MEMORANDUM OF UNDERSTANDING
By and Between
SAN BERNARDINO COMMUNITY COLLEGE DISTRICT
And
CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION and its
SAN BERNARDINO COMMUNITY COLLEGE DISTRICT CHAPTER #291

August 1, 2023

Terms and Conditions: This Memorandum of Understanding is entered into by and between the San Bernardino Community College District (hereinafter, "District") and the California School Employees Association and its Chapter #291, (hereinafter "Association"), collectively referred to as "the Parties."

It is Hereby Agreed:

The Technology Support Specialist I classification will be added to the classified bargaining unit. This classification will be placed at Range 50 of the CSEA Salary Schedule.

The Technology Support Specialist I will be added to the 2023-2026 CSEA Collective Bargaining Agreement Article 1: Recognition, section 1.1 and Appendix "A."

This agreement is subject to all approvals required by the CSEA 610 policy and the District.

For the District   For CSEA

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Kristina Hannon, SBCCD   Cassandra Thomas, President CSEA #291
Vice-Chancellor, Human Resources
& Police Services

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                                                                      Noah Snyder, CSEA LLR

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                                                                      Ernest Guillen, Team Member

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                                                                      Yendis Battle, Team Member

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                                                                      David Stevenson, Team Member

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                                                                      Kevin Limoges, Team Member

Technology Support Specialist I
Classified Range: 50
Board Approved: TBD P. 1|4

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Performs a variety of basic technical support duties in the operation and maintenance of computer network hardware and software systems in support of administrative and instructional users in assigned department(s).

DISTINGUISHING CHARACTERISTICS

The Technology Support Specialist I classification is distinguished from the Technology Support Technician classification in that this classification provides 2nd level end user support and troubleshoots basic network systems and software in coordination with higher-level staff.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from appropriate supervisor; checks with supervisor or higher-level staff regarding non-routine assignments. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Installs, configures, troubleshoots, and maintains software, hardware, computer labs, and classroom hardware; troubleshoots, repairs, and maintains computers, printers, projectors, phones, other peripherals and their related software and accessories.

2. Documents, equipment inventories, software inventories, and repairs.

3. Provides end user support in the deployment of server-based data storage and records; trains end users on procedure for access and security of data storage.

4. Assist higher level staff to develop solutions for office and lab technology; Assists with vendors, District, and college personnel to develop and implement security standards.

5. Provides recommendations to the departmental manager concerning enhancements to the hardware and software inventory.

6. Provides training to end users on the proper use of technology equipment and information security.

7. Performs software updates and upgrades to computer systems and classroom software.

8. May assist the departmental manager with the technology budget for computer equipment software acquisitions and support; requests quotes and orders from vendors for equipment and software.

9. Assists administrators and staff with a variety of technical issues.

10. Collaborates with District and college personnel in the implementation of system configurations and software.

District Proposal 8/1/23: *This classification is proposed for all employees who were classified as a TSS I prior to the class study.*

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11. Participates in the development, documentation, and implementation of technology service management practices; works to develop standards and procedures for the implementation and support of hardware and software.

12. Refers more complicated issues to the higher-level staff; works collaboratively and, in a training capacity, assists higher-level staff to complete projects and tasks.

13. May provide guidance, training, and instruction to lower-level technology staff.

14. Stays current on relevant technology changes.

15. Performs other duties related to the primary duties.

MINIMUM QUALIFICATIONS
The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Mathematical Facility

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Computes and interprets descriptive statistics**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data

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- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible

Using Technology

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware
- Experiments and finds novel uses for standard features and functions **
- Adds, improves, modifies, or develops features and functionality**

Adaptability

- Responding positively to change and modifying behavior as the situation requires**
- Accept and adjust to changes and the unfamiliar

Innovation

- Imagining and devising new and better ways of doing things**
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried**

Listening

- Comprehend and verbal instructions and orally presented information
- Recalls or retrieves key points in a conversation
- Listen actively by rephrasing others' input cogently and accurately**

Professional and Technical Expertise

- Applying technical subject matter to the job **
- Knows the rudimentary concepts of performing the essential technical operations
- Possess recognized expertise outside of the organization**

Self-Management

- Follows through on instructions and assignments

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- Self-directed and self- monitored in commitments and accomplishments
- Redefines or reprioritizes activities within scope of responsibility

Valuing Diversity

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

**Lead, Advanced or Senior Level Positions

Education and Experience Guidelines

Education/Training:

An Associate's degree with major course work in computer science or a related field.

Experience:

Two (2) years of experience providing end user support consisting of responsibility for hardware, software, application support, and user training.

Equivalency Provision:

In the absence of an Associate's degree with major course work in computer science or a related field, the equivalent to completion of high school and four (4) years of experience providing network administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT
The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily indoors with travel to various locations to provide user support and attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to travel to various sites throughout the day; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to occasionally lift, carry, push, and/or pull light to moderate amounts of weight up to 35 pounds; to occasionally lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.