

This meeting will be held as an online video conference in which Commissioners, staff and the public can join via a link or by phone as listed at the bottom of the agenda. It is advisable to test your electronic devices to ensure you are able to access the link. If you have concerns or issues accessing the link prior to this meeting, email [marysiegl@maderausd.org](mailto:marysiegl@maderausd.org) by 3:00 pm on Wednesday, October 28, 2020.

## **MADERA UNIFIED SCHOOL DISTRICT**

### **Personnel Commission Meeting AGENDA**

#### **Regular Meeting**

**Thursday, October 29, 2020**

**Meeting will be held via Zoom, a cloud-based video communication to hold virtual meetings.  
For the 4:30 PM Public Meeting, see access below.**

#### **Join Zoom Meeting**

<https://maderausd.zoom.us/j/87673318728>

**Meeting ID: 876 7331 8728**

**Passcode: 929348**

**Dial by your location**

**+1 669 900 9128 US (San Jose)**

**Madera Unified School District Board Room**

**1902 Howard Road, Madera, CA 93637**

**4:30 PM – Open Session**

### **OUR MISSION**

**Highest Student Achievement**

**A Safe and Orderly Learning Environment**

**Financially Sound and Effective Organization**

#### **1. Pledge of Allegiance, Opening and Acknowledgement of Visitors and Media**

#### **2. Adoption of Agenda**

Action to add or delete items from any portion of the agenda or to discuss any consent agenda items must be taken prior to adoption of the agenda.

#### **3. Communications**

Public Hearing for visitors who wish to speak on a subject not on the Commission agenda. Fifteen minutes of this portion of the meeting are reserved for members of the public to address the Commission on items not listed on the agenda and within the jurisdiction of the Commission. Speakers are limited to three (3) minutes. The Commission is prohibited by law from taking action on matters discussed that are not on the Agenda, and no adverse conclusions should be drawn if the Commission does not respond to public comment at this time. If you wish to address the Commission, you may do so in two ways:



- Prior to the meeting: you may email your comments to [marysiegl@maderausd.org](mailto:marysiegl@maderausd.org) at least 24 hours prior to the meeting. Include your full name and city of residence and public comment in your email. Your comment will be read during this portion of the meeting.
- While in the Zoom meeting:
  1. Click on the **Participants** icon located at the bottom of the screen.
  2. On the new window, click on the Raise Hand icon and wait for your name to be called.
  3. State your name and city of residence prior to your comment.

#### **4. Consent Agenda**

Items listed under the consent agenda are considered routine and are acted on by the Commission in one motion. There is no discussion of these items prior to the Commission's vote unless a member of the Commission, staff or public requests specific items be considered and discussed separately and/or removed from the Consent Agenda prior to the adoption of the Agenda. It is understood that the Administration recommends approval on all consent items. Each item on the consent agenda approved by the Commission shall be deemed to have been considered in full and adopted as recommended.

##### **A. Approval of minutes:**

1. Approve minutes from Thursday, September 17, 2020, Regular Meeting.

##### **B. Consideration and approval of Eligibility Lists for:**

1. Assistant Director of Child Nutrition
2. Communications Technician
3. Human Resources Technician II
4. Human Resources Manager
5. Office Technician
6. Software Developer

#### **5. New Business**

- A. Discuss and approve the revised classified job description for Database Administrator Developer
- B. Consideration and approval to classify new and revised job descriptions for Information Systems Series – Career Ladder Pathway
- C. Discuss and approve the new classified job description for School Office Technician
- D. Discuss and approve Initial Salary Placement for the Assistant Director of Child Nutrition

#### **6. Information and Reports**

- A. Director's Report



B. Commissioner's Report

**7. Next Regular Personnel Commission Meeting**

Thursday, November 19, 2020 at 4:30 pm  
Madera Unified School District Office – Boardroom  
1902 Howard Road  
Madera, California 93637

**8. Suggested Future Agenda Items**

**9. Adjournment**

Board Room Accessibility: The Madera Unified School District encourages those with disabilities to participate fully in the public meeting process. If you need a disability-related modification or accommodation to participate in the public meeting, please contact the Personnel Commission office at 559-675-4500 extension 295 at least 48 hours before the scheduled Personnel Commission meeting so that we may make every reasonable effort to accommodate you. (Government code 54954.2)





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:** October 29, 2020

**Agenda Item:**

Approval of the Minutes of the Regular Meeting of September 17, 2020.

**Agenda Placement:**

Consent

**Background:**

Approval of Minutes from the Regular Meeting of September 17, 2020.

**Recommendation:**

It is recommended that the Personnel Commission approve the Minutes from the Regular Meeting of September 17, 2020.



**Minute Record of MUSD Personnel Commission Meeting  
Regular Meeting held on Thursday, September 17, 2020 at 4:30 PM**

The Personnel Commission of the Madera Unified School District convened a Regular Board Meeting via Zoom, a cloud-based video communication, on Thursday, September 17, 2020 at 4:40 p.m.

**Roll Call**

Bruce Koch, Personnel Commission Chairperson -**ABSENT**  
Fran Wheat, Personnel Commission Vice-Chair  
Philip Janzen, Personnel Commissioner

Isabel Barreras, Director, Classified Human Resources  
Mary Siegl, Human Resources Specialist, Personnel Commission

Kent Albertson, Chief Human Resource Officer  
Cheri Giddens, CSEA President

No other visitors attended.

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**1. 4:40 PM – Call to Order of Public Meeting - Pledge of Allegiance, Opening and Acknowledgement of Visitors and Media**

- Vice-Chair Wheat called the meeting to order at 4:40 pm.
- Commissioner Wheat led the flag salute.

**2. Adoption of the Agenda**

- Director Barreras requested that item 5A, discuss and approve the revised job description for School Office Technician, be pulled from the agenda and brought back later due to CSEA concerns.
- It was moved by Commissioner Janzen and seconded by Commissioner Wheat to approve the adoption of the agenda with the removal of item 5-A under New Business, discuss and approve the revised job description for School Office Technician. MOTION NO. 15-2020/21.

Ayes:	Commissioners Janzen, Wheat
Noes:	None
Absent:	Koch
Abstained:	None

**3. Communications**

- There were no public comments.

**4. Adoption of the Consent Agenda**

- It was moved by Commissioner Janzen and seconded by Commissioner Wheat to approve the Consent Agenda. MOTION NO. 16-2020/21.



Ayes:	Commissioners Janzen, Wheat
Noes:	None
Absent:	Koch
Abstained:	None

## 5. New Business

### B. Consideration to Appoint Commissioner

- Director Barreras discussed the appointment procedures for the Commissioners' appointment. Commissioner Koch's appointment will expire on December 1, 2020 and Commissioner Koch has indicated that he is willing to accept a new term.
- It was moved by Commissioner Janzen and seconded by Commissioner Wheat to approve their intention to reappoint Bruce Koch to the Commissioners' appointment. MOTION NO. 17-2020/21

Ayes:	Commissioners Janzen, Wheat
Noes:	None
Absent:	Koch
Abstained:	None

## 6. Information and Reports

### A. Director's Report

- Director Barreras reported that Personnel Commission Staff continue to stay busy with recruitments and some newly created job descriptions. Kelly Hanna is currently working in the Personnel Commission office while Vicky Zamora is out on a leave.
- There is a service agreement for a proposed Classification and Compensation Study. As you may know, it has been about 10 years since the last study was conducted. This study will be conducted in 4 phases within a 2-year period. It will be going to the Board of Trustees for approval on October 13, 2020. Once the Board of Trustees approves it, it will come to the PC for final approval.
- The IT Department is in need of restructuring its department and have asked for the PC office to review their job descriptions. I will keep you updated as this project moves forward.
- Director Barreras will be attending a planning meeting to revamp the CSPCA Merit Academy from 9/24 -9/26. This is part of her duties as the Director of Training for CSPCA Board of Directors.
- Personnel Commission Staff will be conducting workshops for all classified employees and outside public. Registration will be through the OMS calendar and the workshops will be conducting online through Zoom. The topics include:
  - How to prepare for an oral panel interview
  - How to file an online- classified application
  - Classified Employment Process & Test Taking Tips
  - Application Screening & Appeals

#### Workshops for Hiring Authorities (managers)

- MUSD Classified Recruitment & Selection Process
- Classified Temporary Pool Assignments (Substitutes)



**B. Commissioner's Report**

- Commission Wheat reported that she wanted to give a special thank you to Director Barreras and Mary Siegl for all the hard work and assistance they provide.

**7. Next Regular Personnel Commission Meeting**

- It was agreed that the October meeting would be reschedule to:  
Thursday, October 29, 2020 at 4:30 PM  
Madera Unified District Office – Virtually on Zoom meeting  
1902 Howard Road, Madera, CA 93637

**8. Suggested Future Agenda Items**

- None were suggested.

**9. Adjournment**

- Vice- Chair Wheat adjourned the Public Session at 4:57 PM.

  
\_\_\_\_\_  
Mary Siegl, Human Resources Specialist

Date: September 18, 2020

  
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Isabel Barreras, Director of Classified HR

Date: September 18, 2020





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:**           October 29, 2020

**Agenda Item:**

Consideration and Approval of Eligibility Lists for: Assistant Director of Child Nutrition, Communications Technician, Human Resource Manager, Office Technician, and Software Developer.

**Agenda Placement:**

Consent

**Background:**

Eligibility lists have been placed on the agenda as a consent item. If for some reason any Commissioner would like to remove a list, it can be done.

1. Assistant Director of Child Nutrition, 10.29.20
2. Communications Technician, 10.29.20
3. Human Resources Technician II, 10.29.20
4. Human Resource Manager, 10.29.20
5. Office Technician, 10.29.20
6. Software Developer, 10.29.20

**Recommendation:**

It is recommended that the Personnel Commission approve the Eligibility lists as presented.





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:**        October 29, 2020

**Agenda Item:**

Discuss and approve the revised classified job description for Database Administrator Developer.

**Agenda Placement:**

Action

**Background:**

District Administration has presented the Personnel Commission with revised minimum qualifications for the Database Administrator Developer. The proposed revisions are highlighted in red in the minimum qualifications. In the past the PC office has had difficulty in recruiting qualified candidates because of the work and educational experience required. Therefore, in making some revisions to the minimum qualifications and adding the language of *any equivalent combination of education and work experience that sufficiently demonstrate proficiency in data analysis, database administration/management or programming.*

Having the flexibility to accept an equivalency will allow for attracting qualified applicants with the expertise and working experience needed to fill this vacancy.

This was done in accordance with Personnel Commission Rules 3.2.3. Class Specifications and changes to the minimum qualifications.

**Recommendation:**

It is recommended that the Personnel Commission approve the revised job description for the Database Administrator Developer.



REVISED

**MADERA UNIFIED SCHOOL DISTRICT**

**JOB DESCRIPTION**

**Position:** Database Administrator – Developer

**Classification:** Classified

**Department/Site:** Information and Technology

**Salary Schedule:** Classified

**Reports to:** Director of Information and Technology Support Services

**Salary Range:** 65

**FLSA:** Non- Exempt

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**PURPOSE STATEMENT**

The job of Database Administrator - Developer was established for the purpose/s of managing, supporting, and developing front and back end software for the district's Student Information System and connected systems; building, managing and troubleshooting databases and/or operational data stores; creating process and establishing formal relations, authority, and ownership among connected database systems; developing software to integrate the District's systems with internal and external systems, and to implement process automation where appropriate; developing queries and reports ; and developing software that improves the experience and utilization of district databases to improve district processes.

**ESSENTIAL FUNCTIONS**

- Manage, maintain and support the district's Student Information System.
- Create to maintain data cleanliness and correctness in the District's Student Information, execute processes System, and connected systems.
- Develop migration software as needed to consolidate duplicative record systems with the aim of single system authority, such as in cases where record system migrations are incomplete.
- Set up, manage and troubleshoot features within the Student Information System in support of critical educational processes such as registration, course scheduling and grading.
- Administer and maintain user permissions, group permissions and passwords for the Student Information System.
- Scope and create sources of authority, data ownership, and data security in database systems by establishing database and/or application level security policies.
- Develop SQL queries and associated scripts, software, or processes to facilitate integration between the district's Student Information Systems, or other critical systems, and other internal or external systems.
- Develop and maintain back end software to automate account management between the District's Student Information System, HR System, and connected database systems.
- Develop and maintain front-end software to augment the functionality of database applications as needed to improve district processes.
- Develop new and/or change existing database structures, application programs, and web designs in response to bugs reports and/or management requests following a formal MUSD change management process.
- Document problems and solutions in MUSD help desk system.
- Follow MUSD standards for source code control, software design, and data governance.
- Develop and maintain API implementations in software to establish connections with external data providers in order to enable the data duties of this position on external connected systems.
- Creates reports using complex SQL procedures to facilitate data-driven improvements to business and educational processes.



- Perform administration of multiple databases and/or data warehouses.
- Analyze potential Database Management System applications to determine feasibility, requirements, and cost effectiveness in support of providing students and staff high quality and up-to-date technology services.
- Design, develop, maintain, and control the data governance standards for database information and its usage; database security, integrity, reliability and availability; monitor performance and capacity requirements.
- Develop and maintain written procedures and documentation to support the effective and efficient operation of the department.
- Consult and provide recommendations in the development of proposals, designs, programming, and implementation phases of applications added to database systems to insure that those systems adhere to MUSD data governance standards.
- Design the overall structural design of database systems at both the logical and physical levels, working with users and programming staff.
- Develop, design, coordinate, and write necessary programs, tasks and documentation providing for backups, reloads, recovery, reorganization, timely updates and restructuring of database systems.
- Debug, troubleshoot and correct problems in a reasonable, timely manner and provide solutions to resolve issues to meet the needs of users.
- Interact with vendor support to obtain information for the efficient operations of system applications and other related equipment or programs.
- Establish and maintain data dictionary systems.
- Support the district with timely and accurate responses to technical questions and issues concerning database systems and structures.
- Install, test, maintain, upgrade, reorganize and patch software related to database systems to ensure effective operation of programs.
- Assist technology staff and operations personnel in solving programming problems in a reasonable, timely manner; make effective use of computer hardware and software to support the effective operation of the school district.
- Train and provide clear direction and guidance to others as required in support of professional learning.
- Collaborate with other departments throughout the school district as needed.
- Participate in and/or lead projects, teams and meetings.
- Perform related duties as assigned.

## **OTHER FUNCTIONS**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Methods and skills involved in establishing and maintaining an effective Relational Database Management System, including tuning, design, network communications, backup/recovery, security and administration; maintenance and administration of Relational Database Management Systems.
- Computer hardware, peripherals.
- Web applications; QL and other programming environments such as Visual Studio, ASP, NET, C#, EJB, Python, C++, PHP, PowerShell, PL/SQL, Java, and/or the programming knowledge sufficient to learn new programming languages as needed.
- K-12 student information systems and K-12 processes and functions including but not limited to: registration, class schedules, attendance, discipline and gradebooks.
- Oral and written communication skills.



- Database administration tools.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

#### **Skills and Abilities to:**

- Operate standard office equipment, including computers and related software.
- Perform a variety of specialized duties in programming, development, maintenance and analysis of computer applications, databases, and systems in support of assigned systems, programs and functions.
- Prepare, organize, document, and control source code revisions to new and existing applications and features using standard source control systems.
- Research, design, develop and implement new system applications as appropriate.
- Design applications to meet district needs, enhance job performance and provide for system enhancements.
- Develop and maintain source code for new and existing software applications.
- Understand legacy code sufficiently to reengineer new applications.
- Modify existing programs to enhance database operations and functions.
- Design programming solutions for application defects.
- Facilitate the computerized collection, management, manipulation, and distribution of data used for analysis.
- Design programming solutions, troubleshoot, and resolve application defects.
- Establish and maintain cooperative and effective working relationships with a diverse range of people.
- Train and provide clear direction to others.
- Plan, prioritize and schedule work to meet the schedule and timelines.
- Read, understand, explain and implement technical material from manuals and journals.
- Maintain accurate records.
- Apply and explain rules, regulations, policies and procedures.
- Analyze and troubleshoot situation accurately and adopt an effective course of action.
- Communicate using patience and courtesy in a manner that reflects positively on the organization.
- Understand and follow both oral and written directions effectively.
- Actively participate in meeting district goals and outcomes.
- Have integrity and honesty in all situations.
- Learn district operations, policies, objectives and goals.

#### **RESPONSIBILITY**

Responsibilities include working under limited supervision using standardized practices and/or methods; managing a team; and monitoring budget expenditures. Utilization of significant resources from other work units is sometimes required to perform the job functions. There is a continual opportunity to affect the organization's services.

#### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and significant fine finger dexterity. Generally, the job requires 80% sitting, 10% walking and 10% standing. The job is performed under minimal temperature variations and in a generally hazard free environment.

#### **MINIMUM QUALIFICATIONS**

**Experience:** ~~Four years of recent, progressively responsible experience~~ Any equivalent combination of education and work experience that sufficiently demonstrate proficiency in data analysis, database administration/management or programming. Experience working with Student Information Systems and/or in a K-12 environment is preferred.



**Education:** ~~Bachelor's degree in Information Systems, or Computer Science or a related field supplemented by college level courses in Systems Analysis, Database Management and/or programming.~~

High School diploma or equivalency. Bachelor's degree in Information Systems, Computer Science or related field from an accredited college or university is highly desirable.

#### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Physical Exam

#### **CONTINUING EDUCATION/TRAININGS**

- Maintain as needed

#### **CERTIFICATES/LICENSES**

- Possession of; or the ability and qualifications to obtain Microsoft Certified Solutions Associate; SQL Server; or equivalent or ability to obtain within 12 months of appointment; and failure to do so will result in termination.
- Valid Class C California Driver's License
- Microsoft Certified Solutions (SQL)

#### **CLEARANCES**

- DOJ/FBI Fingerprint Background
- TB Clearance Skin Test
- Physical Demand (A)





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:** October 29, 2020

**Agenda Item:**

Consideration and approval to classify new and revised job descriptions for the Information Systems Series - Career Ladder Pathway:  
Information Systems Technician (new)  
Information Systems Specialist I (revised)  
Information Systems Specialist II (new)  
Information Specialist – Lead (revised)

**Agenda Placement:**

Action

**Background:**

District Administration has brought forward the request to reorganize the department of Information Technology and Support Services. Most of the job descriptions for this department are out dated and essential functions have changed. The COVID-19 Pandemic has also created the need to revise or create new positions to manage the demands of technology for the entire District. The reorganization will be conducted in two phases.

The first phase includes the Information Systems Series - Career Ladder Pathway:

Information Systems Technician (new)  
Information Systems Specialist I (revised)  
Information Systems Specialist II (new)  
Information Specialist – Lead (revised)

The reorganization consists of creating various levels of classifications within the series that will allow for professional growth and promotional opportunities for the employees within this career ladder pathway. After reviewing, changes were made to the title, purpose statements, essential functions, knowledge, skills, abilities, experience and education. We have added a section for distinguishing characteristics that describes the levels (classifications) for this series of job descriptions. The changes to the minimum qualifications allow for additional years of experience required in order to climb the career ladder.

Salary surveys were conducted by using the following schools and college districts: Central USD, Clovis USD, Dinuba USD, Fairfield-Suisun USD, Fresno USD, Merced City School District, and State Center Community College School District. A comparison survey of the education, work experience, licenses and other requirements for these positions are also included.

The incumbent employees will be grandfathered with their revised titles.





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

This was done in accordance with the Personnel Commission Rules 3.2.2 thru 3.2.5.5 and 3.2.9 Review of positions; state that it is the responsibility of the Personnel Commission to classify duties of new or reorganized positions approved by the Board of Trustees.

### **Recommendation:**

It is recommended that the Personnel Commission approve the Information Systems Series - Career Ladder Pathway and classified salary recommendations as listed below.

<b>Position Title</b>	<b>Revised or New</b>	<b>Classified Salary Recommendation</b>
Information Systems Technician	New	\$41,509.44 – \$57,578.69 (yearly) \$19.88 - \$27.58 (hourly)
Information Systems Specialist I	Revised	No salary recommendation
Information Systems Specialist II	New	\$49,623.31 - \$65,496.28 (yearly) \$23.77 - \$31.37 (hourly)
Information Systems Specialist - Lead	Revised	\$62,394.66 - \$76,050.18 (yearly) \$29.80 - \$36.42 (hourly)

Attachments: Job Descriptions: Information Systems Technician, Information Systems Specialist I, Information Systems Specialist II, and Information Specialist – Lead and Classified Salary Survey Recommendations.



**NEW**

**MADERA UNIFIED SCHOOL DISTRICT**

**JOB DESCRIPTION**

**Position:** Information Systems Technician

**Classification:** Classified

**Department/Site:** Information Technology and Support Services

**Salary Schedule:** Classified

**Reports to:** Information Technology Supervisor

**Salary Range:**

**FLSA:** Non-exempt

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**PURPOSE STATEMENT**

Under general supervision, the job of Information Systems Technician is to provide professional technical support to department and school site users as well as parents and students to support the educational process. Duties include helpdesk call and ticketing systems, front counter support, diagnostic support on computer and network hardware, equipment configuration and install, as well as troubleshooting common connectivity, hardware, and software issues.

**DISTINGUISHING CHARACTERISTICS**

This is the first level in the Information System Series. The Information Systems Technician classification provides technical support and resolves inquiries from students, teachers and District personnel.

**ESSENTIAL FUNCTIONS**

- Installs, upgrades, and performs maintenance on computers, tablets, peripherals, and other District technology systems.
- Maintains and deploys sets of computers or tablets for classroom use individually, in charging carts/cabinets, or in a static lab configuration.
- Provides maintenance on and deploys or installs electronic equipment (e.g. interactive boards, projectors, printers, etc.).
- Works with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues.
- Manages assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times.
- Comments and provides information on assigned tickets to adequately inform users of status or escalate the issue to the next level.
- Prepares basic documentation for various technical support issues or instructional use. Develop and maintain documentation supporting assigned and related areas of responsibility.
- Delivers, setup, connects, and configures computers, printers, and peripherals at various district locations.
- Troubleshoots hardware and software for the purpose of identifying and resolving operational issues and restoring services.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Maintains an accurate inventory of electronic devices throughout the District.
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.
- Assists in the documentation and recording of procedures, programs, and tasks.
- Responds to a variety of inquiries (e.g. students, teachers, District personnel, Help Desk inquiries, etc.) for providing information and technical assistance.
- Works and collaborates across teams to develop, promote, and support technology solutions for users.

**OTHER FUNCTIONS**



- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- English language, grammar, spelling and punctuation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Read a variety of manuals.
- Write documents following prescribed formats, and/or present information to others.
- Solve practical problems.
- Standard operating procedures for personal computers and related peripheral equipment.
- Basic technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology.
- District Organization, operations, policies, objectives, and goals.

Skills and Abilities to:

- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Adhering to safety practices.
- Operating computer equipment and related peripherals.
- Installing and maintaining electronic equipment.
- Schedule activities and/or meetings.
- Gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to work with others in a wide variety of circumstances.
- Work with data utilizing defined and similar processes.
- Operate equipment using a variety of standardized methods.
- Work with a diversity of individuals and/or groups; work with similar types of data.
- Utilize a variety of types of job- related equipment.
- Problem solving with data may require independent interpretation.
- Read, understand and apply information from technical manuals or documentation.
- Clearly and concisely document in writing, the steps used to troubleshoot and solve hardware or software related issues.
- Communicate with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Communicate technical information to non-technical users.
- Follow both oral and written directions effectively.
- Communicate effectively and courteously with contacts within and outside the District.
- Problem solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job.
- Problem solving with equipment is moderate to significant.
- Setting priorities; meeting deadlines and schedules; and working with frequent interruptions.
- Apply integrity and trust in all situations.
- Work with, and learn from, team and project mentors.
- Present a positive image of Madera Unified School District.

## **RESPONSIBILITY**

Responsibilities include working under limited supervision following standardized practices and/or methods; utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.



### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under minimal temperature variations.

### **MINIMUM QUALIFICATIONS**

Experience: One (1) year of experience in computer hardware/software user support environment and/or IT helpdesk work.

Education: High School diploma or equivalent.

### **OR**

An equivalent combination of education, work experience, and certifications that demonstrates relevant possession of the requisite knowledge, skills and abilities of the position may be substituted.

### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Exam

### **CONTINUING EDUCATION/TRAININGS**

- None Specified

### **CERTIFICATES/LICENSES**

- Valid California Class C Driver's License

### **CLEARANCES**

- DOJ/FBI Background
- TB Skin Test
- Physical Demands (A)



## Information Systems Technician Comparison Survey

District	Title	Education/Experience Combined	Experience	Licenses and other Requirements	Begin Salary	Ending Salary	Hourly
Central USD	Help Desk Technician	Any combination equivalent to: graduation from high school and two years experience at a school office site using related electronic computer equipment and software. Pass the clerical proficiency test at 70% and type 45 wpm.	Experience in problem-solving over the phone with end-users with software and hardware. Perform a variety of one-on-one help and troubleshooting on common software problems used for admin and education.	None	40,319.28	46,729.44	19.31 - 22.38
Clovis USD	Technical Support Specialist I	Requires an AA with course work in computer hardware and software components, plus one year exp in a computer hardware/software user support environment. Additional exp may substitute for higher ed.	Basic technical knowledge of computer hardware and the electronic components attached or found within, corresponding terminology. Requires adequate verbal and writing communication skills.	Valid Driver's license. A+ certification or equivalent knowledge is required.	39,776.40	48,316.32	19.05 - 23.14
Fresno USD	Technical Support Specialist I	Any combination equivalent to: two years of college-level course work in computer science or related field.	Two years of experience in a technical support working environment or technical call center with desktop operation systems, network concepts and remote access.	Valid California Driver's License; Microsoft Certified Desktop Support Technician (MCDST) and A+ or equivalent or ability to obtain within a year.	44,766.72	54,413.28	21.44 - 26.06
Fairfield-Suisun USD	Help Desk Technician	High School Diploma or General Education Diploma	Two years of experience in the operation of personal computers, peripheral equipment, and desktop applications in a Local Area Network environment.	Valid California's Driver's license	49,172.40	81,097.92	23.55 - 38.84
Merced City SD	Application Technician	High School diploma and certified completion of college level courses in a computer related college program or equivalent; technical certification preferred but not required.	Experience with mobile computing application management or other mobile applications. Experience with other computer operating systems.	Valid California Driver's License; Personal transportation needed for job-related District travel. Auto Liability Insurance.	33,512.40	57,336.48	16.05 - 27.46



# Information Systems Technician

## Salary Compensation Survey

Districts	SALARY		Hourly *
	(Low to High)		
Central Unified School District	\$40,319.28	\$46,729.44	\$19.31 - \$22.38
Clovis Unified School District	\$39,776.40	\$48,316.32	\$19.05 - \$23.14
Fresno Unified	\$44,766.72	\$54,413.28	\$21.44 - \$26.06
Merced City School District	\$49,172.40	\$81,097.92	\$16.05 - \$27.46
Fairfield-Suisun Unified School District	\$33,512.40	\$57,336.48	\$23.55 - \$38.84
Total Combined:	\$207,547.20	\$287,893.44	\$99.40 - \$137.88
Total Districts (5)	5	5	5
Average of total combined divided by the total Districts:	\$41,509.44	\$57,578.69	\$19.88 - \$27.58

**NOTE:** Based on 8 hours per day, 261 days per year, 12 months per year

\* Hourly Rates



## REVISED

## MADERA UNIFIED SCHOOL DISTRICT

## JOB DESCRIPTION

**Position:** Information Systems Specialist I

**Classification:** Classified

**Department/Site:** Information Technology and Support Services

**Salary Schedule:** Classified

**Reports to:** Information Technology Supervisor

**Salary Range:**

**FLSA:** Non-exempt

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### PURPOSE STATEMENT

Under general supervision, the job of Information Systems Specialists I is to provide professional technical support to department and school site users as well as parents and students to support the educational process. Duties include helpdesk call and ticketing systems, advanced diagnostic support on computer and network hardware, equipment configuration and install, as well as troubleshooting advanced or common connectivity, hardware, and software issues.

~~Under supervision, the job of Information Systems Specialist I was established is for the purpose/s of supporting the educational process with specific responsibilities for assisting administrators and staff in personal computer related needs; recommending and installing computerized alternatives to manual processes; solving problems; providing information and/or direction as may be required.~~

### DISTINGUISHING CHARACTERISTICS

This is the second level in the Information Systems Series. The Information Systems Specialist I provides professional technical support and advanced diagnostic support to students, teachers and District personnel.

### ESSENTIAL FUNCTIONS

- Installs, upgrades, and performs maintenance on computers, tablets, peripherals, and other District technology systems.
- Maintains and deploys sets of computers or tablets for classroom use individually, in-charging carts/cabinets, or in a static lab configuration.
- ~~Provides maintenance on electronic equipment (e.g. interactive boards, projectors, printers, etc.) For the purpose of ensuring proper working condition.~~
- ~~Researches computer hardware and software applications, vendors, consultants and current technology for recommending products that meet district requirements for capabilities and costs and providing technical assistance.~~
- Works with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues.
- Manages assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times.
- Comments and provides information on assigned tickets to adequately inform users of status or escalates the issue to the next level.
- Prepares basic documentation for various technical support issues or instructional use. Develop and maintain documentation supporting assigned and related areas of responsibility.
- Delivers, setup, connects, configures and maintains computers, printers, and peripherals (e.g. interactive boards, projectors, printers, etc.) at various district locations.



- Troubleshoots malfunctions of hardware and software for the purpose of identifying and resolving operational issues and restoring services.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Troubleshoots cloud based software or platforms (e.g. productivity suites, digital curriculum, data platforms, etc.) for the purpose of identifying and resolving operational issues and restoring services.
- Runs queries against a variety of data (e.g. student data, personnel data, etc.) for providing requested information and/or evaluating the accuracy of the data.
- Collaborates with a variety of internal and external parties (e.g. District personnel, vendors, etc.) for the purpose of implementing and/or maintaining services.
- ~~Creates and maintains school web sites for the purpose of ensuring sites and working properly and providing up to date information.~~
- ~~Installs student computers for upgrading and/or maintain District technology systems.~~
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.
- Prepares a variety of materials (e.g. training documents, video tutorials, procedures for new and existing software, etc.) for communicating information to other parties.
- ~~Prints and delivers report cards to school sites for ensuring efficient and secure arrivals to intended destinations.~~
- ~~Responds to a variety of inquiries (e.g. students, teachers, District personnel, Help Desk inquiries, etc.) for providing information and technical assistance.~~
- Responsible for reviewing the District help desk inquiries (e.g. students, teachers, District personnel) and project management systems to facilitate timely completion of all requests and assigned tasks.
- Trains teachers, administrators, students, etc. for ensuring their ability to use new and/or existing electronic equipment, operating systems and application software.
- Updates databases (e.g. student information, etc.) for ensuring data is correct and current.
- Maintains an accurate inventory of electronic devices throughout the District.
- Works and collaborates across teams to develop, promote, and support technology solutions for users.

## **OTHER FUNCTIONS**

- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Perform algebra and/or geometry.
- English language, grammar, spelling and punctuation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Read a variety of manuals.
- Write documents following prescribed formats, and/or present information to others.
- Solve practical problems.
- Standard operating procedures for personal computers and related peripheral equipment.



- Intermediate technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology. ~~networking capabilities and MS Office Suite.~~
- District Organization, operations, policies, objectives, and goals.

#### Skills and Abilities to:

- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Adhering to safety practices.
- Operating computer equipment and related peripherals.
- Planning and managing projects.
- Installing and maintaining electronic equipment.
- Schedule activities and/or meetings.
- Gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to work with others in a wide variety of circumstances.
- Work with data utilizing defined and similar processes.
- Operate equipment using a variety of standardized methods.
- Work with a diversity of individuals and/or groups; work with similar types of data.
- Utilize a variety of types of job- related equipment.
- Problem solving with data may require independent interpretation.
- Read, understand and apply information from technical manuals or documentation.
- Clearly and concisely document in writing, the steps used to troubleshoot and solve hardware or software related issues.
- Follow both oral and written directions effectively.
- Communicates with users and outside contacts in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Communicate technical information to non-technical users.
- Problem solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job.
- Problem solving with equipment is moderate to significant.
- Setting priorities; meeting deadlines and schedules; and working with frequent interruptions.
- Apply integrity and trust in all situations.
- Works with, and learn from, team and project mentors.
- Present a positive image of Madera Unified School District.

#### **RESPONSIBILITY**

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under minimal temperature variations.



### **MINIMUM QUALIFICATIONS**

Experience: Two (2) years of experience in computer hardware/software user support environment and/or IT helpdesk work. ~~in the overseeing of systems programming, or network administration for computer hardware and software troubleshooting, and/or IT helpdesk work.~~

Education: High School diploma or equivalent.

### **OR**

An equivalent combination of education, work experience, and certifications that demonstrates relevant possession of the requisite knowledge, skills and abilities of the position may be substituted.

### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Physical Exam

### **CONTINUING EDUCATION/TRAININGS**

- None Specified

### **CERTIFICATES/LICENSES**

- Valid California Class C Driver's License

### **CLEARANCES**

- ~~Criminal Justice~~
- ~~Fingerprint~~ DOJ/FBI Background Clearance
- TB Clearance ~~Skin Test~~
- Physical Demands (A)



**NEW**

**MADERA UNIFIED SCHOOL DISTRICT**

**JOB DESCRIPTION**

**Position:** Information Systems Specialist II

**Classification:** Classified

**Department/Site:** Information Technology and Support Services

**Salary Schedule:** Classified

**Reports to:** Information Technology Supervisor

**Salary Range:**

**FLSA:** Non-exempt

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**PURPOSE STATEMENT**

Under supervision, the job of Information Systems Specialists II is to provide professional technical support to department and school site users as well as parents and students to support the educational process. Duties include maintenance and implementation of software platforms throughout the district, helpdesk call and ticketing systems, advanced diagnostic support on computer and network hardware, basic scripting and querying in SQL or application layer languages, and serving as a primary technical liaison in district wide in projects.

**DISTINGUISHING CHARACTERISTICS**

This is the third level in the Information Systems Series. The Information Systems Specialist II is at an advanced level and implements/maintains cloud based software or platforms; runs queries in SQL or application layer languages against a variety of student and personnel data.

**ESSENTIAL FUNCTIONS**

- Troubleshoots hardware and software for the purpose of identifying and resolving operational issues and restoring services.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Responds to support inquiries and/or other requests (e.g. staff, administrators, school site personnel, etc.) for providing technical assistance, advice, and support of the Student Information System.
- Creates, maintains, and troubleshoots application layer components of the Student Information System (e.g. bell schedules, ADA reporting, registration, etc.).
- Troubleshoots cloud based software or platforms (e.g. productivity suites, digital curriculum, data platforms, SIS, etc.) for the purpose of identifying and resolving operational issues and restoring services.
- Creates, troubleshoots, and runs queries in SQL or application layer languages; against a variety of data (e.g. student data, personnel data, etc.) for providing requested information and/or evaluating the accuracy of the data.
- Creates, maintains, and troubleshoots a variety of application layer integrations in cloud software or internal systems (e.g. digital curriculum, data platforms, SIS, etc.) for the purpose of identifying and resolving operational issues and restoring services.
- Acts as the primary liaison between Information Technology and other departments or school sites to facilitate the implementation, maintenance, and/or support of new software platforms as assigned.
- Compiles data from a wide variety of sources (e.g. attendance, enrollment counts, student information, etc.) for preparing reports.
- Collaborates with a variety of internal and external parties (e.g. District personnel, vendors, etc.) for the purpose of implementing and/or maintaining services.
- Prepares a variety of materials (e.g. training documents, video tutorials, procedures for new and existing software, etc.) for communicating information to other parties.



- Responsible for reviewing the District help desk inquiries (e.g. students, teachers, District personnel) and project management systems to facilitate timely completion of all requests and assigned tasks.
- Trains and participates in the creation of training material for teachers, administrators, staff, etc. for ensuring their ability to use new and/or existing electronic equipment, operating systems and application software.
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.

## **OTHER FUNCTIONS**

- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Perform algebra and/or geometry.
- English language, grammar, spelling and punctuation
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Read a variety of manuals.
- Write documents following prescribed formats, and/or present information to others.
- Solve practical problems.
- Standard operating procedures for personal computers and related peripheral equipment.
- Advanced technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology.
- Cloud based software as a service platforms (Gsuite, O365, etc.), Student Information Systems, SSO and Digital Curriculum rostering platforms.
- Basic scripting and SQL or application layer queries.
- Support District Organization, operations, policies.

Skills and Abilities to:

- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Adhering to safety practices.
- Operating computer equipment and related peripherals.
- Planning and managing projects.
- Installing and maintaining electronic equipment.
- Schedule activities and/or meetings.
- Gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to work with others in a wide variety of circumstances.
- Work with data utilizing defined and similar processes.
- Operate equipment using a variety of standardized methods.
- Work with a diversity of individuals and/or groups; work with similar types of data.
- Utilize a variety of types of job- related equipment.
- Problem solving with data may require independent interpretation.
- Read, understand and apply information from technical manuals or documentation.



- Clearly and concisely document in writing, the steps used to troubleshoot and solve hardware or software related issues.
- Communicates with users and outside contacts in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Communicate technical information to non-technical users.
- Follow both oral and written directions effectively.
- Problem solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job.
- Problem solving with equipment is moderate to significant.
- Setting priorities; meeting deadlines and schedules; and working with frequent interruptions.
- Apply integrity and trust in all situations.
- Works with, and learn from, team and project mentors.
- Present a positive image of Madera Unified School District.

### **RESPONSIBILITY**

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under minimal temperature variations.

### **MINIMUM QUALIFICATIONS**

Experience: Three (3) years of experience in the overseeing of systems programming, computer troubleshooting, and/or IT helpdesk work.

Education: High School diploma or equivalent.

### **OR**

An equivalent combination of education, work experience, and certifications that demonstrates relevant possession of the requisite knowledge, skills and abilities of the position may be substituted.

### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Exam

### **CONTINUING EDUCATION/TRAININGS**

- None Specified

### **CERTIFICATES/LICENSES**

- Valid California Class C Driver's License



## **CLEARANCES**

- DOJ/FBI Background
- TB Skin Test
- Physical Demands (A)



## Information Systems Specialist II Comparison Survey

District	Title	Education/Experience Combined	Experience	Licenses and other Requirements	Begin Salary	Ending Salary	Hourly
Central USD	Computer Support Specialist	Two years of college-level course work in microcomputer hardware and software components, microcomputer operating systems and data communications software.	Alternatively, one year of college-level course work in the same areas and two years of additional job training or experience. Additional experience may substitute for higher education.	Must possess a valid driver's license. Certificates: A+, MCP or MCSA preferred.	55,561.68	64,393.92	26.61 - 30.84
			Four years of experience working with hardware and software components, operations systems, TCP/IP and networking concepts, and data communications software.	Requires a valid driver's license. A MCSA certification, with an emphasis on Windows and Infrastructure, or equivalent knowledge is required.	48,880.08	59,340.96	23.41 - 28.42
Clovis USD	Technical Support Specialist III	Bachelor's degree in Computer Science or related technical field. Additional experience may substitute for higher education.					
Fairfield - Suisun USD	Senior Help Desk Technician	Two - year degree in a computer related discipline or equivalent experience and training.	Two years of experience in the administration of Local Area Networks. Two years experience with the operation of personal computers, microcomputers and auxiliary equipment.	Certified Network Administrator (C.N.A.)	54,204.00	75,418.56	25.96 - 36.12
Fresno USD	Technical Support Specialist II	Any combination equivalent to: two years of college-level course work in computer science or a related field.	Three years of experience in a technical call center or technical support working environment including experience in desktop operating systems, network concepts and remote access; experience working with Helpdesk ticketing software; experience with TCP/IP and related protocol.	Valid California Driver's License ; Microsoft Certified Desktop Support Technician (MCDST) and A+ or equivalent or ability to obtain within one year.	50,696.64	61,971.84	24.28 - 29.68
Merced City School District	PC/ Telecommunications Support Technician I	Any combination equivalent to: high school diploma or equivalent supplemented by coursework in Computer Science or related field.	Two years of experience programming in one or more of the below mentioned languages: Certification from Microsoft, Cisco or other technology institution helpful.	Valid California Class C driver's license.	38,774.16	66,356.64	18.57 - 31.78



# Information Systems Specialist II

## Salary Compensation Survey

Districts	SALARY (Low to High)		Hourly *
Central Unified School District	\$55,561.68	\$64,393.92	\$26.61 - \$30.84
Clovis Unified School District	\$48,880.08	\$59,340.96	\$23.41 - \$28.42
Fairfield -Suisun Unified School District	\$54,204.00	\$75,418.56	\$25.96 - \$36.12
Fresno Unified	\$50,696.64	\$61,971.84	\$24.28 - 29.68
Merced City School District	\$38,774.16	\$66,356.14	\$18.57 - \$31.78
Total Combined:	\$248,116.56	\$327,481.42	\$118.83 - \$156.84
Total Districts (5)	5	5	5
Average of total combined divided by the total Districts:	\$49,623.31	\$65,496.28	\$23.77 - \$31.37

**NOTE:** Based on 8 hours per day, 261 days per year, 12 months per year

\*Hourly Rates



REVISED

## MADERA UNIFIED SCHOOL DISTRICT

## JOB DESCRIPTION

**Position:** Information Systems Specialist - Lead

**Department/Site:** Information Technology and Support Services

**Reports to:** Information Technology Supervisor

**Classification:** Classified

**Salary Schedule:** Classified

**Salary Range:**

**FLSA:** Non-exempt

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### PURPOSE STATEMENT

~~Under direction, the job of Information Systems Specialist - Lead was established~~ **is** for the purpose/s of supporting the educational process and will assign, review, and coordinate the work of other Information Systems Specialists **and Technicians**. Duties **include acting as an escalation point for other Information Systems Specialists and Technicians as it relates to help desk support; coordinating teams of Information Systems Specialists and Technicians for the purposes of Information Technology projects; assisting administrators and staff in personal computer related needs; basic scripting and querying in SQL or application layer languages, developing and installing automated alternatives to manual processes; and serving as a technical liaison or escalation point for technical liaisons in district wide cross-departmental projects.** ~~solving problems, and providing information and/or direction as required.~~

~~This is a working Lead worker position and will be responsible for performing day-to-day duties similar to other Information Systems Specialist Lead.~~

### DISTINGUISHING CHARACTERICS

~~This is the fourth level in the Information Systems Series. The Information Systems Specialist - Lead is a lead worker position and will be responsible for performing day-to-day duties similar to other Information Systems Specialist and Technicians.~~

~~This job reports to the Director of Information Technology and Support Services.~~

### ESSENTIAL FUNCTIONS

- **Leads**, assigns, reviews, and coordinates the work of Information Systems Specialists **and Technicians** by providing technical guidance, coordinating technical and help desk support, and serving as a representative of the team to site administrators, department directors, etc.
- **Receives and responds to call and personal inquiries regarding questions and problems with usage of advanced personal computers and software, input and output of documents, data, and telecommunications to and from computer hardware (ex. of software include, but not limited to, education, industry special programs, accounting systems, word processing, spreadsheets, graphics, desktop publishing, bibliographic research, internet, and electronic mail.)**
- **Participates in and assists in the implementation of duties assigned to Information Systems Specialists and Technicians.**
- **Provides input to the Information Technology Supervisor and Director regarding staff issues and performance.**
- **Supports and trains other team members in the proper procedures and functions of their jobs and provides leadership/mentoring to team members.**
- **Prepares a variety of materials (e.g. reports regarding the needs, trends, and problems at sites cards, training documents, video tutorials, procedures for new and existing software, etc.) for communicating information to other parties.**
- **Prints and delivers report cards to school sites for ensuring efficient and secure arrivals to intended destinations.**
- **Oversees projects to ensure completion of all tasks and project milestones.**



- Creates, troubleshoots, and runs queries in SQL or application layer languages; against a variety of data (e.g. student data, personnel data, etc.) for providing requested information and/or evaluating the accuracy of the data.
- Oversees the maintenance of an accurate inventory of electronic devices throughout the District.
- Participates in educational seminars and meetings for the purpose of maintaining and upgrading job knowledge, skills, and resolutions to safety issues.
- Collaborates with a variety of internal and external parties (e.g. District personnel, vendors, etc.) for the purpose of implementing and/or maintaining services; including large-scale interdepartmental district projects.
- Participates in meetings (e.g. school site, departmental, etc.) for the purpose of providing and/or gathering information.
- Responsible for reviewing the District help desk and project management systems to facilitate timely completion of all requests and assigned tasks.
- Provides maintenance on electronic equipment (e.g. interactive boards, projectors, printers, etc.) for ensuring proper working condition.
- Researches computer hardware and software applications, vendors, consultants and current technology for recommending products that meet district requirements for capabilities and costs and providing technical assistance to district personnel.
- Responds to a variety of inquiries (e.g. students, teachers, District personnel, Help Desk inquiries, etc.) for providing information and technical assistance.
- Tests application software for ensuring that product matches defined requirements and expected functionality.
- Trains and participates in the creation of training material for teachers, administrators, students' staff, etc. for ensuring their ability to use new and/or existing peripheral electronic equipment, operating systems and application software.
- Troubleshoots malfunctions of hardware or software applications for the purpose of identifying and resolving operational issues and restoring services.
- Updates databases (e.g. student information, etc.) for ensuring data is correct and current.
- Create and maintain school web sites for ensuring sites are working properly and to provide up to date information.
- Installs student computers for the purpose of upgrading and/or maintaining District technology systems.

## **OTHER FUNCTIONS**

- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of:

- Perform algebra and/or geometry.
- English language, grammar, spelling and punctuation.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.
- Read a variety of manuals.
- Write documents following prescribed formats, and/or present information to others.
- Solve practical problems.
- Standard operating procedures for personal computers and related peripheral equipment.
- Advanced technical knowledge of computer hardware/software and the electronic components attached or found within including the corresponding terminology. networking capabilities and MS Office Suite.
- Cloud based software as a service platforms (Gsuite, O365, etc.), Student Information Systems, SSO and Digital Curriculum rostering platforms.
- Basic scripting and SQL or application layer queries.



- District Organization, operations, policies, objectives, and goals.
- Basic project management and leadership skills

#### Skills and Abilities to:

- Perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.
- Adhering to safety practices.
- Operating computer equipment and related peripherals.
- Planning and managing projects.
- Installing and maintaining electronic equipment.
- Schedule activities and/or meetings.
- Gather and/or collate data; and consider a number of factors when using equipment.
- Flexibility is required to work with others in a wide variety of circumstances.
- Work with data utilizing defined and similar processes.
- Operate equipment using a variety of standardized methods.
- Work with a diversity of individuals and/or groups; work with similar types of data.
- Utilize a variety of types of job- related equipment.
- Problem solving with data may require independent interpretation.
- Read, understand and apply information from technical manuals or documentation.
- Clearly and concisely document in writing, the steps used to troubleshoot and solve hardware or software related issues.
- Communicate technical information to non-technical users.
- Communicate, understand and follow both oral and written directions effectively.
- Problem solve with data, which requires independent interpretation of guidelines and problem solving with the specific ability to perform the functions of the job.
- Problem solving with equipment is moderate to significant.
- Setting priorities; meeting deadlines and schedules; and working with frequent interruptions.
- Apply integrity and trust in all situations.
- Communicate effectively and courteously with contacts within and outside the District.
- Present a positive image of Madera Unified School District.

### **RESPONSIBILITY**

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; significant stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 33% sitting, 34% walking, and 33% standing. The job is performed under minimal temperature variations.

### **MINIMUM QUALIFICATIONS**

Experience: Four (4) years of work experience in the overseeing of systems programming, or network administration for computers.



Education: ~~High School diploma or GED.~~ Associates degree in computer science or a related field from an accredited college or university.

~~Substitution: Six units in system programming or network administration for computers or related field from an accredited college or university or completion of a certification in computer science from Adult School can be substituted for six months of the required experience.~~

**OR**

An equivalent combination of education, work experience, and certifications that demonstrates relevant possession of the requisite knowledge, skills and abilities of the position may be substituted.

#### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Physical Exam

#### **CONTINUING EDUCATION/TRAININGS**

- None Specified

#### **CERTIFICATES/LICENSES**

- Valid ~~CDL~~ California Class C Driver's License

#### **CLEARANCES**

- ~~Criminal Justice~~
- DOJ/FBI Background Clearance
- TB Skin Test Clearance
- Physical Demands (A)



## Information Systems Specialist - Lead Comparison Survey

District	Title	Education/Experience Combined	Experience	Licenses and other Requirements	Begin Salary	Ending Salary	Hourly
Clovis USD	Technical Support Specialist IV	Bachelor's degree in Computer Science or related technical field. Additional experience may substitute for higher education.	Five years of experience in working with hardware and software components, operating systems, networking concepts, and data communications for software. Certification equivalent to Microsoft Certified Professional is required.	Requires a valid driver's license. MCP or equivalent or to be obtained within one year.	54,204.48	65,792.88	25.96 - 31.51
Dinuba USD	Information Technology Specialist - Lead	Any combination equivalent to: associate's degree in computer science, information technology, information systems or related field.	Five years' of increasingly responsible experience in network administration and the installation, maintenance and repair of computer hardware, software and peripherals.	Valid California Class C Driver's License	66,941.28	81,369.36	32.06 - 38.97
Fresno USD	Technical Support Specialist III	Any combination equivalent to: bachelor's degree in computer related field.	Five years of experience working in a computer environment with four of these years in desktop operating systems, network concepts, remote access and other programs/systems; experience working with Helpdesk ticketing software; experience with TCP/IP and related network protocol.	Valid California Driver's License, Microsoft Certified Systems Engineer (MCSE) and A+ or equivalent or ability to obtain within one year.	61,971.84	75,293.28	29.68 - 36.06
State Center Community College District	Senior IT Customer Support Technician	An Associate's degree in Computer Information Systems, Computer Science, Information Technology, Computer Engineering or a closely related field.	Four years of progressively responsible experience in providing customer support services to computer and users in a local area network (LAN) environment, or an equivalent combination of training and experience.	A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.	66,461.04	81,745.20	31.83 - 39.15



# Information Systems Specialist - Lead

## Salary Compensation Survey

Districts	SALARY		Hourly *
	(Low to High)		
Clovis Unified School District	\$54,204.48	\$65,792.88	\$25.96 - \$31.51
Dinuba Unified School District	\$66,941.28	\$81,369.36	\$32.06 - \$38.97
Fresno Unified School District	\$61,971.84	\$75,293.28	\$29.68 - \$36.06
State Center Community College District	\$66,461.04	\$81,745.20	\$31.83 - \$39.15
Total Combined:	\$249,578.64	\$304,200.72	\$119.53 - \$145.69
Total Districts (4)	4	4	4
Average of total combined divided by the total Districts:	\$62,394.66	\$76,050.18	\$29.80 - \$36.42

**NOTE:** Based on 8 hours per day, 261 days per year, 12 months per year

\*Hourly Rates

Madera USD - Range 37 \$47,400.00 \$62,328.00 \$22.70 - \$29.85





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:** October 29, 2020

**Agenda Item:**

Discuss and approve the new classified job description for School Office Technician.

**Agenda Placement:**

Action

**Background:**

District Administration has presented the Personnel Commission with new duties for the job description of School Office Technician. This newly created position will be able to perform general clerical office functions at the school site; and assist with maintaining MUSD student information systems for the purpose of inputting data and running reports; and assist with maintaining and updating of Cumulative Records.

This new position will be placed on the same salary range as the current Office Technician position, which is at Range 19 of the classified salary schedule.

This was done in accordance to Personnel Commission Rules 3.1.1, 3.2.1 thru 3.2.6 state that it is the responsibility of the Personnel Commission to either classify duties of new or reorganized positions approved by the Board of Trustees into established classifications, recommend a new classification or exempt the new position duties from the classified service.

**Recommendation:**

It is recommended that the Personnel Commission approve the new job description of School Office Technician as presented.



NEW

## **MADERA UNIFIED SCHOOL DISTRICT**

## **JOB DESCRIPTION**

**Position:** School Office Technician

**Classification:** Classified

**Department/Site:** School Site

**Salary Schedule:** Classified

**Reports to:** School Principal

**Salary Range:**

**FLSA: Non- Exempt**

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### **PURPOSE STATEMENT**

Under general supervision, the job of School Office Technician was established for the purpose/s of supporting the instructional process with specific responsibilities for providing clerical support to assigned school site personnel; assist with testing materials; communicating information to staff and the public; providing complete and accurate records; and providing information and/or direction as may be requested.

### **ESSENTIAL FUNCTIONS**

- Attends department and/or in-service meetings for the purpose of gathering information required to perform functions.
- Compiles data for the purpose of preparing reports.
- Processes State/Federal assessment program materials; facilitates and distributes the district and site assessment programs.
- Maintains inventory of supplies and materials (e.g. tests, quizzes, forms, etc.) for the purpose of ensuring items' availability.
- Maintains manual and electronic documents files and records (e.g. letters, forms, reports, etc.) for the purpose of providing up-to-date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Performs general clerical functions (e.g. faxing, scanning, copying, data entry, filing, answering phones, creating form letters and memos, etc.) for the purpose of supporting office functions and communicating information.
- Assists with maintaining MUSD student information systems for the purpose of inputting data and running reports.
- Performs student enrollment and withdrawal activities for the purpose of complying with established requirements.
- Assists with maintaining and updating of Cumulative Records.

### **OTHER FUNCTIONS**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

### **KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:**



- Basic math, including calculations using fractions, percent's, and/or ratios.
- District policies and procedures.
- Concepts of grammar and punctuation.
- Office methods and practices.

#### **Skills and Abilities to:**

- Operate and use standard office equipment using a variety of standardized methods.
- Use pertinent software applications.
- Prepare and maintain accurate records.
- Use of technology.
- Speak clearly.
- Understand complex, multi-step written and oral instructions.
- Gather, collate, and/or classify data.
- Use flexibility in working with a diversity of individuals in a variety of circumstances.
- Work with data using defined and similar processes.
- Prepare and maintain accurate records.
- Problem solve to identify issues and create action plans and may require independent interpretation.
- Be attentive to detail.
- Adapt to changing work priorities.
- Meet schedules/deadlines, organize and schedule activities.
- Communicate with persons of diverse backgrounds/knowledge/skills.
- Read, write and communication clearly in English and a second language (usually Spanish) may be required.

#### **RESPONSIBILITY**

Responsibilities include: working under direct supervision using standardized procedures; providing information and/or advising others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **WORKING ENVIRONMENT**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 75% sitting, 10% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

#### **MINIMUM QUALIFICATIONS**

**Experience:** One (1) year of clerical experience in an office environment.

**Education:** High school diploma or equivalent.

#### **REQUIRED TESTING**

- Pre-employment Proficiency
- Pre-employment Physical Exam

#### **CONTINUING EDUCATION/TRAININGS**

- None Specified



## **CERTIFICATES/LICENSES**

- None Specified

## **CLEARANCES**

- DOJ/FBI Background
- TB Skin Test
- Physical Demand (A)





## **MADERA UNIFIED SCHOOL DISTRICT PERSONNEL COMMISSION**

### **REGULAR MEETING AGENDA ITEM COVER PAGE**

**Meeting Date:**           October 29, 2020

**Agenda Item:**

Discuss and approve Initial Salary Placement for Assistant Director of Child Nutrition.

**Agenda Placement:**

Action

**Background:**

District administration has presented the Personnel Commission with a request to place the Assistant Director of Child Nutrition at Range 11, Step 4 of the classified supervisory salary schedule. The candidate has over 11 years of work experience in a supervisory and K-12 school setting, which far exceeds the minimum qualifications.

Furthermore, it was a very difficult recruitment process with few applicants meeting the minimum qualifications and based on PC Rules 8.2.1.1: Additional qualifying experience PC Rule 8.2.1.3: Difficulty experience in the recruitment of candidates and PC Rule 8.2.1.4: Additional skills or qualifications of the candidate that makes him/her especially qualified for the position.

**Recommendation:**

It is recommended that the Personnel Commission approve the Initial Salary Placement for the Assistant Director of Child Nutrition at Range 11, Step 4 (\$42.77 hourly, \$89,304.04 yearly) of the classified supervisory salary schedule.