

**PUBLIC NOTICE
PERSONNEL COMMISSION AGENDA
REGULAR MEETING #480
SEPTEMBER 11, 2019, 10:00 A.M.
BOARD ROOM**

I. CALL TO ORDER

II. ROLL CALL

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

III. APPROVAL OF AGENDA #480 – September 11, 2019..... ACTION

IV. APPROVAL OF MINUTES

- A. Regular Meeting #479 – August 21, 2019 ACTION

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

VI. NEW BUSINESS

- A. Approval / Ratification of Classification Specification Revision ACTION
 - a. Human Resources Specialist I/II
- B. Approval / Ratification of Classification Specification Revision and Retitling..... ACTION
 - a. Community Engagement/Public Relations Specialist
- C. Approval / Ratification of Establishing Classification, Associated Classification Specification and Recommending Salary Range..... ACTION
 - a. Child Development Specialist, Range 47
- D. Approval / Ratification of Establishing Classification, Associated Classification Specification and Recommending Salary Range..... ACTION
 - a. Maternal Child Health Specialist, Range 45.5
- E. Approval / Ratification of Establishing Classification, Associated Classification Specification and Recommending Salary Range..... ACTION
 - a. Cybersecurity Engineer, Range 59.5
- F. Approval / Ratification of Classification Specification Revision and Range Modification..... ACTION
 - a. Technology Support Specialist, Range 48
- G. Approval / Ratification of Establishing and / or Extending Eligibility Lists ACTION
- H. Announcement of the Intended Joint Appointee to the Personnel Commission INFORMATION
- I. Monthly Vacancy Status Report INFORMATION

VII. SECRETARY’S REPORT

NOTE: This agenda will be posted on all County Office of Education bulletin boards. Additional information regarding items on this agenda is available from Classified Personnel Services. Personnel Commission reserves the right to receive issues which are brought up from the floor and refer them to staff for further attention. Oral presentations to the Personnel Commission are limited to five (5) minutes.

VIII. CLOSED SESSION

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

IX. FUTURE MEETINGS OR DISCUSSION ITEMS (Next Meeting: October 09, 2019)

X. ADJOURNMENT

NOTE: This agenda will be posted on all County Office of Education bulletin boards. Additional information regarding items on this agenda is available from Classified Personnel Services. Personnel Commission reserves the right to receive issues which are brought up from the floor and refer them to staff for further attention. Oral presentations to the Personnel Commission are limited to five (5) minutes.

**PERSONNEL COMMISSION
REGULAR MEETING #479
AUGUST 21, 2019, 10:00 A.M.
UNAPPROVED MINUTES**

I. CALL TO ORDER

The meeting was called to order by President Rodney Martin at 10:01 a.m.

II. ROLL CALL

MEMBERS PRESENT	STAFF PRESENT
Rodney Martin, President Libby Spector, Vice President Nicholas Gervase, Member	Jonathan Muñoz, Director III - HR / Classified Personnel Services Marisa Perry, Supervisor - Classification & Recruitment Linda Gore, Executive Assistant

OTHERS PRESENT
Mary Ann Dewan, County Superintendent of Schools Anisha Munshi, Assistant Superintendent - Personnel Services David Wu, Chief Technology Officer Leo Mapagu, SELPA Executive Director Phil Benfield, Director III - Information Systems Antonio Fuentes, Director III - Early Learning Services Karen Larson, Interim Director III - Creative Impact Reyna Dominguez, Supervisor - Home Based Program - EHS Restricted Dharmatha Jayabal, Data Warehouse Analyst - Senior

III. APPROVAL OF AGENDA

MOTION #479-1: The Commission approved Agenda #479, August 21, 2019, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.

MOTION #479-1: carried unanimously.

IV. APPROVAL OF MINUTES

MOTION #479-2: The Commission approved the Minutes for the Regular Personnel Commission Meeting #478, July 10, 2019, moved by Mr. Nicholas Gervase, and seconded by Ms. Libby Spector.

MOTION #479-2: carried unanimously.

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

None

VI. NEW BUSINESS

A. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-3: The Commission approved establishing the following classification and associated classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-3: carried unanimously.

- **Director I - Opportunity Youth Partnership, Range 12**

Dr. Mary Ann Dewan, County Superintendent of Schools, addressed the Commissioners and provided background information on the Opportunity Youth Partnership and the necessity of the position.

B. Approval of Classification Specification Retitling and Revision

MOTION #479-4: The Commission approved retitling and revising the classification specification, moved by Mr. Nicholas Gervase and seconded by Ms. Libby Spector.

MOTION #479-4: carried unanimously.

- **Manager - Program Support Services**

Ex-Officio Secretary Muñoz and Anisha Munshi, Assistant Superintendent - Personnel Services, provided information regarding the history of the position and the new reporting structure.

C. Approval of Classification Specification Retitling and Revision

MOTION #479-5: The Commission approved retitling and revising the classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-5: carried unanimously.

- **Environmental Education Liaison/Recruiter**

D. Approval of Classification Specification Revision

MOTION #479-6: The Commission approved revising the classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-6: carried unanimously.

- **Graphic Designer**

Karen Larson, Interim Director III - Creative Impact, provided information regarding the current job duties and rationale for the changes.

E. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-7: The Commission approved establishing the following classification and associated classification specification, moved by Mr. Nicholas Gervase and seconded by Ms. Libby Spector.

MOTION #479-7: carried unanimously.

- **SELPA Data Specialist, Range 48**

Leo Mapagu, SELPA Executive Director, addressed the Commissioners and provided an overview of SELPA and explained the Department's role in the County. Additional information was provided regarding the new classification.

F. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-8: The Commission approved establishing the following classification and associated classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-8: carried unanimously.

- **Contracts Analyst, Range 53**

G. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-9: The Commission approved establishing the following classification and associated classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-9: carried unanimously.

- **Family and Provider Specialist, Range 45.5**

Antonio Fuentes, Director III - Early Learning Services, and Reyna Dominguez, Supervisor - Home Based Program - EHS, provided information on the Infant/Toddler program and how this position will support the program.

H. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-10: The Commission approved establishing the following classification and associated classification specification, moved by Mr. Nicholas Gervase and seconded by Ms. Libby Spector.

MOTION #479-10: carried unanimously.

- **Director III - Applications, Business & Web Systems Development, Range 15**

David Wu, Chief Technology Officer, addressed the Commissioners and provided information regarding this position.

I. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-11: The Commission approved establishing the following classification and associated classification specification, moved by Mr. Nicholas Gervase and seconded by Ms. Libby Spector.

MOTION #479-11: carried unanimously.

- **Product Manager, Range 12**

David Wu, Chief Technology Officer, Phil Benfield, Director III - Information Systems, and Dharmatha Jayabal, Data Warehouse Analyst - Senior, provided information to the Commissioners on the growth of Data Zone, the respective commitments, and the need for this position.

J. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-12: The Commission approved establishing the following classification and associated classification specification, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-12: carried unanimously.

- **ETL Developer, Range 57.5**

David Wu, Chief Technology Officer, and Phil Benfield, Director III - Information Systems, provided information on how this position will support Data Zone and how establishing the position will alleviate the need for outside contractors.

K. Approval of Establishing Classification and Associated Classification Specification

MOTION #479-13: The Commission approved establishing the following classification and associated classification specification, moved by Mr. Nicholas Gervase and seconded by Ms. Libby Spector.

MOTION #479-13: carried unanimously.

- **Data Warehouse Analyst, Range 54.5**

David Wu, Chief Technology Officer, and Dharmatha Jayabal, Data Warehouse Analyst - Senior, addressed the Commissioners and provided additional regarding the need for the position.

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

MOTION #479-14: The Commission approved and / or ratified the Eligibility Lists listed within Personnel Commission Agenda #479, moved by Ms. Libby Spector and seconded by Mr. Nicholas Gervase.

MOTION #479-14: carried unanimously.

	CLASSIFICATION	DATE	UNIT	NUMBER	NUMBER
				OF	OF
				ELIGIBLES	RANKS
1	ERSEA Compliance Specialist - Restricted	07/08/19	OTBS	9	5
2	Administrative Data Technician	07/09/19	OTBS	8	7
3	ASAPconnect Specialist	07/12/19	LT	6	6
4	Instructional Materials Technician	07/12/19	OTBS	7	5
5	Manager - Credentials Services	07/16/19	LT	2	2
6	Student Services Specialist	07/16/19	OTBS	4	4
7	Paraeducator - Special Education	07/17/19	AIDES	29	Unranked
8	Director II - Grants & Partnerships	07/18/19	LT	2	2
9	Budget Analyst	07/23/19	LT	9	6
10	Custodian	07/24/19	OSS	6	5
11	Accounting Specialist I/II	07/29/19	OTBS	12	8
12	Nutritionist - Early Learning Services	08/01/19	OTBS	3	3
13	Associate Teacher - Restricted (Spanish Required)	08/02/19	AIDES	5	5
14	Administrative Research Assistant	08/09/19	OTBS	7	6
15	Paraeducator - Alternative Education	08/12/19	AIDES	6	4
16	Administrative Assistant II	08/13/19	OTBS	9	7
17	Teacher Assistant I	08/12/19	AIDES	8	7

M. Monthly Vacancy Status Report – August 21, 2019

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

VII. SECRETARY'S REPORT

Ex-Officio Secretary Muñoz reported on the following:

A. Department Updates

Dhevan Mistry, Classified Personnel Services (CPS) Intern, completed his internship. Panel interviews for the department's Specialist position were held on August 20, 2019. An update on the selected candidate will be given at the September meeting.

B. Job Fairs

CPS staff are attending the job fair at Pacific Oaks College on August 22, 2019, along with staff from Employment Services and Early Learning Services. Pacific Oaks offers Early Childhood Education programs. This job fair is to recruit candidates for the Early Learning Services Department.

The SCCOE will host the Classified Job Fair on Saturday, September 28, 2019. All school districts in Santa Clara County are invited to attend. CPS plays a critical role in pre-registering candidates

and check-in. CPS works very closely with Michelle Fine, Supervisor - Administrative Services, who handles all the advertising and coordination with the districts.

C. Webinar

Classified Personnel Services hosted a webinar on July 31, 2019, on the topic of Independent Contractors and CalPERS. Staff from Internal Business Services, Payroll Services, and Risk Management participated.

D. Associate Teacher Bid Board

CPS hosted the Associate Teacher Bid Board on August 6, 2019. Approximately 27 Associate Teachers chose positions for the new school year.

VIII. CLOSED SESSION @ 11:08 A.M.

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

IX. FUTURE MEETINGS OR DISCUSSION ITEMS

The next Personnel Commission regular meeting is scheduled for Wednesday, September 11, 2019, at 10:00 a.m.

X. ADJOURNMENT

The meeting adjourned at 11:36 a.m.

Respectfully submitted,



Jonathan Muñoz
Ex-Officio Secretary, Personnel Commission

AGENDA ITEM VI – A (NEW BUSINESS - ACTION)

**APPROVAL / RATIFICATION OF
CLASSIFICATION SPECIFICATION REVISION**

BACKGROUND

The Human Resources Division proposes revising the Human Resources Specialist I/II classification specification. The proposed changes reflect updates in language, format and minor revisions to assigned duties. Now is an ideal time to update the classification specification as there is an upcoming recruitment to fill two vacancies.

A copy of the classification specification is enclosed.

RECOMMENDATION

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

1. Approve revising the following classification specification:
 - a. Human Resources Specialist I/II
2. Approval shall be effective September 11, 2019.

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: HUMAN RESOURCES SPECIALIST I/II

BASIC FUNCTION:

Under the direction of the Manager - Human Resources/Employment Services, performs a variety of highly specialized and technical, personnel transactions and other human resource functions for the Santa Clara County Office of Education (SCCOE).

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:

Performs a variety of highly specialized, technical, routine, and non-routine personnel transactions and other human resource functions.

Inputs and maintains a variety of official employment records and position control data in a paperless filing system and the Human Resource Information System (HRIS); processes employment transactions for newly-hired employees, volunteers and contractors; processes employment transactions such as promotions, transfers, demotions, position changes, retirements, resignations, increment changes, range changes, annual longevity changes, educational training credits, and other changes using position control systems.

Consults with and guides newly-hired employees through the onboarding process; schedules and coordinates onboarding tasks such as livescan, TB tests, and pre-employment physicals; initiates salary placement; prepares and explains employment forms, job offer letters, and other onboarding documents and resources to newly-hired employees; provides a brief overview of applicable union contract to newly-hired employees.

Assists in recruitment efforts for certificated personnel using industry established best practices; creates job announcements and advertisements; prepares, organizes and maintains an applicant tracking system; assists in screening applications; reviews and analyzes educational transcripts for teaching credential eligibility and salary placement; organizes, tracks and maintains employment application files using paperless filing system; schedules interviews with applicants; communicates outcome to applicants.

Monitors and assures certificated employee credentials are valid and current; monitors and ensures employee CPR, TB and immunization records and licenses are current, as required by SCCOE policy and state law; notifies employees whose credential, CPR, TB and immunization records or licenses are near expiring; updates employee personnel file accordingly.

Processes and monitors employee leaves of absences according to bargained contracts, state and federal laws; serves as a resource to employees regarding their applicable leave rights; provides oral and written communication to employees regarding the status of their leave.

Establishes and maintains database and record-keeping systems to monitor and report on various department functions; queries and generates reports from the HRIS system and various databases and record-keeping systems; manipulates data and formats reports as necessary; computes statistical information as required; maintains and monitors the confidentiality of all records and reports.

Tracks employee performance evaluations; communicates evaluation timelines to leadership personnel.

Researches and analyzes personnel records to resolve problems and responds to written and oral employee inquiries related to assigned functions.

In a strategic customer-oriented manner, communicates with SCCOE personnel, and others, regarding human resources-related concerns and issues to provide outreach as a partner with the greater SCCOE community; confers, assists, and serves as a resource to SCCOE personnel regarding matters related to human resources.

Assists in reinforcing SCCOE human resource policy, standards, and expectations through modeling service-oriented, appropriate, and professional behavior; assists in recommending and developing policy and procedural improvement for Employment Services to ensure implementation of constant improvement and greater efficiency; trains, monitors, audits, and assists in overseeing the work of others.

Oversees and facilitates the certificated transfer process; maintains and updates seniority lists in accordance with respective collective bargaining agreements and Education Code.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Applicable sections of the State Education Code and other applicable laws, codes, regulations, policies, and procedures related to public human resources/personnel administration.

Basic payroll functions.

Proper methods, practices, and procedures used in public educational agency human resource functions.

Fundamentals of retirement and pension systems such as CalPERS and CalSTRS.

HRIS systems such as Quintessential Schools Systems (QSS).

Research methods, procedures, and techniques.

Effective and accurate record-keeping systems and procedures.

Principles and methods of customer service.

Modern office methods, practices, and procedures.

Proper use and operation of standard office equipment.

Software programs such as Microsoft Excel, Microsoft Outlook, Microsoft Word, and Laserfiche.

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

ABILITY TO:

Perform a variety of highly complex human resource functions.

Learn, analyze, and apply policies, laws, rules, regulations, and bargaining unit agreements of the SCCOE.

Explain and interpret human resource laws, policies, regulations, and contract provisions to SCCOE personnel and candidates.

Assist others in the identification of needs to secure relevant information, analyze alternative solutions, and determine appropriate courses of action or procedures.

Quickly identify problem areas or situations, evaluate problem or conflict causes and take appropriate action toward resolution, and inform management as needed.

Communicate effectively and tactfully in English, in both oral and written form.

Maintain professionalism and confidentiality in the course of all personnel interactions and transactions.

Perform complex mathematical/statistical calculations with accuracy and speed.

Organize and prioritize assigned tasks.

Accurately maintain personnel records in a confidential manner.

Prepare a variety of professional-quality correspondence, announcements, and reports. Work independently with limited supervision.

Use independent judgment and discretion when appropriate. Effectively focus on multiple tasks within established timelines.

Understand and carry out oral and written instructions.

Operate a variety of office equipment.

Establish and maintain effective work relationships with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

Human Resources Specialist I

Any combination equivalent to: College-level course work in human resources, public administration or a related field and one year of experience in human resources.

Human Resources Specialist II

Any combination equivalent to: College-level course work in human resources, public administration or a related field and three years of experience in human resources, related to recruitment, selection, employment or operations.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment, while sitting at a desk.

Contact with or constant interruptions by management, employment candidates, and employees.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person and on the telephone.

Seeing to read, prepare and proofread documents.

Sitting for extended periods of time and walking short distances.

Dexterity of hands and fingers to roll fingerprints, operate a 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.

Lifting light objects.

Approved by the Personnel Commission: June 22, 1998

Revised: 06/11/09; 12/09/15; 09/11/19



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

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

CLASS SERIES TITLE: ~~Human Resources Specialist~~ **HUMAN RESOURCES SPECIALIST I/II**

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

~~To perform~~ Under the direction of the Manager - Human Resources/Employment Services, performs a variety of highly specialized and technical ~~support functions in compensation, employment,~~ personnel records, position control, ~~certificated recruitment, or~~ transactions and other areas human resource functions for the ~~certificated and classified personnel of the~~ Santa Clara County Office of Education: (SCCOE).

ALTERNATE CLASS SERIES SPECIFICATIONS

~~The Human Resources Specialist I and the Human Resources Specialist II serve as an alternate class series. Persons may be initially employed in either level depending on their qualifications. Persons employed in the entry level classification may reasonably expect to be reassigned to the journey level classification upon the recommendation of the appointing authority. It is expected that a person employed as a Human Resources Specialist I will be prepared for reassignment to Human Resources Specialist II within a two-year period.~~

DISTINGUISHING CHARACTERISTICS

~~The Human Resources Specialist I is the entry level of the alternate class series. Persons appointed to this classification receive training to learn the rules, bargaining unit agreements, policies and procedures belonging to the Santa Clara County Office of Education. Persons receive general supervision and are initially assigned limited responsibilities which are expanded in size and complexity as their job knowledge increases.~~

~~The Human Resources Specialist II is the journey level of the alternate class series. Persons appointed to this classification demonstrate job knowledge assuring for the effective establishment, application, and implementation of employment policies and procedures including legal statutes, merit system rules, regulations, and bargaining unit agreements of the Santa Clara County Office of Education. Incumbents receive limited supervision and perform a wide range of complex personnel technical support functions that require considerable initiative, accuracy, attention to detail, organizational skills, and the ability to focus on multiple tasks within stringent timelines.~~

ESSENTIAL/TYPICAL 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:

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Performs ~~complex~~ a variety of highly specialized, technical ~~functions for certificated, routine, and classified~~ non-routine personnel ~~employed under varying regulations, bargaining unit agreements, work calendars,~~ transactions and ~~salary schedules~~ other human resource functions.

~~Assists employees, applicants~~ Inputs and the general public, interpreting employment related information

~~Provides exceptional customer service functions for both internal and external clients, establishes solid relationships with all levels of staff~~

~~Consults with employees regarding types of leaves or absences; monitors and verifies leave duration~~

~~Establishes electronic files for newly hired employees; maintains~~ a variety of official employment records, updates and retrieves documents and files for regular, probationary, limited term, provisional, temporary, and substitute personnel

~~Schedules and coordinates employment processing pre placement medical examination and fingerprinting appointments; audits employment forms for accuracy and corrects~~ and position control data submitted as needed; interprets and explains terms and conditions for employment, presents documentation to appropriate authority, and distributes related materials

~~Receives and verifies credentials, experience, degrees, official transcripts, professional references, medical examination and tuberculin test results. Establishes and calculates employees' salary placement and other pertinent compensation entitlements approved by the County Superintendent of Schools and in accordance with agreements, policies and procedures~~

~~Screens,~~ in a paperless filing system and the Human Resource Information System (HRIS); processes, and records employment related documents such as transactions for newly-hired employees, volunteers and contractors; processes employment authorizations, separations transactions such as promotions, transfers, reassignments demotions, position changes, retirements, resignations, increment changes, range changes, annual longevity changes, educational training credits, and other status changes

~~Develops and conducts customized demonstrations (at outlying sites and at the central office) regarding~~ using position control reports and systems, information system capabilities, and basic human resources practices and procedures.

~~Reviews and processes documents for selected candidates; ensures compliance with selection procedures; consults with appointing authorities and other service units in Human Resources, and communicates/clarifies discrepancies to candidates~~

~~Consults with and guides newly-hired employees through the onboarding process; schedules and coordinates onboarding tasks such as livescan, TB tests, and pre-employment physicals; initiates salary placement; prepares and explains employment forms, job offer letters, and other onboarding documents and resources to newly-hired employees; provides a brief overview of applicable union contract to newly-hired employees.~~

Assists in recruitment efforts for certificated personnel using industry established best practices; creates job announcements and advertisements; prepares, organizes and maintains an applicant tracking system;

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assists in screening applications; reviews and analyzes educational transcripts for teaching credential eligibility and salary placement; organizes, tracks and maintains employment application files using paperless filing system; schedules interviews with applicants; communicates outcome to applicants.

Monitors and assures certificated employee credentials are valid and current; monitors and ensures employee CPR, TB and immunization records and licenses are current, as required by SCCOE policy and state law; notifies employees whose credential, CPR, TB and immunization records or licenses are near expiring; updates employee personnel file accordingly.

Processes and monitors employee leaves of absences according to bargained contracts, state and federal laws; serves as a resource to employees regarding their applicable leave rights; provides oral and written communication to employees regarding the status of their leave.

Establishes and maintains database and record-keeping systems to monitor and report on various department functions; queries and generates reports from the HRIS system and various databases and record-keeping systems; manipulates data and formats reports as necessary; computes statistical information as required; maintains and monitors the confidentiality of all records and reports.

Tracks employee performance evaluations; communicates evaluation timelines to leadership personnel.

Researches and analyzes personnel records to resolve problems and responds to written and oral employee inquiries related to assigned functions.

~~—Trains staff in policies and procedures relating to assigned functions~~

~~—Initiates, prepares, and distributes certificated position announcements and application materials; prepares and coordinates published, on-line advertisements, and related materials~~

~~—Screens applications and supporting documents for certificated positions; coordinates panel interviews; coordinates candidate eligibility with Credential Services; and facilitates the employment process for selected candidates~~

~~—Reviews documents for position openings; researches and verifies parameters; ensures positions requiring pre-placement physicals and Bona Fide Occupational Requirements~~

~~—Serves as a resource regarding position certifications, licensing and other requirements, Human Resources policies and procedures, bargaining unit agreements, administrative regulations, and personnel actions and practices~~

~~—Composes and distributes related forms, lists, and correspondence related to assigned functions~~

—In a strategic customer-oriented manner, communicates with SCCOE personnel, and others, regarding human resources-related concerns and issues to provide outreach as a partner with the greater SCCOE community; confers, assists, and serves as a resource to SCCOE personnel regarding matters related to human resources.

Assists in reinforcing SCCOE human resource policy, standards, and expectations through modeling service-oriented, appropriate, and professional behavior; assists in recommending and developing policy and procedural improvement for Employment Services to ensure implementation of constant improvement and greater efficiency; trains, monitors, audits, and assists in overseeing the work of others.

~~– continued~~~~4 of 4~~

Oversees and facilitates the certificated transfer ~~processes~~

~~— Establishes and process; maintains databases and record-keeping systems to monitor and report on credentials, expenditures, work force demographics, and generate corresponding reports relating to assigned functions and updates seniority lists in accordance with respective collective bargaining agreements and Education Code.~~

~~— Operates a desktop computer, utilizing several business and emulation software applications, to input, update, purge, and modify specific personnel data, calculations, and identify discrepancies~~

~~— Assists in the preparation and promotion of recruitment activities; attends recruitment fairs; analyzes applicant demographic data, and contacts applicants to actively pursue their employment interest~~

~~— May fingerprint employment candidates, and other persons seeking employment credentialing or licensing; operates live scan equipment; and collects appropriate fees~~

~~— Performs all other OTHER DUTIES:~~

Perform related duties: as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

~~Principles of human resources management, employment law, recruitment, employee relations, compensation~~

~~Modern office procedures, practices and equipment operation including electronic filing systems~~

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Applicable sections of the State Education Code and other applicable laws, codes, regulations, policies, and procedures related to public human resources/personnel administration.

Basic payroll functions.

Proper methods, practices, and procedures used in public educational agency human resource functions.

Fundamentals of retirement and pension systems such as CalPERS and CalSTRS.

HRIS systems such as Quintessential Schools Systems (QSS).

Research methods, procedures, and techniques.

Effective and accurate record-keeping systems and procedures.

Principles and methods of customer service.

~~Desktop computer operations, basic troubleshooting techniques, and related software applications~~

Modern office methods, practices, and procedures.

Proper use and operation of standard office equipment.

Software programs such as Microsoft Excel, Microsoft Outlook, Microsoft Word, and Laserfiche.

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

Ability to:

~~– continued~~

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ABILITY TO:

Perform a variety of highly complex human resource functions.

~~Learn, analyze, and apply policies, laws, rules, regulations, and bargaining unit agreements of the County Office of Education/SCCOE. Explain and interpret human resource laws, policies, regulations, and contract provisions to SCCOE personnel and candidates.~~

~~Assist others in the identification of needs in order to secure relevant information, analyze alternate/alternative solutions, and determine appropriate courses of action and/or procedures.~~

~~Quickly identify problem areas or situations, evaluate problem or conflict causes and take appropriate action toward resolution, and inform involve management as needed.~~

~~Guide all levels of staff in the proper use of reports, forms, timelines, requirements, and screens of the HR management information system~~

~~Communicate effectively and tactfully in English, in both oral and written form.~~

~~Maintain professionalism and confidentiality in the course of all personnel interactions and transactions.~~

Perform complex mathematical/statistical calculations with accuracy and speed.

~~Perform complex mathematical/statistical calculations with accuracy and speed~~

~~Organize and prioritize assigned tasks.~~

~~Accurately maintain personnel records in a confidential manner.~~

~~Prepare a variety of professional-quality correspondence, announcements, and reports~~

Work independently with limited supervision.

~~Use independent judgment and discretion when appropriate~~

Effectively focus on multiple tasks within established timelines.

~~Understand and carry out oral and written instructions.~~

~~Operate a variety of office equipment including, but not limited to, a desktop computer, calculator, facsimile machines, scanners, and printers.~~

~~Establish and maintain effective work relationships with those contacted in the course of assigned duties.~~

EDUCATION, TRAINING AND EXPERIENCE:

Human Resources Specialist I: A

~~Any combination of education, training and experience which clearly demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include one year clerical/technical experience related equivalent to human resources or personnel management. Experience must include maintaining computerized records. College-level course work in human resources, public administration or a related field is highly desirable and one year of experience in human resources.~~

Human Resources Specialist II: A

~~Any combination of education, training and experience which clearly demonstrates possession of knowledge, skill and abilities detailed above. A typical qualifying background would include equivalent to: College-level course work in human resources, public administration or a related field and three years of experience in human resources clerical/technical experience, related to recruitment, selection,~~

~~– continued~~

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~~employment or operations. Experience must include maintaining computerized records, and interpreting and applying complex laws, rules and regulations. Experience providing technical leadership is desirable. College level course work in human resources, public administration or a related field may be considered as partial fulfillment of the work experience requirement.~~

~~BARGAINING UNIT: Office, Technical, and Business Services (OTBS) Unit~~

~~WORKING CONDITIONS: Generally, duties are primarily performed in an office~~

ENVIRONMENT:

~~Office environment, while sitting at a desk. Incumbents are subject to contact~~
~~Contact with or constant interruptions by staff management, employment candidates, and/or~~
~~employees.~~

PHYSICAL DEMANDS:

~~Hearing and speaking to exchange information in person and on the telephone; seeing.~~

~~Seeing to read, prepare and proofread documents; sitting.~~

~~Sitting for extended periods of time; dexterity and walking short distances.~~

~~Dexterity of hands and fingers to roll fingerprints, operate a computer keyboard, and other office equipment; kneeling.~~

~~Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.~~

~~Lifting light objects.~~

AGENDA ITEM VI – B (NEW BUSINESS - ACTION)

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

BACKGROUND

The Equity and Educational Progress Division proposes revising the Communications/Public Relations Specialist classification specification, and also, retitling the classification to Community Engagement/Public Relations Specialist.

This position has endured a high level of turnover, as there have been four incumbents since 2015. The proposed changes are an effort to more accurately describe the position, and attract the right candidates.

A copy of the classification specification is enclosed.

Table 1 Summary Report

Classification	Revisions
<ul style="list-style-type: none">• Community Engagement/Public Relations Specialist	<ul style="list-style-type: none">• Duty modification update• Retitle from Communications/Public Relations Specialist to Community Engagement/Public Relations Specialist

RECOMMENDATION

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

1. Approve retitling and revising the following classification specification:
 - a. Communications/Public Relations Specialist to Community Engagement/Public Relations Specialist
2. Approval shall be effective September 11, 2019.

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: COMMUNITY ENGAGEMENT/PUBLIC RELATIONS SPECIALIST

BASIC FUNCTION:

Under the direction of an assigned administrator, performs a variety of professional-level activities involving editorial production coordination and support for publications of the Santa Clara County Office of Education (SCCOE) and the school districts it serves; writes articles, press releases and related print or digital publications; plans and coordinates functions and events; coordinates outreach and communications and promotional activities.

DISTINGUISHING CHARACTERISTICS:

The class of Community Engagement/Public Relations Specialist requires specialized subject matter expertise in the area of public relations as well as some directly related and progressive experience. Knowledge is applied to the technical aspects of the public information and communications program. No supervisory responsibility for other staff is assigned, however, incumbents may direct the work of others as assigned. Most frequently meets with internal staff for the purpose of providing, obtaining, sharing, or exchanging information.

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:

Manages employee and community engagement event programs including, but not limited to, site openings and ribbon cuttings, Teacher Recognition Celebration, Employee of the Month, Classified Employee of the Year, Student of the Year, Blue Ribbon, Golden Bell, Civic Engagement, and a variety of other employee relation programs.

Writes original content for communications purposes including, but not limited to, press releases, scripts, speeches, and digital content.

Assists in the editorial production coordination and support for the internal and external communications provided by the SCCOE.

Writes, edits or serves as editor for SCCOE publications including web pages, publicity materials, official documents, advertising, and marketing materials.

Creates, designs and executes high-quality major publications, promotional and marketing materials, and comprehensive web pages/sites.

Researches, writes, edits and distributes news releases, articles, opinion pieces, brochures, etc., ensuring communications are technically correct and error-free to appropriate media and outlets.

Conducts focus groups and individual interviews from various internal and external groups, organizations, and the general public to research and secure information.

Attends a variety of meetings and conferences for the purpose of obtaining and disseminating information.

Develops and layouts copy for information, newsletters, brochures, pamphlets, maps, logos, catalogs, and other related materials.

Performs a variety of research and data gathering functions in relationship to the SCCOE programs, activities, and services.

Writes, edits and provides quality control for various articles and other publicity materials including managing social media accounts.

Operates a desktop computer and peripheral equipment; uses specialized software in the course of assigned duties.

May work with members of the Superintendent’s cabinet, department heads and office staff in the course of assigned functions.

May direct the work of others as assigned.

Assists with planning and preparation of County Office functions.

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Oral and written communication skills.

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

Principles, techniques, and practices of public relations, marketing and advertising methods and techniques.

Research and interview techniques, methods, and procedures.

Publication design, editing and writing.

Technical aspects of field of specialty including Internet design and web publishing.

General organization and services provided by public agencies, particularly in the area of education.

Media operations and procedures in the context of information dissemination.

Media contacts appropriate to news and feature stories.

Record-keeping techniques.

SCCOE operations, policies and objectives.

Operation of a desktop computer and office and specialized software utilized for print and web publications.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Write and edit a variety of materials that are creative, descriptive, technical, and factual.

Coordinate news releases and publications to inform the public, and participants of the programs, services and events.

Operate a desktop computer and related office equipment such as a copier, fax machine, and printer.

Respond to sensitive matters with discretion and tact.

Interpret and apply rules, laws, codes, and policies pertaining to the SCCOE.

Remain abreast of the emerging and changing social media technologies.
Assemble information in a creative, informative manner.
Analyze situations accurately and adopt an effective course of action.
Communicate effectively, both in oral and written form.
Plan, prioritize, and organize work within established timelines.
Work independently with minimal direction.
Direct the work of others as assigned.
Establish and maintain a cooperative relationship with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree from an accredited college or university with major course work in English, journalism, public relations, or related field, and two years of related experience.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment while sitting at a desk operating a computer terminal. Incumbents are subject to extensive public contact with external agencies, media officials, and other individuals seeking information.

PHYSICAL DEMANDS: Use hands and fingers to operate desktop computer keyboard or other office equipment, reach with hands and arms, stoop, kneel, or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate a computer; hear and understand voice over telephone and in person.

Approved by Personnel Commission: 1988
Revised: 1994; 2002; 2009; 09/11/19



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

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

CLASS TITLE: ~~Communications/Public Relations Specialist~~ COMMUNITY ENGAGEMENT/PUBLIC RELATIONS SPECIALIST

DESCRIPTION OF BASIC FUNCTION AND RESPONSIBILITIES:

~~To perform~~ Under the direction of an assigned administrator, performs a variety of professional-level activities involving editorial production coordination and support for publications of the Santa Clara County Office of Education (SCCOE) and the school districts it serves. ~~To gather information, assure compliance with established timelines; writes articles, press releases and write featured segments. To provide responsible staff assistance in planning~~ related print or digital publications; plans and ~~executing recognition~~ coordinates functions and ~~special events; coordinates outreach and to perform~~ related duties as assigned. This job class requires specialized subject matter expertise in the area of journalism communications and public relations as well as some directly related and progressive experience promotional activities.

DISTINGUISHING CHARACTERISTICS:

—The class of ~~Communications~~ Community Engagement/Public Relations Specialist requires specialized subject matter expertise in the area of ~~journalism and~~ public relations as well as some directly related and progressive experience. Knowledge is applied to the technical aspects of the public information and communications program. No supervisory responsibility for other staff is assigned, however, incumbents may direct the work of others as assigned. Most frequently meets with internal staff for the purpose of providing, obtaining, sharing, or exchanging information.

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/TYPICAL DUTIES:

Manages employee and community engagement event programs including, but not limited to, site openings and ribbon cuttings, Teacher Recognition Celebration, Employee of the Month, Classified Employee of the Year, Student of the Year, Blue Ribbon, Golden Bell, Civic Engagement, and a variety of other employee relation programs.

Writes original content for communications purposes including, but not limited to, press releases, scripts, speeches, and digital content.

Assists in the editorial production coordination and support for the internal and external communications provided by the ~~Santa Clara County Office of Education~~ SCCOE.

~~Researches, writes, edits and distributes news releases, articles, opinion pieces, brochures etc., ensuring communications are technically correct and error free to appropriate media and outlets~~

Writes, edits or serves as editor for ~~County Office of Education~~SCCOE publications including web pages, publicity materials, official documents, advertising, and marketing materials.

Creates, designs and executes high-quality major publications, promotional and marketing materials, and comprehensive web pages/sites.

~~Writes speeches and recognition event scripts~~

~~Develops and layouts copy for information brochures, pamphlets, maps, logos, catalogs, and other related materials~~

~~Creates templates~~Researches, writes, edits and distributes news releases, articles, opinion pieces, brochures, etc., ensuring communications are technically correct and error-free to appropriate media and outlets.

~~Conducts focus groups and style sheets for publications, newsletters~~individual interviews from various internal and web pages

~~As assigned, performs a variety of~~external groups, organizations, and the general public to research and data gathering functions in relationship to County Office of Education programs, activities, and servicessecure information.

~~Writes, edits and provides quality control for various articles and other publicity materials~~

~~Maintains and revises media list~~

~~Maintains current knowledge of emerging technologies and trends on computer graphic design and publishing and web technologies~~

~~Operates desktop computer and peripheral equipment; uses specialized software in the course of assigned duties~~

Attends a variety of meetings and conferences for the purpose of obtaining and disseminating information.

Develops and layouts copy for information, newsletters, brochures, pamphlets, maps, logos, catalogs, and other related materials.

Performs a variety of research and data gathering functions in relationship to the SCCOE programs, activities, and services.

Writes, edits and provides quality control for various articles and other publicity materials including managing social media accounts.

Operates a desktop computer and peripheral equipment; uses specialized software in the course of assigned duties.

May work with members of the Superintendent's cabinet, department heads and office staff in the course of assigned functions.

May direct the work of others as assigned.

Assists with planning and preparation of County Office functions.

OTHER DUTIES:

Performs related duties as assigned.

EMPLOYMENT STANDARDS

~~Knowledge of:~~

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Oral and written communication skills.

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

Principles, techniques, and practices of public relations, journalism, marketing and advertising methods and techniques.

Research and interview techniques, methods, and procedures.

Publication design, editing and writing.

~~Principles of page layout and web page authoring~~

Technical aspects of field of specialty including Internet design and web publishing.

General organization and services provided by public agencies, particularly in the area of education.

~~General principles of print processes, techniques and procedures~~

Media operations and procedures in the context of information dissemination.

Media contacts appropriate to news and feature stories.

~~Oral and written communication skills~~

Record-keeping techniques.

~~County Office of Education organization,~~ SCCOE operations, policies and objectives.

Operation of a desktop computer and office and specialized software utilized for print and web publications.

Interpersonal skills using tact, patience and courtesy.

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

~~Ability to:~~

ABILITY TO:

Write and edit a variety of materials that are creative, descriptive, technical, and factual.

Coordinate news releases and publications to inform the public, and participants of the programs, services and events.

~~Write and edit a variety of materials that are creative, descriptive, technical, and factual~~

Operate a desktop computer and related office equipment such as a copier, fax machine, and printer.

Respond to sensitive matters with discretion and tact.

Interpret and apply rules, laws, codes, and policies pertaining to the ~~Santa Clara County Office of Education~~ SCCOE.

Remain abreast of the emerging and changing social media technologies.

Assemble information in a creative, informative manner.

Analyze situations accurately and adopt an effective course of action.

Communicate effectively, both in oral and written form.

Plan, prioritize, and organize work within established timelines.
Work independently with minimal direction.
Direct the work of others as assigned.
Establish and maintain a cooperative relationship with those contacted in the course of assigned duties.

EDUCATION AND EXPERIENCE:

~~— Generally, any combination of education and experience that could provide the required knowledge and abilities is qualifying. A typical method of demonstrating these qualifications would be:~~

~~• Possession of a Any combination equivalent to: Bachelor's degree from an accredited college or university with major course work in English, journalism, public relations, or related field; ~~and, and two years of related experience.~~~~

~~• Two (2) or more years of related including some progressive experience.~~

~~BARGAINING UNIT: Office, Technical, and Business Services (OTBS) Unit~~

WORKING CONDITIONS:

ENVIRONMENT:

Duties are primarily performed in an office environment while sitting at a desk operating a computer terminal. Incumbents are subject to extensive public contact with external agencies, media officials, and other individuals seeking information.

PHYSICAL DEMANDS: Use hands and fingers to operate desktop computer keyboard or other office equipment, reach with hands and arms, stoop, kneel, or crouch to file, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate a computer; hear and understand voice over telephone and in person.

AGENDA ITEM VI – C (NEW BUSINESS - ACTION)

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

BACKGROUND

The Early Learning Services Department proposes establishing the Child Development Specialist position to better meet the needs of the Early Head Start Program (EHS). EHS was recently awarded a new grant to provide additional services to families with infants and toddlers. This position supports the work of this new grant.

The Child Development Specialist, will ensure quality and efficient educational supports and resources are provided and implemented; conduct home visits; monitor and ensure environments for children are safe and healthy; ensure improvement plans are implemented and completed; implement and provide training, technical assistance, and coaching to all Early Head Start-Child Care Provider Program classroom staff, partners and providers to improve the quality of program services.

A copy of the classification specification is enclosed.

Based on the concept of the classification, and an audit of similar SEIU positions within the Department, to ensure a robust internal structure, the salary range for Child Development Specialist is recommended at range 47.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
Family Support Specialist	OTBS - 47.5	\$5,774 - \$6,844	BA	3 years
Safe and Health Schools Specialist	OTBS - 47.5	\$5,774 - \$6,844	BA	3 years
Child Development Specialist	OTBS - 47.0	\$5,641- \$6,681	BA	3 years
Family and Provider Specialist	OTBS - 45.5	\$5,253 - \$6,236	BA	2 years

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
 - a. Child Development Specialist
2. Recommend the following salary Range for the following classification:
 - a. Child Development Specialist, Range 47
3. Approval shall be effective September 11, 2019

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: CHILD DEVELOPMENT SPECIALIST

BASIC FUNCTION:

Under general supervision, the Child Development Specialist ensures quality and efficient educational supports and resources are provided and implemented; conducts home visits; monitors and ensures environments for children are safe and healthy; ensures improvement plans are implemented and completed; implements and provides training, technical assistance, and coaching to all Early Head Start-Child Care Provider Program classroom staff, partners and providers to improve the quality of program services.

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:

Assists with the implementation and timely delivery of the education and child development program services within the Early Head Start program (EHS); ensures quality and efficient educational supports and resources are provided and implemented across EHS center and provider sites.

Conducts on-site visits and small group sessions (e.g., professional learning communities) to provide a system of Training and Technical Assistance (TTA), coaching, mentoring and professional development; monitors program implementation and fidelity and provides support and feedback, for continuous improvement; ensures compliance with related regulations as stated in Head Start Performance Standards (e.g., Early Learning Outcomes Framework (ELOF), curriculum fidelity, developmental and social-emotional screenings, DRDP Assessment, and Community Care Licensing).

Implements and provides pre-service and in-service training, technical assistance, and coaching to EHS classroom staff, partners and providers to improve the quality of program services using the Desired Results Developmental Profile (DRDP) Assessment, individualization, inclusion, daily routines and health checks, lesson planning, Infant/Toddler Environmental Rating Scale (ITERS), Family Child Care Environmental Rating Scale (FCCERS), Creative Curriculum, and fidelity tools.

Prepares and tracks professional development plans for EHS classroom staff, partner staff and providers to ensure program educational requirements are met and maintained in collaboration with partner staff.

Collaborates with the Maternal Child Health Specialist to address concerns, issues, or non-compliances found during the evaluation process; assists with implementation plans to assure changes are made in accordance with established standards.

Conducts monthly teacher/provider-child observations; monitors and ensures environments for children are safe and healthy; ensures improvement plans are implemented and completed.

Gathers and analyzes ongoing assessment data including specific assessments to measure improvements; promotes developmentally appropriate practices and sound program approaches to service delivery;

imparts culturally and linguistically appropriate programs and achievement of individual child and program school readiness goals.

Works with family child care providers and classroom staff to implement the DRDP Assessment in accordance with program standards, including training providers and staff on how to use child and group level data to individualize curriculum activities and services.

Ensures provision of disabilities and mental health services including supports and case conferencing with parents, staff and/or providers, to address behavioral issues and concerns; communicates in a respectful and sensitive way to parents, partner staff, and providers, any concerns regarding a child's development or behavior, as soon as the concern arises and documents discussion.

Collaborates with the Family and Provider Specialist to plan and implement transition plans for children aging out of EHS and entering Head Start and State Preschool programs; provides disabilities, and mental health supports, materials, and resources including services to ensure seamless transitions to pre-school settings.

Conducts teacher home visits for children who are enrolled in family child care in accordance with program standards; monitors and ensures partner sites are completing teacher home visits and parent-teacher conferences in accordance with program standards.

Provides written reports after every coaching, mentoring assessment, and TTA visit with a summary of the activities completed and topics covered including a determination of compliance with any deliverables being assessed and a plan of action, as necessary.

Participates in the EHS meetings, provider meetings, EHS parent meetings, and planning sessions to ensure informed coordination of the Educational Service Area, goals and objectives take place.

Participates in the planning and implementation of curriculum fidelity, and site evaluation systems.

In collaboration with partners and providers, utilizes program self-assessment results, Program Information Report (PIR) data and audit reports to formulate Quality Improvement Plans to address non-compliance and maintain, correct, or improve delivery of services.

Ensures appropriate records, reports, and other required documentation for program reviews and audits are maintained.

Schedules and participates in evening and weekend parent contacts, meetings and workshops to accommodate parent work schedules.

Assists in community outreach events and attends community meetings as assigned, including marketing the program within the community; participates and assists in all scheduled staff, provider and parent meetings, workshops and trainings.

Travels to various sites to fulfill job duties; operates a vehicle to conduct work.

Prepares weekly and monthly activity reports as directed by the supervisor.

OTHER DUTIES:

All other duties as assigned

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Head Start and Early Head Start policies, procedures, regulations and performance standards (e.g., ELOF, DRDP Assessment, ITERS, FCCERS, etc.).

Federal, State, local requirements, and funding terms and conditions (e.g., Title 5).

California Child Care Licensing (Title 22).

Child development from birth to 5.

Infant mental health.

Adult learning theory and effective training methods.

Reflective consultation practices.

Record-keeping techniques.

Operation of a computer and assigned software.

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

Oral and written communication skills.

Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

Read and interpret Head Start and Early Head Start policies, procedures, regulations and performance standards to develop professional development.

Conduct training and staff development activities for staff and providers.

Analyze data and make data-informed decisions and recommendations.

Communicate effectively both orally and in writing.

Communicate effectively with families, staff, providers and supervisor.

Establish and maintain cooperative and effective working relationships with others.

Practice reflective consultation methods for feedback to staff and providers.

Work independently with minimal direction.

Exercise sound judgment, discretion and initiative.

Maintain records and prepare reports.

Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

A Bachelor's degree in child development, early child development, human development, or a related field, including six (6) units of infant/toddler development, or three (3) units infant/toddler and other training or classes which address the needs of infants and toddlers, and three years of experience in a preschool program serving infants and toddlers. One year of experience in developing and delivering professional trainings is preferred.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

A driving record that meets the SCCOE's insurance requirements.

May require:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the SCCOE.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are performed in an office environment, preschool sites, and provider homes.
Evenings and weekends.

Must be able to drive a personal vehicle to conduct home visits, group sessions, and attend meetings with parents, staff, and providers.

PHYSICAL DEMANDS:

Physical, mental, and emotional stamina to perform the duties and responsibilities of the position under sometimes stressful conditions.

Hearing and speaking to exchange information.

Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Approved by Personnel Commission: September 11, 2019



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

AGENDA ITEM VI – D (NEW BUSINESS - ACTION)

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

BACKGROUND

The Early Learning Services Department proposes establishing the Maternal Child Health Specialist position to better meet the needs of the Early Head Start Program (EHS). EHS was recently awarded a new grant to provide additional services to families with infants and toddlers. This position supports the work of this new grant.

The Maternal Child Health Specialist will assure mandates in health, nutrition, mental health, and dental services are met for the Early Head Start Program, including Child Care Providers, in accordance with the Head Start Program Performance Standards; conduct on-site health and safety assessments; perform evidence-based vision and hearing screenings.

A copy of the classification specification is enclosed.

Based on the concept of the classification, and an audit of similar SEIU positions within the Department, to ensure a robust internal structure, the salary range for Maternal Child Health Specialist is recommended at range 45.5.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
ERSEA Compliance Specialist - Senior - Restricted	OTBS - 45.5	\$5,253 - \$6,236	AA	3 years
Maternal Child Health Specialist	OTBS - 45.5	\$5,253 - \$6,236	BA	2 years
Family and Provider Specialist	OTBS - 45.5	\$5,253 - \$6,236	BA	2 years
Educare Family Engagement Specialist	OTBS - 45.0	\$5,136 - \$6,083	BA	2 years

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
 - a. Maternal Child Health Specialist
2. Recommend the following salary Range for the following classification:
 - a. Maternal Child Health Specialist, Range 45.5
3. Approval shall be effective September 11, 2019

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: MATERNAL CHILD HEALTH SPECIALIST

BASIC FUNCTION:

Under general supervision, the Maternal Child Health Specialist assures mandates in health, nutrition, mental health, and dental services are met for the Early Head Start Program (EHS), including Child Care Providers, in accordance with the Head Start Program Performance Standards (HSPPS); conducts on-site health and safety assessments; performs evidence-based vision and hearing screenings.

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:

Ensures completion of screenings, referral follow-up, treatment, and ongoing care of health, nutrition, mental health, and dental services for children in EHS; updates and maintains applicable tracking systems in accordance with state and federal guidelines.

Collaborates with EHS administration to ensure service delivery is timely, family and child-focused, and consistent with the goals of the program; conducts on-site health and safety assessments and evaluations; monitors all health, nutrition, mental health, and dental requirements are met in accordance with the HSPPS; assists in the completion of requirements such as 30-45-90-day health requirements and other ongoing health and immunization requirements; follows up with health care providers and/or parents to ensure compliance with HSPPS and Child Care Licensing.

Provides health and nutrition information to program staff, partners, and providers; coordinates the distribution of dental hygiene supplies, first aid supplies, emergency kit supplies, medication administration forms, and other materials and supplies.

Informs partners and providers of any changes in HSPPS related to health program services, health and safety regulations, environmental, health, and safety assessment tools, and applicable monitoring, recording keeping, and reporting systems; assists EHS administration with delivering training to staff, partners and providers.

In partnership with EHS staff, partners, and providers, coordinates, schedules, and provides parent workshops and trainings based on children's health needs, family needs and interests, and the program's health goals and objectives.

Conducts evidence-based vision and hearing screenings whenever the child's primary care physician is unable to provide timely screenings; collects, enters, and tracks all documentation related to medication administration, health and nutrition plans, including health plans for handling of breast milk on-site.

Conducts monthly environmental health and safety observations and evaluations using established processes, procedures, and tools; in collaboration with other EHS staff, partners and providers, addresses concerns, issues, and noncompliance findings within a timely manner to ensure safe and healthy environments for children.

Participates in the Head Start Health Services Advisory Committee, and other outside committees that address the health needs of infants and toddlers; participates in case conferencing meetings to discuss issues and concerns related to EHS children and families; participates in EHS staff, partner, and provider meetings, and planning sessions to assist in the coordination of health, nutrition, mental health, and dental services; attends all other required meetings, and pre-service and in-service training as required.

Provides input in the development and updating of the health services program plans and related policies and procedures in accordance with federal and state regulations.

Collects and enters relevant health data into electronic systems; maintains soft and hard copies in an organized record-keeping system; manages and maintains confidential files; documents all contacts with partners, providers, and families; ensures records are current and accurate.

Schedules and participates in evening and weekend parent contacts, meetings, and workshops to accommodate parent work schedules.

Assists in community outreach events and attends community meetings as assigned, including marketing the program within the community; participates and assists in all scheduled staff, provider and parent meetings, workshops, and trainings.

Travels to various sites to fulfill job duties; operates a vehicle to conduct work.

Prepares weekly and monthly activity reports as directed by the supervisor.

OTHER DUTIES:

Performs other duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Head Start and Early Head Start policies, procedures, regulations, and performance standards.

Applicable mandated timelines.

Child care licensing requirements regarding immunizations, physical exams, and disabilities.

Community, social, and health resources for low-income families.

Health, nutrition, mental health, and dental services for infants and toddlers.

Vision and hearing screening procedures.

Oral and written communication skills.

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

Interpersonal skills using tact, patience, and courtesy.

Cultural sensitivity and competency in all interactions with families, partners, and colleagues.

Operation of a computer and assigned software.

ABILITY TO:

Establish effective working relationships with families, doctors, clinic staff, and other health professionals.

Work with parents to ensure that referrals and physical exams are completed promptly.

Work within an interdisciplinary team as a cooperative and supportive team member.

Interpret and analyze laws, codes, and regulations as they relate to this position.

Conduct evidence-based vision and hearing screenings.

Maintain professionalism and confidentiality in the course of work.

Provide support to families regarding information and resources related to family wellness.

Establish, prepare, and maintain reports and effective record-keeping systems.

Maintain current and accurate records.
Complete required documentation to ensure program compliance with federal and state mandates.
Coordinate and conduct parent meetings and trainings.
Work independently with minimal direction.
Operate a computer and assigned office equipment.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor’s degree in public health, health education, health administration, nursing or a related field and two years of experience coordinating health services. Experience serving families with infants, toddlers, or preschoolers is preferred.

LICENSES AND OTHER REQUIREMENTS:

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

May require:

Fluency in English and a second language (Spanish or Vietnamese) as specified by the SCCOE.

WORKING CONDITIONS:

ENVIRONMENT:

Duties are performed in an office environment, outdoors in the community, in the homes of families served, and in child care provider sites.
Evenings and weekends.
Must be able to a drive personal vehicle to perform the job duties.

PHYSICAL DEMANDS:

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

Approved by Personnel Commission: September 11, 2019



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

AGENDA ITEM VI – E (NEW BUSINESS - ACTION)

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

BACKGROUND

The Technology & Data Services Division proposes establishing the Cybersecurity Engineer position, to increase cybersecurity efforts for the SCCOE and Santa Clara County school districts.

The Cybersecurity Engineer will design, develop, implement and maintain a comprehensive, enterprise-wide cybersecurity program to protect the SCCOE systems, data, and network infrastructure from external and internal security breaches, data loss, and privacy violations; ensure that cybersecurity measures taken are in compliance with statutory and regulatory requirements regarding information access, security, and privacy; provide cybersecurity services including threat protection, incident response, and end-user training to SCCOE departments and school districts.

A copy of the classification specification is enclosed.

Based on the concept of the classification, and an audit of internal classifications, to ensure a robust internal structure, the salary range for Cybersecurity Engineer is recommended at range 59.5, which is comparable to similar classifications within the Division.

TITLE	RANGE	MONTHLY SALARY	EDUCATION	EXPERIENCE
Enterprise Network Engineer	OTBS - 59.5	\$10,191 - \$12,104	BA	5 years
Systems Engineer	OTBS - 59.5	\$10,191 - \$12,104	BA	5 years
Cybersecurity Engineer	OTBS - 59.5	\$10,191 - \$12,104	BA	5 years

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
 - a. Cybersecurity Engineer
2. Recommend the following salary Range for the following classification:
 - a. Cybersecurity Engineer, Range 59.5
3. Approval shall be effective September 11, 2019

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: CYBERSECURITY ENGINEER

BASIC FUNCTION:

Under the direction of the Manager - Security, Network, & Systems Engineering, designs, develops, implements and maintains a comprehensive, enterprise-wide cybersecurity program to protect the Santa Clara County Office of Education (SCCOE) systems, data, and network infrastructure from external and internal security breaches, data loss, and privacy violations; ensures that cybersecurity measures taken are in compliance with statutory and regulatory requirements regarding information access, security, and privacy; provides cybersecurity services including threat protection, incident response, and end-user training to SCCOE departments and Santa Clara County school districts.

DISTINGUISHING CHARACTERISTICS:

The Cybersecurity Engineer is highly motivated, proactive, and responsive, and must work with limited direction in a complex and rapidly evolving information technology environment. Incumbents possess a high level of technical skill, with the ability to respond quickly and effectively to security threats while providing accurate and timely incident reports and status updates to all stakeholders and IT support team members. This position requires a thorough understanding of current and emerging threats and technologies, both on-premises and in the cloud.

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:

Leads the development, maintenance, and dissemination of electronic information security policies, standards, procedures, and practices for the purpose of identifying issues, developing recommendations, enhancing existing systems and/or providing solutions to current cybersecurity issues.

Designs, deploys, and manages multiple information security technology standards and procedures, including endpoint security, application security, database security, infrastructure security, and identity management solutions.

Establishes information and infrastructure security controls, including log monitoring procedures, identification of unnecessary services and applications, redundant accounts, risky applications, etc., to support system hardening and policy and procedure alignment.

Performs technical security design and review activities for the SCCOE and Santa Clara County school districts with respect to applications, networks, servers, architecture, and databases to ensure security on-premises or cloud deployments.

Resolves complex security problems or breaches; conducts and initiates security scans and audits; performs risk assessments; acts as both a technical lead and liaison for interacting with third-party vendors, forensic specialists, auditors, law enforcement, and other investigators.

Creates and delivers training on information security for IT staff and end-users to establish and oversee an institutionalized knowledge-base of current and emerging electronic information security technologies, security issues, and information privacy legislation and regulations.

Serves as a technical resource to SCCOE and Santa Clara County district staff to provide consultation, advice, and services on data security management, privacy, disaster recovery, and emergency preparedness planning.

Creates, updates, and oversees all disaster recovery and related activities including testing and validation for restoration both on premises and in the cloud.

Interprets and implements laws, regulations, policies, and procedures pertinent to cybersecurity-related incidents; collaborates with law enforcement agencies for the purpose of investigating electronic security breaches.

Conducts penetration tests to identify hardware and software assets that are vulnerable to attack; recommends and leads the implementation of countermeasures to address identified vulnerabilities.

Performs detailed technical security evaluations of information systems, solution architectures, physical security designs, vendor solicitations, contracts, and proposals to ensure that IT assets are aligned with internal and external security policies and requirements.

Communicates trending risks with SCCOE leadership and performs or provides end-user training to all staff to mitigate the risk for the human factor.

Assists and supports all SCCOE IT staff with all aspects of planning, design, development, coding, testing, debugging and implementation of complex systems administration for a variety of operating systems.

Assists with the development of bid specifications for acquisitions of network, data security, and telecommunications related equipment and services.

Promotes acceptance of security technologies within the organization, balancing business goals, security controls, and customer usability.

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

OTHER DUTIES:

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Information technology security standards and requirements, trends and tools, LAN/WAN networks, operating systems, and ERP systems.

Design, development, and implementation of security solutions for complex and large networks.

Firewalls, intrusion detection and prevention systems, auditing and scanning systems, VPN, and remote access systems.

Vulnerability assessment tools including but not limited to Nessus, Metasploit, and Nmap.

Specific security issues associated with common operating systems, networking, and virtualization software.

Risk and threat assessment processes and practices.

Malware including computer viruses, worms, Trojan horses, spyware, and ransomware; phishing and other social engineering strategies.

Concepts, procedures, and controls relating to CIS, ISO 27001, NIST 800, and other industry accepted Information Security frameworks.

Core security tools including, but not limited to, intrusion detection systems (IDS), security information and event management (SIEM), firewalls, and vulnerability assessment tools.

State, federal, and local laws and regulations related to cybersecurity, data privacy and protection, and data breach notification, including COPPA, FERPA, and HIPAA.

Principles, practices, and techniques of database structures and computer programming.

Change control concepts and procedures.

Project management concepts and terminology.

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

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

ABILITY TO:

Maintain awareness and knowledge of contemporary standards, practices, procedures, and methods related to cybersecurity.

Understand and apply laws, regulations, policies, and procedures pertinent to cybersecurity incidents.

Effectively explain complex IT security related concepts to management and end-users using excellent presentation and communication skills.

Perform enterprise security analyses, including threat modeling, specifications, implementation, testing, and vulnerability assessment.

Organize, coordinate, and document technical vulnerability assessments, including systems and network vulnerability assessments, penetration testing, web application assessments, social engineering assessments, physical security assessments, and wireless security assessments.

Quickly respond to, diagnose, and resolve security breaches.

Clearly explain to management and show forensically how an attack was conducted or how a security breach occurred, and what steps should be taken to reduce the likelihood of similar events in the future.

Interpret technical procedures and documentation, and explain technical concepts in non-technical terms to team members, clients, and users.

Utilize computer scripting and programming languages (e.g. Python) to extend available security tools (e.g. Metasploit) while creating new custom tools designed for specific needs such as penetration testing and operating system interaction.

Maintain current knowledge of technological advances in security and related fields.

Provide leadership and technical guidance to the SCCOE, school districts, and other clients in all areas related to systems, network, and data security.

Conduct small group and end-user training.

Work under limited supervision with only occasional instruction and assistance.

Establish and maintain cooperative and effective working relationships with others.

Perform complex problem solving as well as critical thinking, using logic and reasoning to identify strengths and weaknesses to solutions and approaches.
Work with management, administrators, and other team members to solve complex challenges.
Communicate effectively in both oral and written form.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor’s degree in Computer Science or a related field, and five years of progressively responsible experience in security, network design and development, computer forensics, and technology related auditing. One or more years in computer systems or programming.

LICENSES AND OTHER REQUIREMENTS:

Certified Information Systems Security Professional (CISSP) certification is desirable.

WORKING CONDITIONS:

ENVIRONMENT:

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

Approved by Personnel Commission: September 11, 2019



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

AGENDA ITEM VI – F (NEW BUSINESS - ACTION)

**APPROVAL / RATIFICATION OF
CLASSIFICATION SPECIFICATION REVISION AND RANGE MODIFICATION**

BACKGROUND

The Technology & Data Services Division proposes revising the Technology Support Specialist job description. This position has been vacant for a few years, but the need for this position has reemerged. The hiring manager requested to update the duties to more accurately reflect what will be required of this position. Furthermore, in examining the changes to the job description, the Director of Classified Personnel Services, is recommending to increase the minimum qualification from one year of experience to two years of experience as the additional duties are more complex. In addition, it is recommended to reallocate the salary from Range 46 to Range 48 as a result of the changes to the job description. This position will function similar to the Information Technology Support Specialist, which is at Range 48.

A copy of the classification specification is enclosed.

Table 1 Summary Report

Classification	Revisions
<ul style="list-style-type: none">• Technology Support Specialist	<ul style="list-style-type: none">• Duty modification update• Range Modification

RECOMMENDATION

1. Approve revising the following classification specification:
 - a. Technology Support Specialist
2. Approve the following salary Range for the following classification:
 - a. Technology Support Specialist, Range 48
3. Approval shall be effective September 11, 2019.

SANTA CLARA COUNTY OFFICE OF EDUCATION
Personnel Commission

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

Under the direction of the Manager - Network and Technology Support Services, installs, troubleshoots, and services networked computers, tablets, iPads, multimedia equipment, specialized devices, printers, print servers and related hardware and software used in administrative and instructional environments at the Santa Clara County Office of Education (SCCOE); participates in maintaining campus networks including remote site network and data communications installation and troubleshooting.

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:

Provides technical support for standard desktop/laptop computer hardware, software, and applications as well as specialized internal information systems.

Specifies, maintains, and troubleshoots basic network cable systems, including horizontal cabling, patch panels, and patch cables to support a variety of systems including VoIP phone and desktop computer connectivity.

Participates in troubleshooting to resolve network hardware and operations problems including, but not limited to, Internet access, e-mail, file and print server access, and wireless connectivity.

Performs wireless device configuration, installation, and troubleshooting.

Assists senior network staff in the setup, configuration, and troubleshooting of wired and wireless devices and systems.

With guidance from senior network staff, diagnoses local server and network communication equipment problems, installs switches, routers, and other network devices at the main SCCOE campus and remote sites.

Troubleshoots ISP connections and handoff from service-provider Customer Premise Equipment (CPE.)

Identifies, troubleshoots, and resolves technology-related problems, including identification and replacement of components and determines whether problems are due to hardware, software, or end-user issues.

Implements and maintains protocols and procedural controls for computer imaging systems, Mobile Device Management (MDM), and networked computer management systems.

Installs, configures, and maintains operating systems, specialized software programs, and related devices, ensuring compliance with desired program results.

Configures and supports audio-visual equipment for use in classrooms, conference rooms, meetings, and events; advises staff on the use of related equipment.

Assures that audio-visual and sound system equipment function properly in classrooms and before and during events and conferences.

Tests software to ensure compatibility with current operating environments and equipment capability; assures compatibility of new equipment with internal application systems and specifications required by the SCCOE.

Assists in the establishment of security guidelines and the implementation of software security programs.

Performs Active Directory (AD) administration functions including creation, deletion, maintenance, and assignment of rights to users, groups, and shared files.

Acts as liaison between end-users, vendors and SCCOE network and technical support staff to resolve hardware and software problems.

Provides one-on-one in-person and remote training; assists users in the proper operation and use of personal computers, educational technology equipment, and software applications.

Installs, repairs, and replaces networked computers and devices, monitors, keyboards, printers, specialized student communication devices, and other associated educational technology devices.

Performs network installation and configuration functions of printers and other network devices.

Assumes responsibility for the care, maintenance, and cleaning of computer and other electronic devices at all SCCOE locations, including the main SCCOE campus and remote sites.

Researches and recommends viable system alternatives, products, upgrades, and services to existing user configurations.

Identifies and documents equipment for inventory and maintains records for delivery and installation of technology-related equipment.

Documents hardware and software configuration and utilization issues, resolving them independently or referring them to appropriate staff or outside vendors as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Desktop computer and mobile device operating systems, including Windows 10, macOS, iOS, and Android platforms.

User applications including Microsoft Office Suite, Adobe Acrobat and Creative Cloud, Google Apps, Exchange Mail, and web browsers.

Routine maintenance methods, procedures, and techniques used to ensure proper performance of equipment and applications.

Video, multimedia, and specialized assistive learning device installation, configuration, diagnostics and repair.

WiFi networks and basic LAN principals.

Malware and other threats, including phishing attacks, worms, ransomware, identity spoofing, viruses, and Trojans.

Risk, threat assessment, and incident response processes and practices.

End-user security education, including best practices for password management and risk and threat identification.

Proper office methods, practices, and procedures.

Basic record-keeping procedures.

Principles of training and customer service.

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

ABILITY TO:

Install, configure, and troubleshoot networked computer workstations and mobile devices.

Understand the technical components of operating systems, utility programs, software applications, and peripheral equipment used in maintaining substitute staffing, student enrollment, and instructional program efficiency.

Analyze and diagnose malfunctions and problems related to user applications and equipment and take corrective action.

Learn principles of new types of adaptive technology devices, video and multimedia equipment, and software applications commonly used with computer systems.

Understand and apply technical instructions, materials, and resource publications related to network problems.

Identify a variety of security threats and deliver basic user training about security issues.

Write clear instructions for users with varying levels of computer literacy.

Work effectively with minimal supervision or with guidance from more experienced network technical staff.

Maintain records and documents.

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

Communicate effectively orally using tact, patience, and courtesy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Two years of college or university coursework in computer science, information systems, operating systems, network administration or a related field and two years of technical and systems support experience including troubleshooting and installing desktop hardware, software, and related equipment.

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:

CompTIA A+

CompTIA Network+

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.

Approved by Personnel Commission: January 8, 2014

Revised: 09/11/19



Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 09/11/2019

SANTA CLARA COUNTY OFFICE OF EDUCATION

Personnel Commission

CLASS TITLE: TECHNOLOGY SUPPORT SPECIALIST

BASIC FUNCTION:

~~Under direction, performs a variety of technical and end-user support duties of routine difficulty, complexity, and scope involving the installation, malfunction, maintenance, and replacement of standard desktop/laptop computers, peripheral devices, and internal specialized systems.~~

Under the direction of the Manager - Network and Technology Support Services, installs, troubleshoots, and services networked computers, tablets, iPads, multimedia equipment, specialized devices, printers, print servers and related hardware and software used in administrative and instructional environments at the Santa Clara County Office of Education (SCCOE); participates in maintaining campus networks including remote site network and data communications installation and troubleshooting.

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:

~~Provides technical support for standard desktop/laptop computer hardware, software, and applications as well as specialized internal information systems including, but not limited to, substitute staffing/assignment, student enrollment, and instructional program efficiency measurement.~~

Specifies, maintains, and troubleshoots basic network cable systems, including horizontal cabling, patch panels, and patch cables to support a variety of systems including VoIP phone and desktop computer connectivity.

Participates in troubleshooting to resolve network hardware and operations problems including, but not limited to, internet access, e-mail, file and print server access, and wireless connectivity.

Assists senior network staff in the setup, configuration, and troubleshooting of wired and wireless devices and systems.

With guidance from senior network staff, diagnoses local server and network communication equipment problems, installs switches, routers, and other network devices at the main SCCOE campus and remote sites.

Troubleshoots ISP connections and handoff from service-provider Customer Premise Equipment (CPE.)

Identifies, troubleshoots, and resolves technology-related problems, including identification and replacement of components and determines whether problems are due to hardware, software, or end-user issues.

~~Assumes responsibility for the care, maintenance, and cleaning of computer and peripheral equipment at remote sites.~~

Implements and maintains protocols and procedural controls for computer imaging systems, Mobile Device Management (MDM), and networked computer management systems.

Installs, ~~operates~~configures, and ~~tests~~maintains operating systems, specialized software programs, and related ~~peripheral devices, examining output for legibility, clarity, completeness, and~~ devices, ensuring compliance with desired program results.

~~Installs and replaces monitors,~~ Configures and supports audio-visual equipment for use in classrooms, conference rooms, meetings, and events; advises staff on the use of related equipment.

Assures that audio-visual and sound system equipment function properly in classrooms and before and during events and conferences.

Tests software to ensure compatibility with current operating environments and equipment capability; assures compatibility of new equipment with internal application systems and specifications required by the SCCOE.

Assists in the establishment of security guidelines and the implementation of software security programs.

Performs Active Directory (AD) administration functions including creation, deletion, maintenance, and assignment of rights to users, groups, and shared files.

Acts as liaison between end-users, vendors and SCCOE network and technical support staff to resolve hardware and software problems.

Provides one-on-one in-person and remote training; assists users in the proper operation and use of personal computers, educational technology equipment, and software applications.

Installs, repairs, and replaces networked computers and devices, monitors, keyboards, printers, specialized student communication devices, ~~modems,~~ and other ~~peripheral~~associated educational technology devices.

Performs network installation and configuration functions of printers and other network devices.

Assumes responsibility for the care, maintenance, and cleaning of computer and other electronic devices at all SCCOE locations, including the main SCCOE campus and remote sites.

Researches and recommends viable system alternatives, products, upgrades, and services to existing user configurations.

Identifies and documents equipment for inventory and maintains records for delivery and installation of technology-related equipment.

~~Submits network and electronic mail requests to technical support staff, ensuring receipt of requests and any follow-up.~~

~~Performs network administration functions including creation, deletion, maintenance, and assignment of rights to users, groups, and shared files.~~

~~Researches and recommends viable system alternatives, products, and services to existing user configurations.~~

~~Acts as liaison between end-users, vendors and County Office network and technical support staff to resolve hardware and software problems.~~

~~Provides one-on-one, on-site training, assisting users in the proper operation and use of personal computers, peripheral devices, and software applications.~~

Documents hardware and software configuration and utilization issues, resolving them independently or referring them to appropriate staff or outside vendors as needed.

~~Assures the compatibility of new equipment with internal applications systems and specifications required by the County Office of Education.~~

~~Performs wireless WiFi device configuration, installation, and troubleshooting.~~

~~Assists Network Technician/Analyst and/or Network Engineer in the setup, configuration, and troubleshooting of LAN and WiFi devices and systems.~~

~~Ensures availability and suitability of operating systems, utility programs, and other applications.~~

~~Under the direction of other network staff, diagnoses local server and local network communication and equipment problems, installs switches, routers, and other network devices at remote sites.~~

~~Performs network installation and configuration functions of printers and other peripheral devices.~~

~~May direct the work of or provide guidance to less experienced technical support staff.~~

~~Assists in the establishment guidelines for and implements software security programs.~~

~~Performs other related as assigned.~~

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

~~Computer~~ [Desktop computer and mobile device](#) operating systems, ~~peripheral compatibility, and software installation.~~

~~Information systems technology and its emerging trends and developments.~~

~~Software application programs including, spreadsheets, word processing~~ [Windows 10, macOS, iOS, and Android platforms.](#)

[User applications including Microsoft Office Suite, Adobe Acrobat and Creative Cloud, Google Apps, Exchange Mail,](#) and ~~basic database management.~~

~~Computer practices, procedures, documentation and typical causes of end-user downtime~~ [web browsers.](#)

Routine maintenance methods, procedures, and techniques used to ensure proper performance of equipment and applications.

[Video, multimedia, and specialized assistive learning device installation, configuration, diagnostics and repair.](#)

WiFi networks and basic LAN principals.

[Malware and other threats, including phishing attacks, worms, ransomware, identity spoofing, viruses, and Trojans.](#)

[Risk, threat assessment, and incident response processes and practices.](#)

[End-user security education, including best practices for password management and risk and threat identification.](#)

Proper office methods, practices, and procedures.

Basic record-keeping procedures.

Principles of training and customer service.

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

ABILITY TO:

~~Analyze and diagnose malfunctions and problems related to computer user applications and equipment and take corrective action.~~

~~Learn principles of new types of peripheral equipment and software applications commonly used with computer systems.~~

[Install, configure, and troubleshoot networked computer workstations and mobile devices.](#)

Understand the technical components of operating systems, utility programs, software applications, and peripheral equipment used in maintaining substitute staffing, student enrollment, and instructional program efficiency.

[Analyze and diagnose malfunctions and problems related to user applications and equipment and take corrective action.](#)

[Learn principles of new types of adaptive technology devices, video and multimedia equipment, and software applications commonly used with computer systems.](#)

~~Work effectively with minimal supervision or with guidance from more experienced network technical staff.~~

~~Lift objects weighing up to 25 pounds.~~

~~Maintain records and documents.~~

~~Communicate effectively orally using tact, patience, and courtesy.~~

~~Write clear instructions for users with varied levels of computer literacy.~~

Understand and apply technical instructions, materials, and resource publications related to network problems.

Identify a variety of security threats and deliver basic user training about security issues.

Write clear instructions for users with varying levels of computer literacy.

Work effectively with minimal supervision or with guidance from more experienced network technical staff.

Maintain records and documents.

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

Communicate effectively orally using tact, patience, and courtesy.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Two years of college or university coursework in computer science, information systems, operating systems, network administration or ~~other~~ related ~~fields~~ and ~~one year~~ two years of technical and systems support experience including troubleshooting, and installing desktop hardware, software, and related ~~peripheral~~ equipment. ~~CompTIA A+ certification is preferred.~~

~~OR~~

~~Two years of directly related and progressive experience in technical and systems support experience including troubleshooting, installing desktop hardware software, and related peripheral equipment, CompTIA A+ certification is preferred.~~

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:

CompTIA A+

CompTIA Network+

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 ~~10 pounds.~~

~~On occasion, will move and transport objects weighting up to~~ 25 pounds.

**AGENDA ITEM VI – G (NEW BUSINESS - ACTION)
APPROVAL OF ELIGIBILITY LISTS**

BACKGROUND

The Director III - 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 III - Human Resources / 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	Classified Personnel Specialist I/II (Spanish Required)	08/20/19	OTBS	5	5
2	Associate Teacher - Restricted	08/21/19	AIDES	4	3
3	Paraeducator - Special Education	08/22/19	AIDES	16	Unranked

AGENDA ITEM VI – H (NEW BUSINESS - INFORMATION)

**ANNOUNCEMENT OF THE INTENDED JOINT APPOINTEE
TO THE PERSONNEL COMMISSION**

BACKGROUND

The Personnel Commission is comprised of three appointed members. The three appointed positions are the Board of Education/Superintendent Appointee, the Classified Employee Appointee, and the Joint Appointee, who is appointed by the first two Appointees. Education Code Section 45246 and Merit Rule 4.04, stipulate that the commissioner representing the Superintendent/Board of Education and the commissioner representing the classified employees shall publicly announce the name of the person they intend to appoint or reappoint. This is done in a two-step process. (1) At the September Personnel Commission Meeting, both commissioners announce their intended appointee(s), then (2) 30 days, or more, later, a public hearing is held to consider the proposed appointee(s).

The Personnel Commissioner terms are for three years.

RECOMMENDATION

It is recommended the Personnel Commission announce the intended Joint Appointee(s) to the Personnel Commission for consideration during a public hearing, at the November 2019 Personnel Commission Meeting.

1. The announcement shall be effective September 11, 2019.

AGENDA ITEM VI – I (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.

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	4693	Paraeducator - Special Education	Baldwin	Kathy	Filled	09/13/19
2	1464	Paraeducator - Special Education	Blue Ridge	Kathy	Filled	09/11/19
3	3615	Paraeducator - Special Education	Campbell Community	Kathy	Filled	09/13/19
4	3832	Paraeducator - Special Education	Chandler Tripp	Kathy	Filled	09/13/19
5	3609	Paraeducator - Special Education	Connect West	Kathy	Filled	09/06/19
6	2625	Paraeducator - Special Education	Del Mar HS	Kathy	Filled	09/11/19
7	3701	Paraeducator - Special Education	Del Mar HS	Kathy	Filled	08/30/19
8	2227	Paraeducator - Special Education	Gateway	Kathy	Filled	09/19/19
9	3674	Paraeducator - Special Education	Hester	Kathy	Filled	09/13/19
10	3905	Paraeducator - Special Education	Hester	Kathy	Filled	09/11/19
11	3061	Paraeducator - Special Education	Hoover	Kathy	Filled	09/09/19
12	3684	Paraeducator - Special Education	Monticello	Kathy	Filled	09/11/19
13	3460	Paraeducator - Special Education	Orchard	Kathy	Filled	09/12/19
14	2890	Paraeducator - Special Education	Ridder Park	Kathy	Filled	09/02/19
15	2713	Paraeducator - Special Education	Seven Trees	Kathy	Filled	09/06/19
16	3824	Paraeducator - Special Education	Toyon	Kathy	Filled	09/12/19
17	0713	Paraeducator - Special Education	Westmont HS	Kathy	Filled	08/30/19
18	1794	Paraeducator - Special Education	Connect West	Kathy	Filled	09/06/19
19	4706	Paraeducator - Special Education	Bachrodt	Kathy	Certified	
20	3066	Paraeducator - Special Education	Campbell Community	Kathy	Certified	
21	3822	Paraeducator - Special Education	Connect West	Kathy	Certified	
22	3683	Paraeducator - Special Education	Hoover	Kathy	Certified	
23	3596	Paraeducator - Special Education	Independence	Kathy	Certified	
24	2631	Paraeducator - Special Education	Sunol	Kathy	Certified	
25	2990	Paraeducator - Special Education	Anne Darling	Kathy	Testing/Orals	
26	0372	Paraeducator - Special Education	Buchser	Kathy	Testing/Orals	
27	0474	Paraeducator - Special Education	Buchser	Kathy	Testing/Orals	
28	0667	Paraeducator - Special Education	Chandler Tripp	Kathy	Testing/Orals	

#	PC #	CLASSIFICATION	SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
29	3197	Paraeducator - Special Education	Chandler Tripp	Kathy	Testing/Orals	
30	3630	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
31	3698	Paraeducator - Special Education	Hester	Kathy	Testing/Orals	
32	3892	Paraeducator - Special Education	Leigh HS	Kathy	Testing/Orals	
33	0488	Paraeducator - Special Education	Marlatt Preschool	Kathy	Testing/Orals	
34	4707	Paraeducator - Special Education	Orchard	Kathy	Testing/Orals	
35	1783	Paraeducator - Special Education	Oster	Kathy	Testing/Orals	
36	3904	Paraeducator - Special Education	Ridder Park	Kathy	Testing/Orals	
37	2214	Paraeducator - Special Education	San Jose HS	Kathy	Testing/Orals	
38	3576	Paraeducator - Special Education	Santa Clara HS	Kathy	Testing/Orals	
39	3616	Paraeducator - Special Education	Sunol	Kathy	Testing/Orals	
40	3615	Paraeducator - Special Education	Westmont HS	Kathy	Testing/Orals	
41	2790	Paraeducator - Special Education	Buchser MS	Kathy	Transfer Hotline	
42	1422	Paraeducator - Special Education	Connect East	Kathy	Transfer Hotline	
43	3520	Paraeducator - Special Education	Del Mar HS	Kathy	Transfer Hotline	
44	0337	Paraeducator - Special Education	Herman Intermediate	Kathy	Transfer Hotline	
45	3561	Paraeducator - Special Education	Hester	Kathy	Transfer Hotline	
46	0250	Paraeducator - Special Education	Hoover	Kathy	Transfer Hotline	
47	1417	Paraeducator - Special Education	Hoover	Kathy	Transfer Hotline	
48	0390	Paraeducator - Special Education	Santa Teresa HS	Kathy	Transfer Hotline	

CLASSIFIED PERSONNEL SERVICES
Vacancy Status Report

Reporting Period: August 21, 2019 to September 11, 2019
Report Date: 9/5/19

#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
1	2442	Administrative Assistant II	SELPA	Linda	Filled	09/25/19
2	2721	Administrative Assistant II	Innovation and Instructional Support	Linda	Filled	09/11/19
3	5606	Administrative Assistant IV	Opportunity Youth Academy	Marisa	Filled	09/11/19
4	5576	Administrative Research Assistant	Office of the Superintendent	Kathy	Filled	09/18/19
5	2974	Associate Teacher - Restricted	Early Learning Services/San Antonio	Marisa	Filled	09/10/19
6	5627	Associate Teacher - Restricted	Early Learning Services/Hollister	Marisa	Filled	09/18/19
7	5329	Associate Teacher - Restricted	Early Learning Services/Rouleau	Marisa	Filled	09/06/19
8	5624	Associate Teacher - Restricted (Spanish Required)	Early Learning Services/Calaveras	Marisa	Filled	09/18/19
9	2740	Associate Teacher - Restricted (Vietnamese Required)	Early Learning Services/Wool Creek	Marisa	Filled	09/26/19
10	0841	Classified Personnel Specialist I/II (Spanish Required)	Human Resources/Classified Personnel Services	Linda	Filled	10/01/19
11	5604	Education Program Analyst	Special Education Administration	Marisa	Filled	09/23/19
12	0111	Environmental Education Specialist	Environmental Education/Walden West	Yasmeen	Filled	09/11/09
13	0349	Environmental Education Specialist	Environmental Education/Walden West	Yasmeen	Filled	09/11/19
14	2221	Language Translator - English/Spanish - Restricted	Early Learning Services/Head Start Administration	Marisa	Filled	09/13/19
15	5562	Paraeducator - Alternative Education	Alternative Education/Gateway	Marisa	Filled	09/05/19
16	0794	School Office Coordinator - Special Education	Special Education/McCollam	Marisa	Filled	09/11/19
17	2582	School Office Coordinator - Special Education	Special Education/Seven Trees	Marisa	Filled	09/10/19
18	5572	Teacher Assistant I	Early Learning Services/Dahl	Yasmeen	Filled	09/27/19
19	5573	Teacher Assistant I	Early Learning Services/K.R. Smith	Yasmeen	Filled	09/26/19
20	5575	Teacher Assistant I	Early Learning Services/Snell	Yasmeen	Filled	09/26/19
21	3305	Web Developer/Programmer	Web Services & Application Development	Marisa	Filled	09/26/19
22	0863	Accounting Specialist I/II	District Business & Advisory Services	Marisa	Certified	
23	5212	Administrative Assistant II (Bilingual Spanish Required)	Migrant Education	Linda	Certified	
24	5623	Associate Teacher - Restricted	Early Learning Services/Calaveras	Marisa	Certified	
25	5628	Associate Teacher - Restricted	Early Learning Services/Luther Burbank	Marisa	Certified	
26	5356	Associate Teacher - Restricted (Spanish Preferred)	Early Learning Services/Hollister	Marisa	Certified	
27	3243	Supervisor - Workers' Compensation	Risk Management	Yasmeen	Certified	
28	5571	Teacher Assistant I	Early Learning Services/Christopher	Yasmeen	Certified	
29	5574	Teacher Assistant I	Early Learning Services/McKinley	Yasmeen	Certified	
30	0185	Accountant I/II	Internal Business Services	Marisa	Testing/Orals	
31	0100	Accounting Technician/Accounting Technician, Senior (ACS)	Internal Business Services	Marisa	Testing/Orals	
32	4714	Administrative Assistant IV	Charter Schools	Linda	Testing/Orals	
33	5592	Associate Teacher - Educare	Early Learning Services/Educare Santee	Marisa	Testing/Orals	
34	5622	Associate Teacher - Restricted	Early Learning Services/Anne Darling	Marisa	Testing/Orals	
35	2036	Associate Teacher - Restricted (Spanish Preferred)	Early Learning Services/Foothill	Marisa	Testing/Orals	
36	5425	Associate Teacher - Restricted (Spanish Preferred)	Early Learning Services/Stonegate	Marisa	Testing/Orals	

**CLASSIFIED PERSONNEL SERVICES
Vacancy Status Report**

Reporting Period: August 21, 2019 to September 11, 2019
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#	PC#	CLASSIFICATION	DEPARTMENT/ SCHOOL SITE	STAFF	STATUS	TENTATIVE START DATE
37	2138	Associate Teacher - Restricted (Spanish Required)	Early Learning Services/Rouleau	Marisa	Testing/Orals	
38	4293	Associate Teacher - Restricted (Spanish Required)	Early Learning Services/Anne Darling	Marisa	Testing/Orals	
39	5323	Associate Teacher - Restricted (Spanish Required)	Early Learning Services/Edenvale	Marisa	Testing/Orals	
40	5629	Associate Teacher - Restricted (Vietnamese Preferred)	Early Learning Services/Luther Burbank	Marisa	Testing/Orals	
41	5626	Associate Teacher Restricted (Spanish Preferred)	Early Learning Services/Calaveras	Marisa	Testing/Orals	
42	5625	Associate Teacher Restricted (Spanish Required)	Early Learning Services/Calaveras	Marisa	Testing/Orals	
43	0003	Community Engagement/Public Relations Specialist	Media and Communications	Linda	Testing/Orals	
44	4812	Custodian	General Services	Yasmeen	Testing/Orals	
45	5032	Educare Family Engagement Specialist (Spanish/Vietnamese Preferred)	Early Learning Services/Educare - Santee	Yasmeen	Testing/Orals	
46	5605	Enrollment Data Specialist - Lead	Migrant Education	Yasmeen	Testing/Orals	
47	5007	Environmental Education Specialist	Environmental Education/Walden West	Yasmeen	Testing/Orals	
48	5153	Environmental Education Specialist	Environmental Education/Walden West	Yasmeen	Testing/Orals	
49	5064	Home Visiting Specialist - Early Head Start - Restricted	Early Learning Services/Administration	Marisa	Testing/Orals	
50	0815	Human Resources Specialist I/II	Human Resources/Employment Services	Marisa	Testing/Orals	
51	5602	Human Resources Specialist I/II	Human Resources/Employment Services	Marisa	Testing/Orals	
52	3342	Manager - Early Learning Services/Planning and Support	Early Learning Services/Head Start Administration	Jonathan	Testing/Orals	
53	5037	Network Administrator	Technology Infrastructure and Support Services	Marisa	Testing/Orals	
54	5603	Research Analyst - Senior	Office of the Superintendent	Kathy	Testing/Orals	
55	4492	Special Education Financial Analyst	Internal Business Services	Kathy	Testing/Orals	
56	4790	Specialized Physical Health Care (SPHC) Assistant	Special Education/Cesar Chavez	Marisa	Testing/Orals	
57	0791	Staffing Specialist, Human Resources	Human Resources/Substitute Services	Kathy	Testing/Orals	
58	5630	Teacher Assistant - Educare (Spanish/Vietnamese Preferred)	Early Learning Services/Educare-Santee	Marisa	Testing/Orals	
59	5631	Teacher Assistant - Educare (Spanish/Vietnamese Preferred)	Early Learning Services/Educare-Santee	Marisa	Testing/Orals	
60	5533	Director III - Data Initiatives	Data Initiatives Development	Jonathan	Repost	
61	0588	Education Interpreter I/II	Special Education/Leigh	Yasmeen	Repost	
62	1016	Education Interpreter I/II	Special Education/Leigh	Yasmeen	Repost	
63	1648	Education Interpreter I/II	Special Education/Dartmouth	Yasmeen	Repost	
64	2535	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
65	2536	Education Interpreter I/II	Special Education/Leigh	Yasmeen	Repost	
66	2537	Education Interpreter I/II	Special Education/Leigh	Yasmeen	Repost	
67	2769	Education Interpreter I/II	Special Education/Leigh	Yasmeen	Repost	
68	3552	Education Interpreter I/II	Special Education/Dartmouth	Yasmeen	Repost	
69	4701	Education Interpreter I/II	Special Education/Oster	Yasmeen	Repost	
70	5531	Administrative Assistant IV	Office of the Superintendent	Marisa	Hold	
71	5540	Administrative Assistant IV	Data Initiatives Development	Marisa	Hold	