Education Department. Thus, this classification has been updated to reflect the change in reporting structure and department specific concepts. Furthermore to ensure the classification accurately reflects its concept and responsibilities, retitling the classification from Program Services Specialist to Student Services Specialist is proposed to reflect the use of this classification in more than one department within the Student Services Branch.

A copy of the classification is enclosed.

Table 1: Summary Report

Classification	Revisions
<ul style="list-style-type: none">• Student Services Specialist	<ul style="list-style-type: none">• Title change• Formatting updates• Reporting structure revision• Duty modification updates• Knowledge, skills, and abilities updates

RECOMMENDATION

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

1. Revise the classification specifications listed within the table.
2. Approval / ratification shall be effective November 8, 2017.

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: PROGRAM SERVICES SPECIALIST

BASIC FUNCTION:

Under general direction of the Special Education Director, performs a wide variety of journey-level professional administrative work in areas such as planning, budgeting, purchasing, data management, and research and technical support functions for student programs operated by the Santa Clara County Office of Education.

The Program Services Specialist functions as a lead to School Office Coordinators and administrative/ clerical staff, providing direction and training and computer software support to a cluster of student/instructional program sites and has responsibility for the development and maintenance of data collection, special projects, reporting systems, department procedures, and information systems and software related to student programs; serves as a resource to other County office departments and public and community service agencies. Use of initiative, organizational and problem solving skills, and independent judgment in the process of routine and complex administrative details is necessary.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Performs a wide variety of journey-level professional administrative work that includes planning, purchasing, data auditing, research, data analysis and technical support functions

Provides technical support to program staff and participating programs in processing data, interpreting regulations and procedures, and using student systems, databases, peripherals equipment, and/or networks

Prepares, composes and develops reports, graphs, charts, and correspondence relating to assigned duties; monitors state-required monthly reports and arranges and collects data for reports

Trains School Office Coordinators on the coordination of the day to day operations of the school office

Remains abreast of new or revised state and/or federal regulations affecting student programs, procedures, and computer information systems

Identifies and advises the responsible program administrator(s) of unmet department needs or compliance issues; researches and evaluates legal issues; recommends procedures to correct deficiencies

Plans, organizes and participates in the development of new or improved information system capabilities; designs system modifications; and tests and evaluates new or modified system features

Develops and implements short and long term procedures, plans, forms and reporting systems

Receives, processes, facilitates, and disseminates student/instructional program information between the school office, school districts, public, and community agencies, parents, staff, and students; maintains the confidentiality of sensitive information; ensures timely responses as necessary

Provides support to School Office Coordinators in the use of computer and software systems used by the Special Education Department

Provides training, guidance and assistance to Special Education staff, such as School Office Coordinators in WebIEP, MIS and other programs as necessary; serves as a resource to principals and managers regarding monthly reporting

Assists in the preparation of program manual, documents and related forms

Establishes and maintains filing systems, documentation, records, and logs relating to student enrollment services, system use, student attendance and other assigned functions

Assists in the preparation of the annual budget; establishes open accounts, prepares purchase requisitions, orders equipment, warehouse and other supplies

Monitors, records, and maintains budgets such as Title I and Title III, account balances and expenditures; resolves invoice discrepancies; initiates, prepares, and submits budget revisions and corrections

Coordinates meeting setup, records minutes and provides support to Director with County-wide transportation meetings

Receives and reviews financial reports and informs the administration of budget status, accounting procedures, and other matters

Maintains, receives, responds to and troubleshoots requests regarding electronic student attendance, enrollment/withdrawal, A.D.A, and test score programs

Responds to administrative, program, and other related inquiries in accordance with assigned functions

Uses a variety of accounting, word-processing, graphic/presentation, spreadsheet, and database software application programs and student program specific information system(s)

Types, develops, and prepares a variety of correspondence, reports, graphs, charts, memorandums, forms, evaluations, newsletters, requisitions, and purchase orders

Enters and edits accounting, purchasing, and student data into automated systems; generates and reviews reports, including those required by California Department of Education; monitors program data and ensures data collection and reporting procedures meet mandated regulations; ensures the accuracy and content of data and reports; identifies and corrects discrepancies; confers with technical and programming staff regarding system modifications and information needs

May represent the County Office of Education and the student/instructional program, and/or site on various committees; participates in the development of school site improvement plans

OTHER DUTIES:

Performs all other related duties as required

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced knowledge of Special Education student databases

Effective office principles, procedures, and practices including indexing, filing systems and maintenance, telephone techniques, and report writing

Correct English usage, grammar, punctuation, vocabulary, and spelling

Principles of leadership, training, and customer service

Principles, procedures, and practices of information systems and data collection

Basic financial record-keeping, budgeting, accounting, and mathematics

Standard office equipment, including a personal computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Computer office software application programs used for accounting, word-processing, and databases, presentations and spreadsheet database tools and SQL queries as well as system purposes and specialized computer software programs used by the department

Modern office procedures and practices, including record-keeping and filing methods.

Data collection instruments related to student information programs.

Applicable state and federal laws, rules, and regulations

Student/instructional program practices and methods preferred

Proper English usage, grammar, spelling, vocabulary, sentence structure, and punctuation

ABILITY TO:

Perform technical duties related to the development, operations, and maintenance of information systems

Gather, organize, analyze and understand complex data

Perform research and statistical tasks

Follow and understand oral and written instructions without immediate supervision

Interpret and apply applicable state and federal laws, rules, regulations, procedures, policies and regulations governing county office student programs

Use discretion in organizing activities and setting priorities to meet established deadlines

Establish and maintain a variety of filing systems for students, staff, and the assigned student/instructional program; prepare and design filing systems and comprehensive reports of a technical nature

Assist, monitor, record, maintain and prepare budgets and review related financial reports

Perform a variety of administrative/clerical support work with speed and accuracy

Display information and data in the most meaningful manner

Type and prepare a variety of correspondence, memorandums, forms, and concise reports

Develop, analyze, recommend and/or revise forms, complex procedures and operations, materials and system specifications to ensure program compliance and/or optimal efficiency, and formulate conclusions

Operate standard office equipment, including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers

Effectively use word processing, database, presentation, spreadsheet, and financial software programs, including student on-line systems

Organize and perform work independently

Communicate effectively, in both, orally and in writing

Type at an acceptable rate of speed

Serve as a resource; motivate, lead, guide and train School Office Coordinators and administrative assistants/clerical personnel

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

EDUCATION AND EXPERIENCE:

Generally, the required knowledge and abilities would have been acquired through completion of computer office administrative/clerical certificate and at least four years of administrative support experience in an educational environment, including two years of experience as a School Office Coordinator with the Santa Clara County Office of Education or equivalent.

LICENSES AND OTHER REQUIREMENTS:

May require possession of a valid Class C California Driver's License and a driving record which meets the County Office of Education's insurance requirement

WORKING CONDITIONS:

ENVIRONMENT:

Incumbents will work indoors in an office environment and will be required to be in direct contact with a variety of individuals including, but not limited to, County Office of Education staff, school district staff, parents, special needs students, students in community schools and in court supervised institutions and adult students. Incumbents will be required to drive from the school to the central County office and to other cluster sites/classrooms as needed.

PHYSICAL DEMANDS:

Standing and sitting for extended periods of time

Walking short distances on a regular basis

Dexterity of hands and fingers to operate computer keyboard and other office equipment


Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies

Seeing to read fine print

Hearing and understanding voices over the telephone and in person

Moving and transporting office materials and lifting light objects

Approved by the Personnel Commission: September 9, 2015


Alicia Salas
Interim - Director-Classified Personnel Services


Date

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

CLASS TITLE: STUDENT SERVICES SPECIALIST

Deleted: PROGRAM

BASIC FUNCTION:

Under the supervision of an assigned director, performs a wide variety of journey-level professional administrative work in areas such as planning, budgeting, purchasing, data management, and research and technical support functions for student programs operated by the Santa Clara County Office of Education.

Deleted: general direction of the Special Education Director

The Student Services Specialist functions as a lead to School Office Coordinators and administrative/clerical staff, providing direction and training and computer software support to a cluster of student/instructional program sites and has responsibility for the development and maintenance of data collection, special projects, reporting systems, department procedures, and information systems and software related to student programs; serves as a resource to other County office departments and public and community service agencies. Use of initiative, organizational and problem solving skills, and independent judgment in the process of routine and complex administrative details is necessary.

Deleted: Program

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Performs a wide variety of journey-level professional administrative work that includes planning, purchasing, data auditing, research, data analysis and technical support functions.

Provides technical support to program staff and participating programs in processing data, interpreting regulations and procedures, and using student systems, databases, peripherals equipment, and/or networks.

Prepares, composes and develops reports, graphs, charts, and correspondence relating to assigned duties; monitors state-required monthly reports and arranges and collects data for reports.

Trains School Office Coordinators on the coordination of the day to day operations of the school office.

Remains abreast of new or revised state and/or federal regulations affecting student programs, procedures, and computer information systems.

Identifies and advises the responsible program administrator(s) of unmet department needs or compliance issues; researches and evaluates legal issues; recommends procedures to correct deficiencies.

Plans, organizes and participates in the development of new or improved information system capabilities; designs system modifications; and tests and evaluates new or modified system features.

Deleted: Program

Develops and implements short and long term procedures, plans, forms and reporting systems.

Receives, processes, facilitates, and disseminates student/instructional program information between the school office, school districts, public, and community agencies, parents, staff, and students; maintains the confidentiality of sensitive information; ensures timely responses as necessary.

Provides support to School Office Coordinators in the use of computer and software systems used by the [Student Services Branch](#).

Deleted: Special Education Department

Provides training, guidance and assistance to staff, such as School Office Coordinators in WebIEP, MIS and other programs as necessary; serves as a resource to principals and managers regarding monthly reporting.

Deleted: Special Education

Assists in the preparation of program manual, documents and related forms.

Establishes and maintains filing systems, documentation, records, and logs relating to student enrollment services, system use, student attendance and other assigned functions.

Assists in the preparation of the annual budget; establishes open accounts, prepares purchase requisitions, orders equipment, warehouse and other supplies.

Monitors, records, and maintains budgets such as Title I and Title III, account balances and expenditures; resolves invoice discrepancies; initiates, prepares, and submits budget revisions and corrections.

Coordinates meeting setup, records minutes and provides support to Director with County-wide transportation meetings.

Receives and reviews financial reports and informs the administration of budget status, accounting procedures, and other matters.

Maintains, receives, responds to and troubleshoots requests regarding electronic student attendance, enrollment/withdrawal, A.D.A., and test score programs.

Responds to administrative, program, and other related inquiries in accordance with assigned functions.

Uses a variety of accounting, word-processing, graphic/presentation, spreadsheet, and database software application programs and student program specific information system(s).

Types, develops, and prepares a variety of correspondence, reports, graphs, charts, memorandums, forms, evaluations, newsletters, requisitions, and purchase orders.

Enters and edits accounting, purchasing, and student data into automated systems; generates and reviews reports, including those required by California Department of Education; monitors program data and ensures data collection and reporting procedures meet mandated regulations; ensures the accuracy and content of data and reports; identifies and corrects discrepancies; confers with technical and programming staff regarding system modifications and information needs.

Formatted: Centered

Deleted: Program

May represent the County Office of Education and the student/instructional program, and/or site on various committees; participates in the development of school site improvement plans.

OTHER DUTIES:

Performs all other related duties as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Advanced knowledge of Special Education or Alternative Education student databases.

Effective office principles, procedures, and practices including indexing, filing systems and maintenance, telephone techniques, and report writing.

Principles of leadership, training, and customer service.

Principles, procedures, and practices of information systems and data collection.

Basic financial record-keeping, budgeting, accounting, and mathematics.

Standard office equipment, including a personal computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Computer office software application programs used for accounting, word-processing, and databases, presentations and spreadsheet database tools and SQL queries as well as system purposes and specialized computer software programs used by the department.

Modern office procedures and practices, including record-keeping and filing methods.

Data collection instruments related to student information programs.

Applicable state and federal laws, rules, and regulations.

Student/instructional program practices and methods preferred.

Proper English usage, grammar, spelling, vocabulary, sentence structure, and punctuation

Deleted: Correct English usage, grammar, punctuation, vocabulary, and spelling

ABILITY TO:

Perform technical duties related to the development, operations, and maintenance of information systems.

Gather, organize, analyze and understand complex data.

Perform research and statistical tasks.

Follow and understand oral and written instructions without immediate supervision.

Interpret and apply applicable state and federal laws, rules, regulations, procedures, policies and regulations governing county office student programs.

Use discretion in organizing activities and setting priorities to meet established deadlines.

Establish and maintain a variety of filing systems for students, staff, and the assigned student/instructional program; prepare and design filing systems and comprehensive reports of a technical nature.

Assist, monitor, record, maintain and prepare budgets and review related financial reports.

Perform a variety of administrative/clerical support work with speed and accuracy.

Display information and data in the most meaningful manner.

Type and prepare a variety of correspondence, memorandums, forms, and concise reports.

Develop, analyze, recommend and/or revise forms, complex procedures and operations, materials and system specifications to ensure program compliance and/or optimal efficiency, and formulate conclusions.

Formatted: Centered

Deleted: Program

Operate standard office equipment, including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.
Effectively use word processing, database, presentation, spreadsheet, and financial software programs, including student on-line systems.
Organize and perform work independently.
Communicate effectively, in both, orally and in writing.
Type at an acceptable rate of speed.
Serve as a resource; motivate, lead, guide and train School Office Coordinators and administrative assistants/clerical personnel.
Establish and maintain effective working relationships with those contacted in the performance of required duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Completion of computer office administrative/clerical certificate and at least four years of administrative support experience in an educational environment, including two years of experience as a School Office Coordinator with the Santa Clara County Office of Education or equivalent.

Deleted: Generally, the required knowledge and abilities would have been acquired through

Formatted: Font: Italic

Deleted: completion

LICENSES AND OTHER REQUIREMENTS:

May require possession of a valid Class C California Driver's License and a driving record which meets the County Office of Education's insurance requirement.

WORKING CONDITIONS:

ENVIRONMENT:

Incumbents will work indoors in an office environment and will be required to be in direct contact with a variety of individuals including, but not limited to, County Office of Education staff, school district staff, parents, students with special needs, students in community schools and in court supervised institutions and adult students. Incumbents will be required to drive from the school to the central County office and to other cluster sites/classrooms as needed.

Deleted: special needs

PHYSICAL DEMANDS:

Standing and sitting for extended periods of time.
Walking short distances on a regular basis.
Dexterity of hands and fingers to operate computer keyboard and other office equipment.
Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.
Seeing to read fine print.
Hearing and understanding voices over the telephone and in person.
Moving and transporting office materials and lifting light objects.

Deleted:

Approved by the Personnel Commission: September 9, 2015; Revised November 8, 2017

Formatted: Centered

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: STUDENT SERVICES SPECIALIST

BASIC FUNCTION:

Under the supervision of an assigned director, performs a wide variety of journey-level professional administrative work in areas such as planning, budgeting, purchasing, data management, and research and technical support functions for student programs operated by the Santa Clara County Office of Education.

The Student Services Specialist functions as a lead to School Office Coordinators and administrative/clerical staff, providing direction and training and computer software support to a cluster of student/instructional program sites and has responsibility for the development and maintenance of data collection, special projects, reporting systems, department procedures, and information systems and software related to student programs; serves as a resource to other County office departments and public and community service agencies. Use of initiative, organizational and problem solving skills, and independent judgment in the process of routine and complex administrative details is necessary.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Performs a wide variety of journey-level professional administrative work that includes planning, purchasing, data auditing, research, data analysis and technical support functions.

Provides technical support to program staff and participating programs in processing data, interpreting regulations and procedures, and using student systems, databases, peripherals equipment, and/or networks.

Prepares, composes and develops reports, graphs, charts, and correspondence relating to assigned duties; monitors state-required monthly reports and arranges and collects data for reports.

Trains School Office Coordinators on the coordination of the day to day operations of the school office.

Remains abreast of new or revised state and/or federal regulations affecting student programs, procedures, and computer information systems.

Identifies and advises the responsible program administrator(s) of unmet department needs or compliance issues; researches and evaluates legal issues; recommends procedures to correct deficiencies.

Plans, organizes and participates in the development of new or improved information system capabilities; designs system modifications; and tests and evaluates new or modified system features.

Develops and implements short and long term procedures, plans, forms and reporting systems.

Receives, processes, facilitates, and disseminates student/instructional program information between the school office, school districts, public, and community agencies, parents, staff, and students; maintains the confidentiality of sensitive information; ensures timely responses as necessary.

Provides support to School Office Coordinators in the use of computer and software systems used by the Student Services Branch.

Provides training, guidance and assistance to staff, such as School Office Coordinators in WebIEP, MIS and other programs as necessary; serves as a resource to principals and managers regarding monthly reporting.

Assists in the preparation of program manual, documents and related forms.

Establishes and maintains filing systems, documentation, records, and logs relating to student enrollment services, system use, student attendance and other assigned functions.

Assists in the preparation of the annual budget; establishes open accounts, prepares purchase requisitions, orders equipment, warehouse and other supplies.

Monitors, records, and maintains budgets such as Title I and Title III, account balances and expenditures; resolves invoice discrepancies; initiates, prepares, and submits budget revisions and corrections.

Coordinates meeting setup, records minutes and provides support to Director with County-wide transportation meetings.

Receives and reviews financial reports and informs the administration of budget status, accounting procedures, and other matters.

Maintains, receives, responds to and troubleshoots requests regarding electronic student attendance, enrollment/withdrawal, A.D.A., and test score programs.

Responds to administrative, program, and other related inquiries in accordance with assigned functions.

Uses a variety of accounting, word-processing, graphic/presentation, spreadsheet, and database software application programs and student program specific information system(s).

Types, develops, and prepares a variety of correspondence, reports, graphs, charts, memorandums, forms, evaluations, newsletters, requisitions, and purchase orders.

Enters and edits accounting, purchasing, and student data into automated systems; generates and reviews reports, including those required by California Department of Education; monitors program data and ensures data collection and reporting procedures meet mandated regulations; ensures the accuracy and content of data and reports; identifies and corrects discrepancies; confers with technical and programming staff regarding system modifications and information needs.

May represent the County Office of Education and the student/instructional program, and/or site on various committees; participates in the development of school site improvement plans.

OTHER DUTIES:

Performs all other related duties as required.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Advanced knowledge of Special Education or Alternative Education student databases.

Effective office principles, procedures, and practices including indexing, filing systems and maintenance, telephone techniques, and report writing.

Principles of leadership, training, and customer service.

Principles, procedures, and practices of information systems and data collection.

Basic financial record-keeping, budgeting, accounting, and mathematics.

Standard office equipment, including a personal computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Computer office software application programs used for accounting, word-processing, and databases, presentations and spreadsheet database tools and SQL queries as well as system purposes and specialized computer software programs used by the department.

Modern office procedures and practices, including record-keeping and filing methods.

Data collection instruments related to student information programs.

Applicable state and federal laws, rules, and regulations.

Student/instructional program practices and methods preferred.

Proper English usage, grammar, spelling, vocabulary, sentence structure, and punctuation

ABILITY TO:

Perform technical duties related to the development, operations, and maintenance of information systems.

Gather, organize, analyze and understand complex data.

Perform research and statistical tasks.

Follow and understand oral and written instructions without immediate supervision.

Interpret and apply applicable state and federal laws, rules, regulations, procedures, policies and regulations governing county office student programs.

Use discretion in organizing activities and setting priorities to meet established deadlines.

Establish and maintain a variety of filing systems for students, staff, and the assigned student/instructional program; prepare and design filing systems and comprehensive reports of a technical nature.

Assist, monitor, record, maintain and prepare budgets and review related financial reports.

Perform a variety of administrative/clerical support work with speed and accuracy.

Display information and data in the most meaningful manner.

Type and prepare a variety of correspondence, memorandums, forms, and concise reports.

Develop, analyze, recommend and/or revise forms, complex procedures and operations, materials and system specifications to ensure program compliance and/or optimal efficiency, and formulate conclusions.

Operate standard office equipment, including a desktop computer, copier, fax machine, printer, and other peripheral equipment related to telecommunications and network servers.

Effectively use word processing, database, presentation, spreadsheet, and financial software programs, including student on-line systems.

Organize and perform work independently.

Communicate effectively, in both, orally and in writing.

Type at an acceptable rate of speed.

Serve as a resource; motivate, lead, guide and train School Office Coordinators and administrative assistants/clerical personnel.

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

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Completion of computer office administrative/clerical certificate and at least four years of administrative support experience in an educational environment, including two years of experience as a School Office Coordinator with the Santa Clara County Office of Education or equivalent.

LICENSES AND OTHER REQUIREMENTS:

May require possession of a valid Class C California Driver's License and a driving record which meets the County Office of Education's insurance requirement.

WORKING CONDITIONS:**ENVIRONMENT:**

Incumbents will work indoors in an office environment and will be required to be in direct contact with a variety of individuals including, but not limited to, County Office of Education staff, school district staff, parents, students with special needs, students in community schools and in court supervised institutions and adult students. Incumbents will be required to drive from the school to the central County office and to other cluster sites/classrooms as needed.

PHYSICAL DEMANDS:

Standing and sitting for extended periods of time.

Walking short distances on a regular basis.

Dexterity of hands and fingers to operate computer keyboard and other office equipment.

Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies.

Seeing to read fine print.

Hearing and understanding voices over the telephone and in person.

Moving and transporting office materials and lifting light objects.

Approved by the Personnel Commission: September 9, 2015; Revised November 8, 2017

Jonathan Muñoz
Interim Director – HR/Classified Personnel
Services

Date

AGENDA ITEM VI – B & C (NEW BUSINESS – ACTION)

APPROVAL OF ESTABLISHING CLASSIFICATIONS AND ASSOCIATED CLASSIFICATION SPECIFICATIONS AND APPROVAL OF RECOMMENDING SALARY RANGES

BACKGROUND

To ensure a robust and secure network, the Santa Clara County Office of Education (“SCCOE”) proposes to establish the Manager – Security, Network & Systems Engineering classification.

As business practices transition to the online format in greater numbers, it becomes more critical to establish a position with oversight over network security. Moreover, as the threat of a cyber-attack or network security breach increases in today’s digital age, it is critical that the SCCOE maintain a robust and secure network. As such, the person in this position will manage the operations of the security, network and systems engineering team. Additionally, this person will create information security systems and procedures to protect SCCOE assets from internal and external threats. Furthermore, this position will develop a comprehensive disaster recovery plan. Advanced knowledge of cutting-edge security systems and networking concepts is of vital importance.

Based on the concept of the classification, and an audit of internal classifications, to ensure a robust internal structure, the salary range for Manager – Security, Network & Systems Engineering is recommended at Range 14. This Range aligns with other management-level positions within the Information Systems Department. Thus, it is reasonable to place the salary range of Manager – Security, Network & Systems Engineering at Range 14.

A copy of the classification is enclosed.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
Director III – Information Systems	15 - LT	\$10,507 - \$13,409	MA	8 years
Manager – Security, Network & Systems Engineering	14 - LT	\$10,006 - \$12,771	MA	6 years
Manager – Network & Technical Support Services	12 - LT	\$9,076 - \$11,583	BA	5 years
Manager – Systems Administration	12 - LT	\$9,076 - \$11,583	BA	5 years

RECOMMENDATION

It is recommended the Personnel Commission approve the following actions:

3. Approve establishing the following classification and the associated classification specification:
 - a. Manager – Security, Network & Systems Engineering
4. Recommend the following salary Range, for the following classification:
 - a. Manager – Security, Network & Systems Engineering: Range 14
5. Approval shall be effective November 8, 2017

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: MANAGER – SECURITY, NETWORK & SYSTEMS ENGINEERING

BASIC FUNCTION:

Under the direction of the Director III-Information Systems, plans, organizes and directs the activities and operations of the security, network, and systems engineering team in the Information Systems Center (ISC) of the Technology Services Branch (TSB); creates and implements security systems to ensure the integrity of data and communications at the Santa Clara County Office of Education (SCCOE); prepares and maintains the systems and network engineering budget and expenditures; 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:

Plans, organizes and directs the activities and operations of the security, network, and systems engineering team of the ISC; conducts meetings to review ongoing issues and projects; works individually or in groups with team members to provide direction, assist with technical issues, facilitate and perform project planning and facilitate customer interactions; develops goals and objectives for the unit and department.

Creates, maintains, and documents the policies, procedures, guidelines and direction for information security to protect SCCOE assets from internal as well as external threats; plans and coordinates implementation of information security policies; develops and implements security solutions to align with SCCOE goals; works with appropriate legal counsel to ensure that security policies align with all applicable regulatory mandates.

Designs and documents 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.

Monitors systems to safeguard information and technology infrastructure while allowing access to authorized users.

Creates and maintains a detailed security incident response plan; identifies and eliminates security risks and responds to security breaches, providing appropriate and timely updates to the Superintendent, Chief Technology Officer (CTO), other cabinet members, and all affected stakeholders.

Develops a security breach protocol and is responsible for its execution in a breach situation.

Creates and maintains a comprehensive disaster recovery plan, including build-out of disaster recovery infrastructure at colocation facilities as required.

With guidance from the Superintendent, Deputy Superintendent, and CTO, implements and maintains an enterprise information archiving (EIA) solution to manage electronically stored content based on retention policies and regulatory mandates.

Creates and maintains a reference architecture for the systems and network infrastructure of the SCCOE; using the reference architecture as a guide, engineers and implements all local and wide area network systems, server and storage systems, security systems, data center, Internet service, and cloud services required for the operations of the SCCOE, supported school districts and regional agencies.

Monitors the operations of the SCCOE regional data center and ensures that all hosted systems have optimal availability and performance, building out the data center as required to meet expanding needs.

Ensures that the security, network, and systems engineering team has the necessary training and experience to support all critical business system functions, including support for financial, administrative and other information systems that are integral to the business of the SCCOE and its clients.

Directs the operations of data, voice and telecommunications systems; assures the delivery of efficient and effective communications services and accurate call accounting; monitors additions, modifications and major repairs of telecommunication systems.

Attends local, regional, state, and national meetings and conferences as necessary to ensure that SCCOE systems utilize optimal technologies for delivery of economies of scale services to our clients and that all systems are compliant with regulatory mandates.

Supervises and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignments, terminations and disciplinary actions.

Prepares and maintains a variety of reports, records and files related to assigned personnel and activities; creates and maintains server and network documentation including diagrams, spreadsheets and related documentation; manages maintenance agreements, support contracts and software licensing.

Reviews proposed technology purchases; identifies, evaluates and procures new hardware and software products; identifies necessary components and prepares related purchasing documents.

Provides technical information and assistance to the Director regarding assigned functions; assists in the formulation and development of policies, procedures and programs; participates in long term planning processes for SCCOE network, systems, and security infrastructures.

Communicates with appropriate SCCOE personnel and outside organizations to coordinate activities, resolve issues and conflicts and exchange information; communicates and meets with vendors to evaluate potential acquisitions, identify technology solutions, troubleshoot problems with existing installations and negotiate contracts and purchases.

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

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Networking concepts and technologies including TCP/IP, IPv4, IPv6, DNS, routing protocols, Cisco IOS, Network Address Translation (NAT), Virtual Private Networks (VPN) and others.

Security systems, including next generation firewalls, content filtering, certificate management, public key infrastructure, encryption, intrusion detection systems, anti-virus software, authentication systems, log management, content filtering, best practices and procedures.

IT security standards including National Institute of Standards & Technology Cyber Security Framework (NIST CSF) and ISO/IEC 17024.

Technologies for data loss prevention, endpoint security, email security, network vulnerability scanning, incident management and disk encryption.

Latest security principles, techniques, and protocols.

Vulnerability and penetration tools.

Archival systems for electronic messaging and other electronically stored information (ESI).

Server operating systems and server technologies including Windows and UNIX-based systems, and directory services including Microsoft Active Directory and Group Policy.

E-mail systems including Microsoft Exchange.

Storage and backup concepts and technologies.

Server and system virtualization concepts and technologies, including VMWare, Hyper-V, and Virtual Desktop Infrastructure (VDI).

Budget preparation and control.

Principles and practices of administration, supervision and training.

Record-keeping and report preparation techniques.

Interpersonal skills using tact, patience and courtesy.

Excellent oral and written communication skills.

Technical aspects of field of specialty.

ABILITY TO:

Plan, organize and direct the activities and operations of the security, network, and systems engineering team of the ISC.

Oversee and participate in the planning, design, acquisition, implementation, development and modification of complex computer systems.

Create an organization-wide information security culture whereby the totality of behavior patterns contributes to protection of information of all kinds.

Perform vulnerability scans, configuration audits, and security monitoring.

Train and evaluate the performance of assigned personnel.

Provide consultation to SCCOE personnel and others concerning computer, network, and telecommunication systems equipment and malfunctions.

Plan and organize work.

Meet schedules and timelines.

Work independently with little direction.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and prepare reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Master's degree in Computer Science or related field and six years of increasingly responsible experience in computer systems engineering, network engineering, and IT security, including at least three years in a supervisory capacity.

LICENSES AND OTHER REQUIREMENTS:

CISSP or NIST Cybersecurity Framework Practitioner certification is preferred.
Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials.
Sitting for extended periods of time.

Approved by the Personnel Commission: November 8, 2017

Jonathan Muñoz
Interim Director – HR/Classified Personnel
Services

Date

AGENDA ITEM VI - D (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	Custodian	10/05/17	OSS	11	9
2	Paraeducator – Special Education	10/24/17	AIDES	4	UNRANKED

AGENDA ITEM VI – E (NEW BUSINESS - INFORMATIONAL)

INFORMATION RECEIVED PERSONNEL COMMISSION ANNUAL REPORT 2016 - 2017

BACKGROUND

An Annual Report is prepared each year summarizing the activities of the Commission's staff during the preceding fiscal year. Thus, presented before the Personnel Commission is a draft of the Annual Report for 2016-2017, for Commissioner review. The final version of the Annual Report will be presented at the December 2017 Personnel Commission meeting. Among other information, the Annual Report provides statistical information relating to applications, recruitment and classified staffing, as well as disciplinary hearings and appeals data.

A copy of the draft Annual Report is included.

RECOMMENDATION

It is recommended the Personnel Commission review the Annual Report draft for 2016-2017, for approval at the December 2017 Personnel Commission meeting.

OPENING STATEMENT

In compliance with the requirements of the California Education Code, section 45266, the Personnel Commission presents an Annual Report of its activities. This Annual Report highlights the personnel actions and activities completed by the Commission's staff during the 2016-2017 fiscal year.

ABOUT THE PERSONNEL COMMISSION

The Merit System was established and enacted into law in 1935, to provide statutory protection to classified employees through the Education Code against politically or personally motivated employment, promotion, discipline, or dismissal actions.

The Santa Clara County Office of Education's Merit System and its Personnel Commission were established on July 1, 1973, when the County Office of Education formally separated from the County Board of Supervisors and the County of Santa Clara.

The Merit System is a personnel system of rules and procedures administered by the Personnel Commission. Education Code section 45260 states that the rules and regulations adopted by the Personnel Commission shall be binding on all classified employees and provides procedures to be followed by the Governing Board as they pertain to classified staff.

The Merit System ensures fair and equitable treatment in all personnel management matters without regard to race, color, age, ancestry, religion, political affiliation, disability, marital status, medical condition, sexual orientation or gender and with proper regard for individual privacy and constitutional rights.

The Personnel Commission establishes, amends and interprets rules and regulations to ensure the efficiency of the classified service, conducts recruitment from all segments of society and advancement on the basis of relative ability, knowledge, and skill, provides for the selection and retention of classified employees upon a basis of merit and fitness, and maintains a classification plan that allocates positions into classes on the basis of duties and responsibilities assigned by the County Superintendent of Schools.

MEMBERS OF THE PERSONNEL COMMISSION

The Personnel Commission is an independent body comprised of three persons appointed for three-year terms. Commissioners must be residents and registered voters of the County of Santa Clara, and, in addition, be known adherents to the principles of merit. Each member is appointed in a different manner.

- **Libby Spector, President**, is a retired Field Representative from the Service Employees' International Union (SEIU), Local 521 and serves as the classified employees' appointee to the Commission. In addition to her Commission responsibilities, Commissioner Spector is a past member of the Personnel Board for the County of Santa Clara.

Commissioner Spector was originally seated on the Commission in March 1996. Her current term expires December 2017.

- **Nicholas R. Gervase, Vice-president**, is retired from the Santa Clara Unified School District and serves as the Superintendent's appointee to the Commission. During his 38 year career in public education, Commissioner Gervase served in both teaching and administrative positions including, District Superintendent and Associate Superintendent - Personnel/Employee Relations for the Santa Clara Unified School District.

Commissioner Gervase was originally seated on the Commission in March 1999. His current term expires December 2018.

- **Rodney Martin, Member**, is a retired facilities, maintenance, and operations manager from the Oak Grove School District, and serves as the Commission's Joint Appointee. Meaning, the Superintendent's Commission appointee, and the classified employees' Commission appointee, jointly appoint this Commissioner position. Commissioner Martin has also held principal and teaching positions for the Santa Clara Unified School District.

Commissioner Martin was originally seated on the Commission in January 2002. His current term expires December 2019.

PERSONNEL COMMISSION DIRECTOR AND STAFF

The Director of Classified Personnel Services and staff are responsible to the Personnel Commission for carrying out all procedures in the administration of the Merit System and the rules of the Personnel Commission. The Director serves as secretary and executive officer to the Personnel Commission, supervises commission staff, and oversees all other activities relating to recruitment, selection, classification, compensation, and disciplinary hearings for the classified service of the Santa Clara County Office of Education.

- Director - Classified Personnel Services: Kristin Olson
- Supervisor - Classification & Recruitment: Jonathan Muñoz
- Executive Assistant: Veronica Contreras
- Classified Personnel Specialist II: Yasmeen Husain
- Classified Personnel Specialist II: Kathy Jalaan
- Classified Personnel Specialist II: Natalie Kelm

MERIT SYSTEM RULES OF THE PERSONNEL COMMISSION, SCCOE

- Ensure employees are hired in accordance with Commission Rules and Merit System law based on merit and fitness, without favoritism.
- Protect applicants and employees from discriminatory job requirements.
- Ensure objective, job-related tests.
- Provide for the establishment of eligibility lists.
- Provide for announcement of job vacancies to employees and the public.
- Classify or reclassify positions.
- Recommend salary schedules consistent with the principle of like pay for like service.
- Investigate and hear appeals of permanent employees who have been suspended, demoted, or dismissed.

CLASSIFIED PERSONNEL SERVICES
SANTA CLARA COUNTY OFFICE OF EDUCATION
1290 RIDDER PARK DRIVE, MC 265
SAN JOSE, CA 95131-2304
PH 408.453.6845 FAX: 408.453.6785

RECRUITMENT AND STAFFING

EXAMINATIONS • POSITIONS FILLED • SEPARATIONS



Santa Clara County
Office of Education

Classified Personnel Services

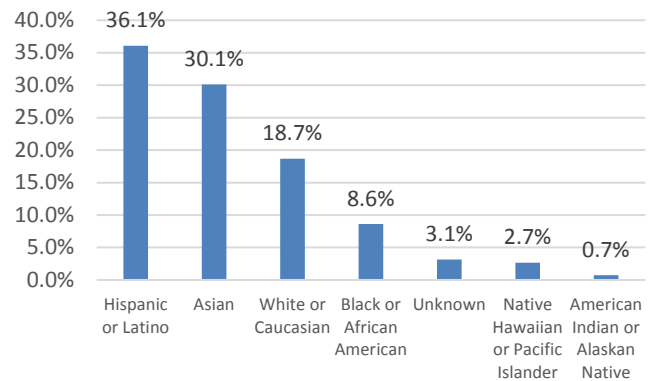
Annual Report of the Personnel Commission

July 1, 2016 – June 30, 2017

	2014/ 2015	2015/ 2016	2016/ 2017	HIGHLIGHTS
Classified Service				
Classified Employees	1,177	1,226	1,220	
Examinations				
Examination Notices	72	140	76	
Applications Received	2,865	5,167	3,719	
Examinations	245	392	242	
Eligibility Lists	54	107	57	
Positions Filled				
New Hires	113	196	136	
Promotions	22	53	22	
Reemployment	0	5	3	
Reinstatements	4	7	6	
Transfers (Lateral)	182	148	89	
Demotions	3	2	2	
Total Positions Filled	324	411	258	
Other Status Changes				
Alternate Class Series Changes	10	8	10	
Unpaid Leaves	18	25	20	
Separations				
Resignations	59	90	94	
Retirements	37	36	31	
Deaths	1	0	1	
Released/Termination	4	9	14	
Layoffs/Reemployment List	11	27	12	
Total Separations	112	162	152	

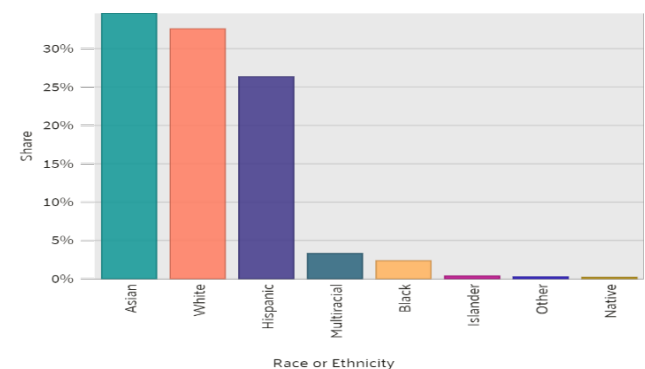
- The Santa Clara County Office of Education recruits a diverse pool of candidates, reflective of the county's demographics.

Applications by Ethnicity
2016-2017



Race & Ethnicity in Santa Clara County, Ca

The closest comparable data for the county of Santa Clara County, CA is from the state



Dataset: ACS 1-year Estimate
Source: Census Bureau

DATAUSA:

JOB CLASSIFICATION

POSITION, RECLASSIFICATION, AND SALARY STUDIES



Santa Clara County
Office of Education

Classified Personnel Services

Annual Report of the Personnel Commission

July 1, 2016 – June 30, 2017

	2014/ 2015	2015/ 2016	2016/ 2017	HIGHLIGHTS
Job Classifications				
Paraprofessionals	18	19	22	
Clerical/Technical (OTBS)	100	105	110	
Management/Confidential	72	77	80	
Service Workers (OSS)	17	18	20	
Total Job Classifications	207	219	232	
Class Changes				
Classes Added	16	12	14	
Classes Eliminated	0	0	0	
Classes Revised	18	46	52	
Total Job Class Changes	34	58	65	
Position Studies				
Positions Reallocated/Reclassified	27	5	128	
Positions Under Study	144	137	0	
Total Positions Studied	171	142	128	

- With the assistance of Ewing Consulting, the SCCOE completed and implemented the classification study for Group B, on January 1, 2017. As a result of the classification study, 126 employees were reallocated.
- There are currently no positions under study.

COMMISSION ADMINISTRATION

APPLICANT APPEALS • DISCIPLINARY HEARINGS



Santa Clara County
Office of Education

Classified Personnel Services

Annual Report of the Personnel Commission

July 1, 2016 – June 30, 2017

	2014/ 2015	2015/ 2016	2016/ 2017	HIGHLIGHTS
Applicant Appeals				
Filed/Received	0	0	0	
Settled/Withdrawn	0	0	0	
Forwarded to Commission	0	0	0	
Examination Appeals				
Filed/Received	0	0	0	
Settled/ Withdrawn	0	0	0	
Forwarded to Commission	0	0	0	
Disciplinary Hearings				
Filed/Received	0	0	0	
Settled/ Withdrawn	0	0	0	
Forwarded to Commission	0	0	0	

- During the 2016-2017 fiscal year, there were no applicant appeals filed. Additionally, during the 2016-2017 fiscal year, there were no examination appeals filed. This is a testament to Commission staff in providing clear information to applicants and candidates, being responsive to candidate inquiries, and providing quality customer service.
- During the 2016-2017 fiscal year, there were no disciplinary appeal hearings with the Personnel Commission.

AGENDA ITEM VI - F (NEW BUSINESS - INFORMATIONAL)

**INFORMATION RECEIVED
2017 – 2018 PROFESSIONAL DEVELOPMENT TRAINING REPORT**

Below is a listing of professional development conferences and trainings that Commission staff and/or Commissioners anticipated to attend or attended during the 2017-2018 fiscal year.

Conference/Training	Conference/Training Summary	Date & Location	Attendees
CSPCA Northern California Annual Conference 2017-18	1-day annual conference on legal updates and budget issues impacting merit systems.	10/13/17 San Jose, CA	J. Muñoz V. Contreras M. Flores K. Jalaan
Merit Academy 2017-2018	5-day academy, 8 hours per session, covered the workings of a merit system, responsibilities of the Personnel Commission, recruitment and selection, class and compensation.	Dates Feb. – Jun. 2018, (updates will be provided as more information becomes available)	J. Muñoz Y. Husain Y. Gomez
NEOGOV Annual User Conference 2017-2018	Conference on product functionality and best practices.	10/26/17 – 10/27/17, Las Vegas, NV	J. Muñoz K. Jalaan
Professional Services Agreement Contract Training	Review of current policies and procedures for Professional Services Agreements (PSAs).	8/7/17 SCCOE	J. Muñoz M. Perry V. Contreras
Improving Your Presentation Skills	Tools to sharpen and improve your presentation skills.	7/18/17 SCCOE	N. Kelm
Intro to QCC	Learn the basics of working effectively with the QCC interface. We will review: <ul style="list-style-type: none">• Logging in• QCC Control Center Window• Custom settings• QCC Menu Tree & Options• Favorites• Print Manager• Documentation & Help	9/21/17 SCCOE	M. Flores
OMS Administrator Training	This workshop will provide hands-on instruction on how to use the event management functions of the Organization	8/28/17 SCCOE	M. Flores

Conference/Training	Conference/Training Summary	Date & Location	Attendees
	Management System (OMS). This session will include information on tracking attendance for the events, downloading event data, preparing event registration materials, preparing reports, and fine-tuning event data.		
QCC Print Manager and Download	<ul style="list-style-type: none"> In this course, participants will learn how to manage reports sent to the QCC Print Manager. 	11/01/17	K. Jalaan
CODESP	<ul style="list-style-type: none"> Labor Relations: Bargaining 101 	8/7/17 Online	J. Muñoz
CODESP	<ul style="list-style-type: none"> Labor Relations: Bargaining 102 	8/8/17 Online	J. Muñoz
Champions for Leadership	<ul style="list-style-type: none"> The purpose of the program is to identify future leaders from each branch, match them with a mentor, and provide them with professional development opportunities. Seminar topics include effective leadership, communication, team building, change management, and interviewing skills. In addition to attending monthly seminars, participants in the program meet with a mentor on a regular basis and complete a work-related project. 	Dates Aug. 2017 – May 2018 SCCOE	Y. Husain M. Flores
Advanced Collective Bargaining Workshop	<ul style="list-style-type: none"> Overview of the bargaining process 	11/02/17	J. Muñoz

AGENDA ITEM VI – G (NEW BUSINESS - INFORMATIONAL)

INFORMATION RECEIVED MONTHLY CLASSIFICATION ACTION REPORT

BACKGROUND

A monthly report is provided to the Commissioners as a record of all classification actions and activity between Personnel Commission meetings. The report will be updated between Personnel Commission meetings. Enclosed, please find the Monthly Classification Action Report. This item is informational only.

A copy of the Classification Action Report is enclosed below.

Table 1. Classification Action Report.

Classification Title	New Class or Revision	Title Revision: No, or Yes; if Yes, then Previous Title	Revisions Description
Student Services Specialist	Revision	Yes, Program Services Specialist	<ul style="list-style-type: none">• Title change• Formatting updates• Reporting structure revision• Duty modification updates• Knowledge, skills, and abilities updates
Manager – Security, Network & Systems Engineering	New	No	<ul style="list-style-type: none">• New class

AGENDA ITEM VI – H (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: October 11, 2017 to November 8, 2017
Report Date: 11/2/2017

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	3834	Paraeducator - Special Education	Bagby	Kathy	Filled	10/25/17
2	2808	Paraeducator - Special Education	Connect West	Kathy	Filled	10/30/17
3	3891	Paraeducator - Special Education	Fischer	Kathy	Filled	11/03/17
4	3581	Paraeducator - Special Education	Fischer Middle	Kathy	Filled	11/13/17
5	1788	Paraeducator - Special Education	Foothill	Kathy	Filled	10/09/17
6	2415	Paraeducator - Special Education	Foothill	Kathy	Filled	11/06/17
7	4088	Paraeducator - Special Education	Foothill	Kathy	Filled	10/2/2017
8	4081	Paraeducator - Special Education	Hester	Kathy	Filled	11/14/17
9	3586	Paraeducator - Special Education	Parkway	Kathy	Filled	11/06/17
10	3651	Paraeducator - Special Education	Santa Teresa Elem	Kathy	Filled	11/02/17
11	1789	Paraeducator - Special Education	Silver Creek HS	Kathy	Filled	11/06/17
12	4367	Paraeducator - Special Education	Gateway	Kathy	Filled	11/01/17
13	4391	Paraeducator - Special Education	Anne Darling	Kathy	Testing/Orals	
14	1581	Paraeducator - Special Education	Brownell	Kathy	Testing/Orals	
15	0262	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
16	0870	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
17	1798	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
18	1943	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
19	2997	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
20	3692	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
21	4378	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
22	0888	Paraeducator - Special Education	Milpitas	Kathy	Testing/Orals	
23	3890	Paraeducator - Special Education	Monticello	Kathy	Testing/Orals	
24	3614	Paraeducator - Special Education	Moreland	Kathy	Testing/Orals	
25	3016	Paraeducator - Special Education	Santa Teresa HS	Kathy	Testing/Orals	
26	3824	Paraeducator - Special Education	Toyon	Kathy	Testing/Orals	
27	2901	Paraeducator - Special Education	Valle Vista	Kathy	Testing/Orals	
28	3832	Paraeducator - Special Education	Chandler Tripp	Kathy	Hold	
29	4056	Paraeducator - Special Education	Gateway	Kathy	Certified	
30	3900	Paraeducator - Special Education	Santa Teresa HS	Kathy	Certified	

CLASSIFIED PERSONNEL SERVICES
Vacancy Status Report

Reporting Period: October 11 to November 8, 2017
Report Date: 11/1/2017

#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	DATE CERTIFIED	TENTATIVE START DATE
1	1395	Administrative Assistant IV	Migrant Education	Natalie	Filled	10/04/17	10/20/17
2	3400	Associate Teacher - Restricted	Head Start/Edenvale	Natalie	Filled	10/04/17	10/04/17
3	5287	Custodian	General Services/Hester	Yasmeen	Filled	10/10/17	10/30/17
4	5358	Custodian	General Services/Walden West	Yasmeen	Filled	10/10/17	10/30/17
5	0815	Human Resources Specialist I/II	Employment Services/Human Resources	Jonathan	Filled	10/18/17	11/07/17
6	5276	Utility Person	General Services	Jonathan	Filled	10/24/17	11/01/17
7	5364	Web Developer/Programmer - Senior	Technology Programs & Instructional Support	Kathy	Filled	09/28/17	11/01/17
8	5365	Web Developer/Programmer - Senior	Technology Programs & Instructional Support	Kathy	Filled	09/28/17	11/01/17
9	3528	Specialized Physical Health Care (SPHC) Assistant	Special Education/Gateway	Kathy	Certified	10/23/17	
10	5037	Associate Teacher - Educare	State Preschool/Educare Santee	Natalie	Repost		
11	5079	Associate Teacher - Educare	State Preschool/Educare Santee	Natalie	Repost		
12	4346	Associate Teacher - Restricted	Head Start/Lyndale	Natalie	Repost		
13	0588	Education Interpreter/Tutor - DHOH	Special Education/Oster	Yasmeen	Repost		
14	0853	Education Interpreter/Tutor - DHOH	Special Education/Dartmouth	Yasmeen	Repost		
15	1016	Education Interpreter/Tutor - DHOH	Special Education/Leigh	Yasmeen	Repost		
16	2062	Education Interpreter/Tutor - DHOH	Special Education/Silver Creek	Yasmeen	Repost		
17	2535	Education Interpreter/Tutor - DHOH	Special Education/Oster	Yasmeen	Repost		
18	2916	Education Interpreter/Tutor - DHOH	Special Education/Leigh	Yasmeen	Repost		
19	4701	Education Interpreter/Tutor - DHOH	Special Education/Oster	Yasmeen	Repost		
20	2837	Administrative Assistant III	State and Federal Programs	Natalie	Hold		
21	4812	Custodian	General Services/Seven Trees	Yasmeen	Hold		
22	4676	Head Start Program Analyst - Restricted	Head Start	Natalie	Hold		