MT. SAN ANTONIO COLLEGE
Human Resources
REQUEST TO FILL - STAFF and ADMINISTRATIVE POSITIONS
**This form is used to gain approval prior to recruiting for a position.

Instructions for completing this form are located on the back.

Position: _____Computer Facilities Assistant_____

Department: _____Information Technology_____

Time (FTE): __1.0__ Term (months/year): __12__

Work Schedule (Days, Hours): __Sunday - Thursday; 12:30pm to 9:30pm__

Salary Schedule (Range): _____A-79, plus 6% differential_____

Background and Rationale (use back of form if additional space is needed): _____Please see attached memo._____

☐ Continued Funded Position (ex. Vacancy)	
Former Employee (if applicable):_____	
Last day of employment:_____	
Reason for vacancy:_____	
(Attach **Existing** Job Description)	

☑ Newly Funded Position   Fiscal Year 2021-22 _____
☐ No Existing Job Description
    (Attach Draft of **New** Job Description)

☑ Classified	☐ Confidential
☐ Supervisory	☐ Administrative

**For Temporary Special Project Administrators only

☐ Temporary Special Project Administrator
    (Refer to AP 7135)

Temporary Special Project Administrators can only be hired through the end of the current fiscal year. These positions can be renewed each fiscal year, for up to five (5) years maximum with a status change form.

Funding From: HEERF through June 2022
Unrestricted Fund from July 2022

Please list any changes in the budgeted position as described above (i.e., title, time, term, etc.). _____

Please list the Account Number(s) and Budget Amount(s) that is/are being used **to fund** this Position. **This section MUST be completed in order to provide budget for the position.**

Account Number(s): 17241 - 662000 - 211000 - 615000 - 2100 *Funding ends June 2022   __100__ % Amount $_____ ~~62,622~~ $100,146
Account Number(s): _____   _____% Amount $_____

Funding: (check all that apply) ☐ General Fund Unrestricted ☒ Restricted Funds ☐ Categorical ☐ Grant ☐ Temporary
    ☐ Annual renewal of this position is contingent upon the College's receipt of continued funding

Duration (if grant/temporary funded): Beginning date: _____   End date: _____

Comments: _____

Signatures:

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1. _____ 9-2-2021
   Requesting Manager Signature   Date

2. _____ 09.09.2021
   Division Vice President Signature   Date

3. _____Boss Joyce_____ 09/27/21
   Chief Compliance/Budget Officer Signature   Date

4. _____ _____
   Human Resources Signature   Date

5. _____Buchanan_____ 10/7/21
   Vice President, Human Resources   Date

☒ Funding available ☐ Funding not available   Position Number: _CA9244_ Contract Number: _____

Comments: _Position to be funded from the General Fund beginning in July 2022_

Reviewed by President's Cabinet, the following action was taken on the above request:

☒ Approved to fill immediately   ☐ Denied   ☐ Modified

If position **does not have funding**, provide funding directions:_____

Rationale: _____

6. _____William J. Smoggin_____ October 12, 2021
   Signature of President/CEO   Date

HEERF- Institutional Funds

2021 - 2022

Requested by: (Unit, Department, Division or Vice President)

Information Technology

Location	Complete Name	Signature	Date	Approval:	Yes	No
Department or Unit:	Michael Carr	Michael Carr *Digitally signed by Michael Carr Date: 2021.09.09 14.33.06 -07'00'*	9/9/21	**Date:**	✓	

Division:	Anthony Moore	Anthony Moore *Digitally signed by Anthony Moore Date: 2021.09.10 07:21:06 -07'00'*	9/10/21
Vice President:	Morris Rodrigue		

Vice Administrative Services		
Signature:	Morris Rodrigue *Digitally signed by Morris Rodrigue Date: 2021.09.10 10:55:56 -07'00'*	

Budget Request(s)	HEERF Justification for Request(s)	Funds Requested[1]	Funding
Describe the services or items requested, include quantity[2]	Defraying expenses associated with coronavirus. This includes defraying lost revenue and expenses incurred after December 27, 2020. It also includes student support activities authorized by the Higher Education Act where those support activities address needs related to coronavirus. This includes using funds to carry out TRIO and GEAR UP program activities to the extent those activities address needs related to coronavirus.	**Amount**	**Approved**
1. 2 - Computer Facilities Assistants	Due to the pandemic, the College increased the number of laptops and hotspots available to students through a loaner program. The program was originally supporting approximately 600 devices for Promise Plus students. The loaner program is now open to all students to request a laptop and/or a hotspot. IT is supporting more than 3,000 hotspots and 4,000 laptops and iPads that are loaned out to students. Due to the change in scope of the program caused by the pandemic and the need to change to on-line instruction, IT is requesting two Computer Facilities Assistants to continue to provide in-person and remote on-demand technical support, equipment maintenance and repairs, and tracking of the devices in this loaner program. The work schedules for the two positions are staggered to cover weekend technical service requests.	October 2021, through June 2022. $131,977 From July 2022, forward: General Fund	
Account Number(s)[3]:	**17241-662000-211000-615000-2100**		

(1) *Please provide documentation to support the amount requested, such as price quotes from vendor, copy of catalog, etc. Also, include any ancillary costs, such as maintenance, annual software upgrades, etc.*

(2) *Please add attachment if additional information needs to be included annual software upgrades, etc.*

(3) *If Unknown leave blank, the Fiscal Services department will include.*

Updated 06.28.2021

MT SAN ANTONIO COLLEGE
FY 2021-22 SALARY PROJECTION

POSITION NUMBER	FTE	SCH	RANGE	STEP	TTL MTHS	TITLE	FUND	ACCOUNT PERCENT	TOTAL SALARY	TOTAL BENEFITS	TOTAL SALARY & BENEFITS	FUNDING/COMMENTS
CFA #1	1.000	A	79	3	12	Computer Facilities Assistant		100.00%	60,850	36,955	97,805	*3% Shift Differential, Unknown funding*
CFA #2	1.000	A	79	3	12	Computer Facilities Assistant		100.00%	62,622	37,524	100,146	*6% Shift Differential, Unknown funding*

MT SAN ANTONIO COLLEGE
SALARY PROJECTION

FY 2021-22 11/1/21-6/30/22

POSITION NUMBER	FTE	SCH	RANGE	STEP	TTL MTHS	TITLE	FUND	ACCOUNT PERCENT	TOTAL SALARY	TOTAL BENEFITS	TOTAL SALARY & BENEFITS	FUNDING/COMMENTS
CFA #1	1.000	A	79	3	8	Computer Facilities Assistant		100.00%	40,566	24,642	65,208	*3% Shift Differential*
CFA #2	1.000	A	79	3	8	Computer Facilities Assistant		100.00%	41,747	25,022	66,769	*6% Shift Differential*
									82,313	49,664	131,977	*Unknown funding*

FY 2022-23 7/1/22-6/30/23

POSITION NUMBER	FTE	SCH	RANGE	STEP	TTL MTHS	TITLE	FUND	ACCOUNT PERCENT	TOTAL SALARY	TOTAL BENEFITS	TOTAL SALARY & BENEFITS	FUNDING/COMMENTS
CFA #1	1.000	A	79	3	12	Computer Facilities Assistant		100.00%	63,238	37,255	100,493	*3% Shift Differential*
CFA #2	1.000	A	79	3	12	Computer Facilities Assistant		100.00%	64,709	38,203	102,912	*6% Shift Differential*
									127,947	75,458	203,405	*Unknown funding*

COMPUTER FACILITIES ASSISTANT

DEFINITION

Under general supervision, provides instructors, students, and faculty technical support and training on the use of software, personal computers, printers, peripheral equipment, and network systems hardware within an assigned instructional laboratory and/or department; resolves computer application problems and troubleshoots hardware malfunctions; provides support and installation for software of assigned laboratory or department, desktop computer applications, and Internet/Intranet including e-mail; installs, configures, and repairs personal computer hardware and software systems and data communication facilities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the first level in the Computer Facilities Assistant class series responsible for maintaining and troubleshooting application software and hardware in an assigned instructional laboratory and/or department. Incumbents at this level receive only occasional instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit. The work involves frequent coordination of multiple concurrent activities. This classification is distinguished from the Lead Computer Facilities Assistant by the latter's level of autonomy and in that the latter performs more complex support and is a resource for lower level positions This classification is further distinguished from the IT Support Technician class series in that it provides technical support to an assigned instructional laboratory, department, or academic discipline, as opposed to District-wide support provided by the latter, and has expertise in the discipline specific software(s) utilized by assigned area.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Evaluates, responds to, and resolves requests for technical support from instructors, students, and departmental staff experiencing problems with hardware, software, networking, and other computer related technologies.
2. Diagnoses problems, performs remedial actions to correct problems, and/or recommends and determines solutions.
3. Researches, resolves, and follows up on user problems; refers more complex problems to specialized or higher-level personnel.
4. Delivers, installs, or assists personnel in the installation of personal computers, software, and peripheral components.
5. Responds to inquiries concerning operating systems and diagnoses system hardware, software, and operator problems; installs, maintains, and upgrades operating systems and software packages across disparate platforms.
6. Tests, clones, loads, and configures specified software packages onto computers and mobile devices; may modify specific applications for use by department; deploys software, settings, scripts, and batch files to workstations remotely.
7. Maintains documentation database as used by the department.
8. Instructs users in software applications usage and basic computer navigation; advises users on best security practices.

9. Creates baseline software sets, adhering to District's standards, for various makes and models of computers.
10. Installs, maintains, and repairs printers, copiers, mobile devices, and scanners, addressing both hardware and software issues.
11. Performs user data migration and recovery due to hardware/software upgrades or disasters.
12. Assists in coordinating activities with the help desk, network services, or other information systems staff.
13. Trains users on software and hardware usage by providing instruction and documentation.
14. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
15. Recovers technology assets and evaluates/repurposes viable hardware; decommissions obsolete hardware; collects, strips, and prepares used equipment for salvage, including coordinating delivery to warehouse.
16. Assists new staff as required.
17. Participates in group problem solving activities to promote continual business process improvements and initiatives.
18. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
19. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Academic Technology and peripherals, such as, personal computers, network hardware, and mobile devices.
2. Personal computer, mobile device, and network system application software packages, specific to area of assigned department, learning laboratory, or academic discipline.
3. Principles and practices used in the operations, maintenance, and administration of network operating systems, personal computer system hardware, mobile devices, and related software systems.
4. Techniques and methods of computer and mobile device hardware and software evaluation, implementation, and documentation.
5. Troubleshooting, configuration, and installation techniques.
6. Applicable Federal, State, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
7. Record-keeping principles and procedures.
8. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
9. English usage, spelling, vocabulary, grammar, and punctuation.
10. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Perform a variety of functions in the operation of a variety of computer equipment and peripheral components, including LAN and WAN systems; troubleshoot related problems and take appropriate action.
2. Identify and resolve hardware and software problems and perform repairs.
3. Set up computers, mobile devices, network hardware, and peripherals; and install and configure software.

4. Train users on software applications and hardware usage.
5. Work with and maintain confidential and sensitive information.
6. Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations, and ordinances.
7. Establish and maintain a variety of filing, record-keeping, and tracking systems.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet time deadlines.
10. Use English effectively to communicate in person, over the telephone, and in writing.
11. Understand scope of authority in making independent decisions.
12. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
13. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's degree from a regionally accredited college in computer science or related field and one (1) year of responsible experience performing technical support and network administration on personal computers, mobile devices, and peripheral equipment, including software administration in a multi-user environment. Requires experience with specific software applications utilized within the academic discipline to which assigned.

Licenses and Certifications:

➢ The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 100 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Due to the nature of work, employees may come into contact with fumes, dust, and/or odors. Incumbents may interact with upset staff, students, and/or public and private representatives in interpreting and enforcing departmental policies and procedures.