

**Program Review & Planning
Request for Contract Classified Position
2018-19**

Please upload and submit this completed form through the SurveyMonkey program review module.

Department	Instructional Computing Services		
Position Title	Network Specialist II		
Salary Range	\$5,148/month	Annual Salary at Step B*	\$61,776
Hours/week and # of months	40 hours per week, 12-months		

*For job Range and Salary information, see: <http://www.gcccd.edu/human-resources/salary-schedules.html>

1) Provide the following information for the ***new position or the increase in FTE for an existing position*** that is being requested, or for the request to fill a vacant, frozen or defunded position:

Position classification and number: CL-41

Proposed FTE: 1.0

Contract type:

12-month

What type of position is being requested?

New general fund position

Please attach the description for the position classification (contact GCCCD Human Resources to obtain this).

What are the actual duties and responsibilities that are specific to this requested position? (100 words or less)

Performs a wide variety of highly specialized, technical support in the design, installation, and maintenance of computer/communications networks and devices, network topology, computer hardware and software in local and wide area networks, including Internet/Intranet, throughout the District.

2) Is the position being requested in order to comply with state or federal mandates/requirements? **(Rubric Criterion 1)**

No

3. How are the duties of the requested position currently being performed, if at all?

How does the lack of this position impact the program or service area?

What impact, if any, have frozen or vacant positions within the department had on services or staff workload?

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The position is critical to maintaining all instructional technology, including the nearly 40 computer labs, over 100 smart cart computers, 7 faculty workrooms and faculty computers. The number of computers, monitors, printers and other technical equipment continues to increase at the college. New buildings and remodels are requiring additional computer lab and technical support. We are stretched thin in our current operations and as such, need staffing to support not only current technology but any new instructional technology the college requires.

There are currently two Network Specialists performing the work. They often can't get to all of it and projects are often delayed due to lack of staffing. The lack of staffing affects the various computer labs and smart carts across campus. It can also affect faculty computers and workrooms. Staff are overworked and often work comp time. They are not accustomed to writing it down, but I've been trying to get them to do it so we can have the information for staffing requests. As mentioned above, we often don't have computer labs ready for the start of the semester or they are not running at an optimal level. It also makes it difficult for us to respond to ad hoc requests.

(200 words or less) **(Rubric Criteria 1)**

4. How has the program/service area changed over the most recent five academic years and/or how is it expected to change within the next five years (i.e. growth, additional services, increased workload and reorganization) that warrants this position? ****Please use both quantitative and qualitative data including, but not limited to: enrollment and productivity data, staffing or other studies, surveys, volume of students or employees served, total comp time accrued, number of hourly/ intern/ volunteer/work-study, and services provided.****

(200 words or less) **(Rubric Criteria 2)**

There is no standard measurement on how many IT support personnel an organization should have per node (any device connected to the network including computers and printers), however, a general starting point would be 1 to 150. We are at 1 to 700 for Network Specialists. While we do have Computer Lab Technician II positions, those positions do not work at the same level as the Network Specialist do in terms of creating and managing images. We also have three Computer Lab Technician I positions, but their main role is to operate the Tech Mall and answer Help Desk calls. The college used to have 3 Network Specialist several years ago, but one of the people took a position at District and the position was never backfilled.

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5. How would this position's main duties specifically support the institution's strategic priorities?
1. Acceleration
 2. Guided Student Pathways
 3. Student Validation and Engagement
 4. Organizational Health

(200 words or less) **(Rubric Criteria 3)**

This area falls within the organizational health priority. Having instructional computer labs operating well directly affects instruction. I think it could also fall into Student Validation and Engagement as supporting students with their technical issues can help keep them engaged with the college. In addition, faculty are the core of the institution and this position also supports faculty computers. If faculty don't have operating computers, they can't do their jobs as well.

6. How will the position impact the ability of the program or service area to innovate and meet changing needs?

(150 words or less) **(Rubric Criteria 3)**

Having a third network specialist would provide the department the stability it need in terms of supporting the ever-increasing complexity of instructional computer lab images and general network support. In addition, both our current network specialists are nearing retirement and having this third position would allow the department to conduct some succession planning to help ensure institutional knowledge is not lost.