PUBLIC NOTICE
PERSONNEL COMMISSION AGENDA
REGULAR MEETING #474
MARCH 13, 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 #474 – March 13, 2019 ................................................................. ACTION

IV. APPROVAL OF MINUTES
A. Regular Meeting #473 – February 13, 2019............................................................................... ACTION

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

VI. NEW BUSINESS
A. Approval of Establishing Classification, Associated Classification Specification and Recommending Salary Range .......................................................................................... ACTION
   a. Human Resources Specialist - Lead, Range 48
B. Approval of Establishing Classification, Associated Classification Specification and Recommending Salary Range .................................................................................. ACTION
   a. Enrollment Data Specialist - Lead, Range 47
C. Approval of Establishing Classification, Associated Classification Specification and Recommending Salary Range ................................................................................... ACTION
   a. Systems Administrator, Range 57.5
D. Approval of Establishing Classification, Associated Classification Specification and Recommending Salary Range ................................................................................... ACTION
   a. Director III - Data Initiatives, Range 15
E. Approval / Ratification of Establishing and / or Extending Eligibility Lists ................................. ACTION
F. Monthly Vacancy Status Report................................................................................................... INFORMATION

VII. SECRETARY’S REPORT

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

IX. FUTURE MEETINGS OR DISCUSSION ITEMS (Next Meeting: April 10, 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.
I. CALL TO ORDER
The meeting was called to order by President Rodney Martin at 10:00 a.m.

II. ROLL CALL

<table>
<thead>
<tr>
<th>MEMBERS PRESENT</th>
<th>STAFF PRESENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rodney Martin, President</td>
<td>Jonathan Muñoz, Director - HR / Classified Personnel Services</td>
</tr>
<tr>
<td>Libby Spector, Vice President</td>
<td>Marisa Perry, Supervisor - Classification &amp; Recruitment</td>
</tr>
<tr>
<td>Nicholas Gervase, Member</td>
<td>Linda Gore, Executive Assistant</td>
</tr>
</tbody>
</table>

III. APPROVAL OF AGENDA
MOTION #473-1: The Commission approved Agenda #473, February 13, 2019, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.
MOTION #473-1: carried unanimously.

IV. APPROVAL OF MINUTES
MOTION #473-2: The Commission approved the Minutes for the Regular Personnel Commission Meeting #472, January 9, 2019, moved by Mr. Nicholas Gervase, and seconded by Ms. Libby Spector.
MOTION #473-2: carried unanimously.

V. HEARING OF PERSONS DESIRING TO ADDRESS THE COMMISSION OR TO PRESENT PETITIONS
None

VI. NEW BUSINESS
A. Approval / Ratification of Establishing and / or Extending Eligibility Lists
MOTION #473-3: The Commission approved and / or ratified the Eligibility Lists listed within Personnel Commission Agenda #473, moved by Ms. Libby Spector, and seconded by Mr. Nicholas Gervase.
MOTION #473-3: carried unanimously.

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>DATE</th>
<th>UNIT</th>
<th>NUMBER OF ELIGIBLES</th>
<th>NUMBER OF RANKS</th>
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<tr>
<td>1 Accounting Technician/Accounting Technician, Sr.</td>
<td>01/08/19</td>
<td>OTBS</td>
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<td>7</td>
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<td>2 Supervisor - Early Learning Services/ERSEA</td>
<td>01/08/19</td>
<td>LT</td>
<td>10</td>
<td>8</td>
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<tr>
<td>3 Language Translator - English/Spanish - Restricted</td>
<td>01/10/19</td>
<td>OTBS</td>
<td>5</td>
<td>5</td>
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<tr>
<td>4 Manager - Risk &amp; Liability</td>
<td>01/10/19</td>
<td>LT</td>
<td>3</td>
<td>3</td>
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<tr>
<td>5 Research Analyst, Associate</td>
<td>01/11/19</td>
<td>OTBS</td>
<td>6</td>
<td>5</td>
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<tr>
<td>6 Staffing Specialist, Human Resources</td>
<td>01/16/19</td>
<td>OTBS</td>
<td>6</td>
<td>5</td>
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<tr>
<td>7 Administrative Data Technician</td>
<td>01/17/19</td>
<td>OTBS</td>
<td>5</td>
<td>5</td>
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<tr>
<td>8 Migrant Education Program Advocate</td>
<td>01/18/19</td>
<td>OTBS</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>9 Buyer</td>
<td>01/22/19</td>
<td>OTBS</td>
<td>8</td>
<td>8</td>
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<tr>
<td>10 Administrative Assistant II</td>
<td>01/24/19</td>
<td>OTBS</td>
<td>14</td>
<td>8</td>
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<tr>
<td>11 Paraeducator - Special Education</td>
<td>01/24/19</td>
<td>AIDES</td>
<td>8</td>
<td>Unranked</td>
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<tr>
<td>12 Inclusion Services Specialist - Senior</td>
<td>01/30/19</td>
<td>OTBS</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
B. Monthly Vacancy Status Report – February 13, 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. Professional Development
Staff participated in a three-hour webinar, “2019 California-Specific Public Sector Labor & Employment Law Updates” hosted by CalGovHR, on February 6, 2019. Classified Personnel Services (CPS) will host an abbreviated session on February 14, 2019. The webinar session was offered to the entire Human Resources Division. CPS staff will participate in a two-day Strengths Training Workshop on April 2-3, 2019, along with other Division staff.

B. Office Staffing Updates
Titles have changed for several division Chiefs. Certificated Chiefs are now titled Assistant Superintendents; classified will remain Chiefs. Dr. Anisha Munshi was recently appointed as Assistant Superintendent - Personnel Services. Seniority rosters will be completed in the coming months.

VIII. FUTURE MEETINGS OR DISCUSSION ITEMS
The next Personnel Commission regular meeting is scheduled for Wednesday, March 13, 2019, at 10:00 a.m.

IX. ADJOURNMENT
The meeting adjourned at 10:11 a.m.

Respectfully submitted,

Jonathan Muñoz
Ex-Officio Secretary, Personnel Commission
AGENDA ITEM VI – A (NEW BUSINESS - ACTION)

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

BACKGROUND

The Human Resources Specialist - Lead position is requested to assist in oversight, guiding, organizing, and leading the work of individuals and teams within Employment Services. This position will perform a variety of highly difficult, responsible, complex, technical, and non-routine personnel transaction and other human resource functions. This position will also provide ongoing guidance to staff in the performance of daily responsibilities and in meeting departmental expectations. It is recommended to add Lead positions, as such positions allow for career progression when sufficient employees within a department support an addition.

Based on the concept of the classification, and an audit of similar internal positions within the SEIU work unit, to ensure a robust internal structure, the salary range for Human Resources Specialist - Lead is recommended at Range 48. In reviewing similar Lead classifications, there is approximately a .5 to a 3.5 range differential between positions and lead positions. Specifically, Human Resources Specialist II is on Range 46. Thus, it is recommended that Human Resources Specialist - Lead be placed at Range 48.

A copy of the classification specification is enclosed.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>RANGE</th>
<th>MONTHLY SALARY</th>
<th>EDUCATION</th>
<th>EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Human Resources Specialist - Lead</td>
<td>OTBS - 48</td>
<td>$5,910 - $7,018</td>
<td>AA</td>
<td>3 years</td>
</tr>
<tr>
<td>Payroll Services Specialist - Lead</td>
<td>OTBS - 48</td>
<td>$5,910 - $7,018</td>
<td>AA</td>
<td>3 years</td>
</tr>
<tr>
<td>Human Resources Specialist II</td>
<td>OTBS - 46</td>
<td>$5,385 - $6,381</td>
<td>HS</td>
<td>3 years</td>
</tr>
<tr>
<td>Payroll Services Specialist II</td>
<td>OTBS - 46</td>
<td>$5,385 - $6,381</td>
<td>HS</td>
<td>3 years</td>
</tr>
</tbody>
</table>

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
   a. Human Resources Specialist - Lead
2. Recommend the following salary Range for the following classification:
   a. Human Resources Specialist - Lead, Range 48
3. Approval shall be effective March 13, 2019.
CLASS TITLE: HUMAN RESOURCES SPECIALIST - LEAD

BASIC FUNCTION:
Under the direction of the Manager - Human Resources/Employment Services, performs a variety of highly difficult, responsible, complex, technical, and non-routine personnel transaction and other human resource functions for the Santa Clara County Office of Education (SCCOE); oversees, guides, organizes, and leads the work of individuals and teams within the Employment Services unit; promotes a culture of customer service and responsiveness, while ensuring that department objectives, goals, policies, rules, guidelines, and operating procedures are observed and maintained in support of SCCOE goals and objectives. This position is designated as staff level.

DISTINGUISHING CHARACTERISTICS:
This class is designed to prepare incumbents for promotional opportunities into higher levels of employment. The incumbent is expected to consistently work independently with limited direction in carrying out assigned tasks in a fast-paced environment, which are subject to change into complex situations, depending on unknown and quickly developing variables. The incumbent must be able to quickly troubleshoot a variety of commonly occurring problems and calmly handle suddenly developing, complex problems and situations with wide ranging impact and adverse financial consequences. The incumbent is also expected to make recommendations for improvement regarding day-to-day operations, and to assist in guiding, training, and organizing the work of others in Employment Services.

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

ESSENTIAL DUTIES:
Performs a variety of highly difficult, responsible, complex, technical, and non-routine personnel transaction and other human resource functions.

Establishes, inputs and maintains a variety of official employment records and position control data in paperless filing system and the Human Resource Management System (HRIS); processes employment transactions for newly-hired employees; processes employment transactions such as promotions, transfers, demotions, position changes, 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 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 assures 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 leave 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.

Assists the Manager - Human Resources/Employment Services in establishing and maintaining database tables that drive personnel and payroll in the HRIS system.

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 issues and responds to inquiries; assists in resolving routine and complex human resource related problems, which may arise suddenly, be of an urgent nature, and require extensive and detailed research collected from multiple sources and locations, requiring a high degree of coordination, analysis and synthesis of information; oversees special projects and assignments; assists in coordinating and facilitating cross-departmental work teams as needed.

In a strategic customer-oriented manner, communicates with SCCOE personnel, and others, regarding human resource 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.
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 and oversee a variety of highly complex human resource functions.
Provide guidance, training, and work oversight to human resource staff.
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 in order to secure relevant information, analyze alternate 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 management as needed.
Guide all levels of staff in the proper use of reports, forms, timelines, requirements, and screens of the HRIS 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.
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:

Any combination equivalent to: Associate’s degree from an accredited college, with course work in human resources, organizational development, or a related field, and three years of increasingly complex and varied human resources experience. Experience leading a team or work group is preferred.

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 Personnel Commission: March 13, 2019

Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 03/13/2019
AGENDA ITEM VI – B (NEW BUSINESS - ACTION)

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

BACKGROUND

The Student Services and Support Division proposes establishing the Enrollment Data Specialist - Lead classification specification. This position will perform highly complex technical functions in evaluating student information and determining family eligibility on federal and state regulations and guidelines. Also, this position will review, audit, and verify student data and student counts to determine Migrant Education Program funding. This position will also provide ongoing guidance to staff in the performance of daily responsibilities and in meeting departmental expectations. It is recommended to add Lead positions, as such positions allow for career progression when sufficient employees within a department support an addition. Other benefits of adding Lead positions include facilitating an environment wherein supervising positions over the Lead will have more time to rapidly and innovatively resolve highly complex matters.

Based on the concept of the classification, and an audit of similar SEIU positions within the Migrant Education Department, to ensure a robust internal structure, the salary range for Enrollment Data Specialist - Lead is recommended at Range 47. Specifically, Enrollment Data Specialist is on Range 44.5 and Migrant Education Program Advocate is on Range 45.5. Thus, it is recommended that Enrollment Data Specialist - Lead be placed at Range 47.

A copy of the classification specification is enclosed.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>RANGE</th>
<th>MONTHLY SALARY</th>
<th>EDUCATION</th>
<th>EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Data Specialist - Lead</td>
<td>OTBS - 47</td>
<td>$5,642 - $6,682</td>
<td>AA</td>
<td>5 years</td>
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<tr>
<td>Migrant Education Program Advocate</td>
<td>OTBS - 45.5</td>
<td>$5,254 - $6,236</td>
<td>AA</td>
<td>3 years</td>
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<td>Enrollment Data Specialist</td>
<td>OTBS - 44.5</td>
<td>$5,023 - $5,946</td>
<td>AA</td>
<td>3 years</td>
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</table>

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
   a. Enrollment Data Specialist - Lead
2. Recommend the following salary Range for the following classification:
   a. Enrollment Data Specialist - Lead, Range 47
3. Approval shall be effective March 13, 2019.
CLASS TITLE: ENROLLMENT DATA SPECIALIST - LEAD

BASIC FUNCTION:

Under the direction of the Director III - Migrant Education, performs highly complex technical functions in evaluating student information and determining family eligibility on federal and state regulations and guidelines; reviews, audits, and verifies student data and student counts to determine Migrant Education Program (Program) funding; plans, coordinates and implements quality control activities; collaborates with district and state agencies to assure accuracy of data; trains regional and district staff on eligibility, service reporting and data related functions; oversees, guides, organizes and leads the work of others performing student enrollment functions; performs specialized duties in one or more technical areas of the program. This position is designated as staff level.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

Plans, coordinates and implements quality control activities such as the re-interview process; communicates with families and/or recruiters to verify Region 1 data; reviews records of re-interviewed families; implements corrective actions as required.

Collaborates with district and regional staff to assure control standards and compliance with federal and state guidelines; collaborates with other programs within Santa Clara County Office of Education (SCCOE) including Information Technology, Early Learning Services and Charter Schools to identify and maintain accuracy of student and school data.

Evaluates multiple sources of student information while reviewing Certificates of Eligibility (COE) to determine family eligibility based on federal and state regulations and guidelines; interprets and applies mandated rules and regulations and verifies accuracy of data.

Oversees, reviews, evaluates, verifies and processes eligibility documentation submitted by program recruiters; contacts recruiters for follow-up and return COEs that require additional clarification or information as needed; inputs and edits eligibility and enrollment information using designated computerized information systems; establishes and maintains eligibility and enrollment records using both computerized and manual record keeping systems.

Reviews and verifies student data and student counts to determine program funding; performs data entry functions such as updating student data, withdrawals, flagging students, and adding services; assures accuracy and timely submission of student data to California Department of Education (CDE) and resolves discrepancies as needed; serves as a liaison to CDE regarding enrollment discrepancies.

Exports various data from multiple data systems to multiple sources to identify inaccurate codes, mismatches, and other discrepancies within the data for detailed analysis and verification; follows-up with schools or program to obtain missing data, to correct data, and to ensure the data is accurate.

Compiles and reconciles data across regional, state and national student databases by collaborating with multiple agencies; collaborates with the CDE and other agencies to assure accuracy of annual records submissions, identifies and resolves duplicates and performs other data quality checks on an assigned database program; assures quality control data samplings are maintained and recorded in accordance
with program requirements.

Explains, interprets, and clarifies program regulations and guidelines, agency resources, procedures, rights, and responsibilities to district personnel, regional staff and administrative staff.

Prepares, reviews and distributes enrollment reports, class lists and other related documents as needed; prepares routine and specialized reports relating to eligibility, enrollment and program service for administrators, managers and program coordinators at the county, regional and district level.

Responds to program inquiries and makes appropriate referrals to school districts.

Notifies school districts and various agencies regarding program recruitment and eligibility and enrollment of identified students.

Provides input concerning employee recruitment, interviews and evaluations as requested.

Performs technical and record-keeping duties relating to the eligibility of families and the enrollment of children in the program.

Communicates with personnel, students, parents, families, vendors and the community organizations to exchange information and resolve issues or concerns.

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

Trains, coordinates and provides direction on data related tasks and state and federal regulations to new and existing program staff at district and regional levels.

Serves as a power user and resource to others on program applications such as Migrant Student Information Network (MSIN) and Migrant Student Information Exchange (MSIX).

Operates a variety of office equipment including a computer and assigned software; drives a vehicle to conduct work or attend trainings.

Attends and participates in assigned meetings, in-services and committees; assists in development of training sessions for recruiters.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Methods, regulations, and procedures associated with determining eligibility and maintaining enrollment and attendance records.
Federal and State eligibility criteria for Migrant Education Programs.
Applicable laws, codes, policies and procedures related to assigned activities.
County Office of Education policies, regulations and procedures.
Basic record-keeping principles and practices.
Goals and functions of the Migrant Education Program and related state and federal regulations and guidelines (EDSII).
Terminology, practices and procedures of assigned office.
Report writing, editing and proofreading.
Telephone techniques and etiquette.
Modern office practices, procedures and equipment.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Database control procedures and data entry operations.
Interpersonal skills using tact, patience and courtesy.
Operation of a variety of office equipment, a computer and assigned software.
Oral and written communication skills.
Methods of collecting and organizing data and information.
Mathematic calculations.
Methods and techniques of filing and record keeping.

ABILITY TO:
Evaluate complex scenarios to determine student eligibility for Migrant Education Program services.
Review student records, eligibility certificates, forms and documents for accuracy and completeness.
Provide information to families concerning Migrant Education program services requirements.
Assist in evaluating student records for assigned program eligibility.
Perform mathematical calculations quickly and accurately.
Type or input data at an acceptable rate of speed.
Interpret, apply and explain rules, regulations, policies, guidelines and procedures.
Answer telephones and greet the public courteously.
Complete work with many interruptions.
Compile and verify data and prepare reports.
Maintain a variety of records, logs and files.
Establish and maintain cooperative and effective working relationships with others.
Meet schedules and timelines.
Communicate effectively both orally and in writing.
Understand and follow oral and written instructions.
Operate of a variety of office equipment, a computer and assigned software.
Organize assignments to assure accurate records are maintained and reports are completed and updated within required timelines.
Communicate effectively, orally and in writing, with individuals of diverse backgrounds and cultures.
Obtain, evaluate, and verify information to determine initial or continued eligibility for participation in the Migrant Education Program.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:  Associate's degree in education, vocational training, or related field, and five years of experience interviewing and record-keeping for a child or student service or public assistance program in a government agency or program, preferably in an educational program environment.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver’s license.
Some incumbents in this classification may be required to be proficient in English and a designated second language and pass an oral and written proficiency test in a designated second language.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Constant interruptions.
Driving a vehicle to conduct work and attend trainings.

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

Approved by Personnel Commission: March 13, 2019

Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 03/13/2019
AGENDA ITEM VI – C (NEW BUSINESS - ACTION)

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

BACKGROUND

The Technology and Data Services Division currently utilizes Systems Engineers to design and engineer storage systems, virtualization infrastructures and enterprise applications for the Santa Clara County Office of Education (SCCOE). The Division proposes establishing the Systems Administrator position to work alongside the engineers and handle the non-engineer functions of systems administration such as maintenance, configuration and implementation.

The Systems Administrator will evaluate, implement, monitor, test, support, and troubleshoot server systems, virtualization infrastructure and enterprise applications of basic to moderate complexity to meet the needs of the SCCOE and school districts, as well as provide systems and administrative technical support for users.

Based on the concept of the classification, and an audit of similar SEIU positions within the Information Systems Center Department, to ensure a robust internal structure, the salary range for Systems Administrator is recommended at Range 57.5. Specifically, Systems Engineer is on Range 59.5. Thus, it is recommended that Systems Administrator be placed at Range 57.5.

A copy of the classification specification is enclosed.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>RANGE</th>
<th>MONTHLY SALARY</th>
<th>EDUCATION</th>
<th>EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Network Engineer</td>
<td>OTBS - 59.5</td>
<td>$10,191 - $12,104</td>
<td>BA</td>
<td>5 years</td>
</tr>
<tr>
<td>Systems Engineer</td>
<td>OTBS - 59.5</td>
<td>$10,191 - $12,104</td>
<td>BA</td>
<td>5 years</td>
</tr>
<tr>
<td>Systems Administrator</td>
<td>OTBS - 57.5</td>
<td>$9,271 - $10,995</td>
<td>BA</td>
<td>3 years</td>
</tr>
<tr>
<td>Network Analyst - Senior</td>
<td>OTBS - 54.5</td>
<td>$8,036 - $9,543</td>
<td>AA</td>
<td>5 years</td>
</tr>
</tbody>
</table>

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
   a. Systems Administrator
2. Recommend the following salary Range for the following classification:
   a. Systems Administrator, Range 57.5
3. Approval shall be effective March 13, 2019.
CLASS TITLE: SYSTEMS ADMINISTRATOR

BASIC FUNCTION:

Under the direction of the Manager - Security, Network, and Systems Engineering, and with the guidance of senior engineers, evaluates, implements, monitors, tests, supports, and troubleshoots server systems, virtualization infrastructure and enterprise applications of basic to moderate complexity to meet the needs of the Santa Clara County Office of Education (SCCOE) and school districts; provides systems and administrative technical support for users; participates in project design and management, public relations, research and problem-solving activities.

REPRESENTATIVE DUTIES:

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

ESSENTIAL DUTIES:

Installs, configures, monitors, and supports storage devices and storage area networks (SANs), servers, virtual infrastructure and associated enterprise applications.

Implements, maintains, and supports complex systems for secure delivery of digital information.

Installs, configures, monitors, and supports secure access connections to SCCOE servers and provides secure access for onsite and remote mobile workers and devices.

Implements and maintains technical support systems to meet the requirements of internal departments.

Implements and routinely tests system backup strategies based upon established SCCOE policies and industry best practices.

Implements and routinely tests system disaster recovery strategies and runbooks based upon established SCCOE policies and industry best practices.

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

Analyzes and resolves Tier 1 and escalated Tier 2 problems between LAN/WAN, SAN, servers, desktop computers and enterprise applications; works with server and storage equipment providers to ensure optimal efficiency in systems operations.

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

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

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

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

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

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

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

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

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

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

Receives and reviews equipment installation requests from users and customers; ensures completeness, and communicates discrepancies to users.

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

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

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

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

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
System virtualization concepts and technologies, including Hyper-V, VMware ESXi, vCenter, vOperations, VDI and associated applications.
Server operating systems, including Microsoft Server, UNIX and Linux.
Server hardware platforms, including Cisco UCS, Lenovo, Dell, and Fujitsu.
Storage systems, including Nimble and Datrium.
Enterprise applications, including Microsoft Active Directory, Microsoft SQL Server, DNS, and LDAP directory services.
Messaging systems, including Microsoft Exchange, Office 365, and Enterprise Information Archiving systems.
Cloud and hosted services, including Microsoft Azure and Amazon Web Services.
Backup and data replication systems, including BackupExec, Commvault, and Zerto.
Analytical, research and problem solving methods; systems analysis and project management procedures and techniques.
Project management concepts, procedures, and tools, including Microsoft Project.
State and Federal laws and regulations relating to data systems.
Information systems and network terminology, policies, procedures, and vendors.
Desktop computer hardware and software.
Networking as it pertains to server and storage infrastructures.
Cyber security and firewall concepts and best practices.
Current trends, techniques, and general principles in enterprise technology.
Proper telephone etiquette and public relations skills.
Proper English usage, grammar, punctuation, and vocabulary.

ABILITY TO:
Apply specialized knowledge in LAN/WAN, telecommunications systems, data communications, servers, hardware and software systems.
Identify and isolate network or systems-related problems through the performance of diagnostics, and determine appropriate action for resolution.
Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies.
Prepare user guides and a variety of statistical and narrative reports.
Work various shifts with minimal supervision to meet user and customer needs.
Determine systems, servers, applications, and materials to meet user and customer requests and project requirements.
Operate a variety of computer peripheral equipment including desktop and laptop computers as well as associated software.
Anticipate systems-related issues and develop effective strategies to mitigate problems before they arise or worsen.
Perform numerical calculations accurately.
Plan, organize, and prioritize assigned tasks and functions efficiently in stressful situations.
Coordinate and monitor systems activities with outside service providers/agencies.
Train users and customers in the proper use of end-user applications.
Establish and maintain effective work relationships with those contacted in the performance of required duties.
Communicate effectively orally and in writing.
EDUCATION AND EXPERIENCE:

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

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

Preference may be given to individuals who hold one or more of the following certifications:
Microsoft Certified Solutions Expert (MCSE): Cloud Platform & Infrastructure
Certified Information Systems Security Professional (CISSP)
VMware Certified Professional (VCP)

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Evening or variable hours.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information and make presentations.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.

Approved by Personnel Commission: March 13, 2019

Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 03/13/2019
AGENDA ITEM VI – D (NEW BUSINESS - ACTION)

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

BACKGROUND

The Technology and Data Services Division proposes to establish the Director III - Data Initiatives position. This position will plan, organize, control and direct the vision, operations and activities of the Data Initiatives Department of the Santa Clara County Office of Education (SCCOE). Moreover, this position will provide strategic direction and entrepreneurial vision in delivering data management services to DataZone users.

Based on the concept of the classification, and an audit of internal classifications, to ensure a robust internal structure, the salary range for Director III - Data Initiatives is recommended at Range 15, which is the salary range that Director III’s are placed, within the SCCOE. Thus, it is reasonable to place the salary range of Director III - Data Initiatives at Range 15.

A copy of the classification specification is enclosed.

<table>
<thead>
<tr>
<th>TITLE</th>
<th>RANGE</th>
<th>MONTHLY SALARY</th>
<th>EDUCATION</th>
<th>EXPERIENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director III - Data Governance Projects</td>
<td>LT - 15</td>
<td>$10,875 - $13,879</td>
<td>MA</td>
<td>5 years</td>
</tr>
<tr>
<td>Director III - Information Systems</td>
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<td>MA</td>
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</tr>
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<td>LT - 15</td>
<td>$10,875 - $13,879</td>
<td>MA</td>
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</tr>
<tr>
<td>Director III - Data Initiatives</td>
<td>LT - 15</td>
<td>$10,875 - $13,879</td>
<td>MA</td>
<td>8 years</td>
</tr>
</tbody>
</table>

RECOMMENDATION

1. Approve establishing the following classification and the associated classification specification:
   a. Director III - Data Initiatives
2. Recommend the following salary Range for the following classification:
   a. Director III - Data Initiatives, Range 15
3. Approval shall be effective March 13, 2019.
CLASS TITLE: DIRECTOR III - DATA INITIATIVES

BASIC FUNCTION:
Under the direction of the Chief Technology Officer, plans, organizes, controls and directs the vision, operations and activities of the Data Initiatives Department of the Santa Clara County Office of Education (SCCOE); provides strategic direction and entrepreneurial vision in delivering data management services (e.g., DataZone) to users to meet defined needs; develops and delivers direct marketing and business development activities; provides thought leadership in area of data science as it applies to improving educational outcomes; directs the implementation of complex data systems projects in constantly changing environments; assures cost-efficient and effective operations; serves as technical liaison for current and potential users; supervises and evaluates the performance of assigned personnel.

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

ESSENTIAL DUTIES:
Provides overall administrative direction, coordination, and planning of data systems, services and activities; plans, organizes, controls and directs the vision, marketing, product management, operations and activities of the Data Initiatives Department, providing data, data warehousing, and business intelligence (BI) dashboard systems, and services to schools, districts, county offices and other agencies.

Provides strategic direction and entrepreneurial vision in delivering data management services (e.g., DataZone) to users to meet defined needs; promotes and advances sound data management practices with the vision of expanding services to educational agencies throughout the State of California.

Develops short and long-term plans and strategies to deliver services to meet defined user needs; evaluates technical trends and selects direction to effectively meet long-term data systems needs of users; plans long-term hardware and software acquisitions; maintains current knowledge of innovations, changes, trends and directions in the areas of big data, enterprise master data management, data warehousing and related disciplines, and disseminates related information to staff.

Effectively coordinates, plans and communicates with other SCCOE leadership and staff to ensure optimal delivery of cost-effective and efficient services; builds and maintains professional, effective relationships with management and staff to enable achieving department outcomes.

Directs marketing activities to produce additional income where appropriate; identifies system obsolescence and coordinates close-down for minimum disruption to users and personnel; meets with current and potential customers needing SCCOE services.

Directs daily operations, including problem resolution, staff management, systems design, systems development and implementation, staff and user training, as well as hardware and proprietary software selection, acquisition and installation.

Serves as technical liaison for current and potential users; plans, coordinates and monitors communications to define needs in user training, systems and software; communicates information relevant to database systems operations and planning.

Provides technical expertise, information and assistance to the Chief Technology Officer regarding
assigned areas; formulates, evaluates and implements data governance policies, procedures and programs; recommends proper organization structure for assigned programs and functions.

Monitors legislation applicable to data usage and storage and ensures compliance with laws (e.g., CIPA, COPPA, and HIPAA), regulations, and policies; determines and enforces security and privacy requirements as they relate to data privacy laws, industry regulations and other applicable compliance mandates.

Collaborates with cybersecurity personnel to identify, recommend and address cybersecurity policies, controls, procedures and protocols for the purpose of training users and ensuring data security.

Directs and evaluates the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions.

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

Develops and prepares the annual preliminary budget for department operations; analyzes and reviews budgetary and financial data; controls and authorizes expenditures in accordance with established limitations.

Attends and conducts a variety of meetings as assigned; attends trade shows and conferences as needed; participates on assigned committees and teams.

Assures proper maintenance and implementation of disaster recovery plans and other state and federal regulations related to assigned activities; trains customers and implements the technological details of the disaster recovery plan.

Communicates with other administrators, personnel and outside organizations to coordinate activities and programs, resolve issues and conflicts and exchange information; communicates with others via meetings, phone calls, e-mail and video conference.

Operates a computer and assigned software programs; operates 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:
Planning, organization and direction of Data Initiatives Department.
Advanced management of complex data systems and data warehousing systems development projects.
Advanced functional knowledge of Data Management Applications such as Microsoft Analysis Services, Power BI, and/or Tableau.
Principles and methods of project management.
Principles, policies and controls associated with data governance and data stewardship.
Principles, methods, and techniques of data security, monitoring and enforcement.
Effective marketing, presentation, relationship building and communication techniques.
Effective leadership skills, methodologies and strategies.
Work experience in the field of K-12 or post-secondary education in a technology capacity.
Budget preparation and control.
Oral and written communication skills.
Principles and practices of supervision, staff development, organization, administration and personnel
management.
State and federal laws, regulations, SCCOE guidelines and policies applicable to area of responsibility.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.

ABILITY TO:
Plan, organize, control and direct the vision, operations and activities for the Data Initiatives Department.
Plan strategies to deliver services to users to meet defined needs.
Drive people, process, project management and technology transformation in a dynamic and complex
operating environment.
Build partnerships and information-sharing agreements between multiple governmental agencies.
Assure cost-efficient and effective operations.
Direct the maintenance of a variety of BI dashboards, reports, records and files related to assigned
activities.
Serve as technical liaison for current and potential users.
Develop marketing plans and strategies.
Author and negotiate complex Memorandums of Understanding (MOUs), contracts, and partnership
agreements with the entities that work with the County Office.
Direct and evaluate the performance of assigned staff.
Communicate effectively, both orally and in writing.
Develop and implement policies, procedures, and guidelines.
Research and stay current with data-related technologies and platforms.
Evaluate and establish appropriate priorities.
Develop policy and regulations for data security and assessment processes.
Establish and accomplish goals and objectives.
Interpret and apply administrative policies to data functions.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and timelines.
Work independently with little direction.

EDUCATION AND EXPERIENCE:

*Any combination equivalent to:* Master’s degree in management information systems, computer science,
business administration or related field, and eight years increasingly responsible experience in the
administration of data systems, including five years in a management position in the technology field.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.
Project Management Professional or equivalent certification is highly desired.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment.
Driving a vehicle to conduct work.

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

Approved by Personnel Commission: March 13, 2019

Jonathan Muñoz
Director - HR/Classified Personnel Services

Date: 03/13/2019
AGENDA ITEM VI – E (NEW BUSINESS - ACTION)

APPROVAL OF ELIGIBILITY LISTS

BACKGROUND

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

RECOMMENDATION

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

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>DATE</th>
<th>UNIT</th>
<th>NUMBER OF ELIGIBLES</th>
<th>NUMBER OF RANKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications Systems Analyst</td>
<td>02/13/19</td>
<td>OTBS</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Family Advocate - Restricted</td>
<td>02/14/19</td>
<td>OTBS</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Paraeducator - Special Education</td>
<td>02/22/19</td>
<td>AIDES</td>
<td>21</td>
<td>Unranked</td>
</tr>
<tr>
<td>Assistant Director - Internal Business Services</td>
<td>02/22/19</td>
<td>LT</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Human Resources Specialist I/II</td>
<td>02/22/19</td>
<td>OTBS</td>
<td>12</td>
<td>10</td>
</tr>
<tr>
<td>Supervisor - Payroll Tax and Retirement Services</td>
<td>02/25/19</td>
<td>LT</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td>Safe and Healthy Schools Specialist</td>
<td>02/26/19</td>
<td>OTBS</td>
<td>10</td>
<td>9</td>
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<tr>
<td>Fiscal Technician</td>
<td>02/27/19</td>
<td>OTBS</td>
<td>10</td>
<td>8</td>
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<tr>
<td>Navigator - Opportunity Youth Academy</td>
<td>02/28/19</td>
<td>OTBS</td>
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<td>Administrative Assistant IV</td>
<td>03/01/19</td>
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<td>Student Data Specialist</td>
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</table>
AGENDA ITEM VI – F (NEW BUSINESS - INFORMATIONAL)

INFORMATION RECEIVED
MONTHLY VACANCY STATUS REPORT

BACKGROUND

A monthly report is provided to the Commissioners outlining the vacancy requests since the previous Personnel Commission meeting. The report is updated on an on-going basis, between Personnel Commission meetings. Enclosed, please find the Monthly Vacancy Status Report. This item is informational only.
<table>
<thead>
<tr>
<th>#</th>
<th>PC #</th>
<th>CLASSIFICATION</th>
<th>SCHOOL SITE</th>
<th>STAFF</th>
<th>STATUS</th>
<th>TENTATIVE START DATE</th>
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<td>1</td>
<td>3586</td>
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<td>3</td>
<td>4377</td>
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<td>Carson</td>
<td>Kathy</td>
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<td>Chandler Tripp</td>
<td>Kathy</td>
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<td>STAFF</td>
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