PUBLIC NOTICE OF A PUBLIC HEARING

Notice is hereby given that the Personnel Commission of the San Mateo County of Education will hold a virtual public hearing on Wednesday, November 10, 2021 at 2:30 p.m. or shortly thereafter via Zoom online meeting platform. Personnel Commissioners are requested to attend either by teleconference or videoconference. The Personnel Commission will take action to appoint or reappointment a Personnel Commission Services joint appointee, for another three-year term as announced at its September meeting. The purpose of the public hearing is for the Personnel Commission to provide the public, employees, and employee representative groups the opportunity to express their views on the qualifications of the candidate recommended for the vacancy pursuant to Education Code § 45246.

Members of the public may register in advance prior to joining the virtual meeting using the following link:

Register for Zoom Meeting @ http://tiny.cc/pcm111021
Meeting ID: 973 0116 8100

One Tap Mobile, Please Dial:
+16699009128,,97301168100# US (San Jose)
+12532158782,,97301168100# US (Tacoma)

November 5, 2021
Notice prepared by Jennifer Newsom
(650) 802-5368
A. Call To Order

B. Roll Call

C. Approval of Agenda – November 10, 2021

D. Approval of Meeting Minutes

1. October 13, 2021 Regular Meeting Minutes
2. July 28, 2021 Special Meeting Minutes
3. July 23, 2021 Special Meeting Minutes
4. July 14, 2021 Regular Meeting Minutes

E. Board of Education/Superintendent Communications

F. Public/Employee Communications

Public comment for Public/Employee Communications are reserved for items on the agenda only. To efficiently accommodate public comment for agenda items, please submit your question or comment online prior to the meeting using the following link:

https://tinyurl.com/smcoepe

Once you are acknowledged to speak, please state your name, your affiliation, and speak clearly into the microphone. Only one person may speak at a time.
G. Information Items

1. Reorganization: IT Department Position Changes and Reallocation of Classified Positions
   a. Director, Enterprise Systems and Applications Support
   b. Manager, IT Operations
   c. Helpdesk Operations Analyst
   d. Operations Technician
   e. Media Technician - Stem Center
   f. Network Analyst

2. Recruitment and Selection Update/Staffing Report

3. Personnel Commission Services Executive Director’s Report

H. Public Hearing
   Personnel Commission Joint Appointee Reappointment

1. Call To Order

2. Reading of Hearing Notice and Statement of Purpose

   The Personnel Commission will take action to appoint or reappointment a Personnel Commission Services joint appointee for another three-year term. The purpose of the public hearing is for the Personnel Commission to provide the public, employees, and employee representative groups the opportunity to express their views qualifications of the candidate recommended for the vacancy pursuant to Education Code § 45246.

   As announced at its September meeting, the Personnel Commission recommended to reappoint Commissioner Coffey for another three-year term.

3. Public Hearing Procedure and Guidelines

   The Commission will take public comment and will accommodate questions regarding the reappointment of Commissioner Coffey. Following discussion, the Commission will close the public hearing. Once the public hearing has concluded, the Commission will proceed to call for a vote to appoint or reappoint a Personnel Commission joint appointee.

4. Staff Presentation of Candidate

5. Public Comment

6. Personnel Commission Discussion

7. Close Public Hearing
I. Personnel Commission Joint Appointee Reappointment

J. Administration of Oath of Office

K. Action Items
   1. Job Description Revision: Manager, Learning Analytics and Program Evaluation to Manager, Learning Analytics and Data Governance
   2. Approval of Eligibility Lists

L. Public Comment Re Closed Session Item(s)

Public comment regarding closed session item(s) are reserved for items covered under closed session only.

To efficiently accommodate public comment regarding closed session items, please submit your question or comment online at least two hours prior to the meeting using the following link:

https://tinyurl.com/smcoepc

Once you are acknowledged to speak, please state your name, your affiliation, and speak clearly into the microphone. Only one person may speak at a time.

M. Closed Session

   (1) Public Employment (Govt. Code § 54957)
       Title: Executive Director, Personnel Commission Services

   (2) Public Employee Appointment (Govt. Code § 54957)
       Title: Executive Director, Personnel Commission Services

N. Reconcieve In Open Session

The Commission will report on any action taken during closed session.

O. Personnel Commissioners’ Report

P. Next Meeting – December 8, 2021 @ 2:30 p.m.

Q. Adjournment
SAN MATEO COUNTY OFFICE OF EDUCATION
PERSONNEL COMMISSION REGULAR MEETING MINUTES
Meeting #590
October 13, 2021 – 2:30 p.m.

Commission Members Present: Christine Coffey, Commissioner
Veronica Palmer, Commissioner

Commission Staff Present: Philip J. Gordillo
Lycette Kintanar
Jennifer Newsom

Others Present:

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<tr>
<td>Terri Aiello</td>
<td>Robert Fuertes</td>
<td>Lorrie Owens</td>
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<td>Ellen Arena</td>
<td>Amanda Lee</td>
<td>Jennifer Perna</td>
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<td>Kathrina Bautista</td>
<td>Richard Maldonado</td>
<td>Shelène Peterson</td>
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<td>Kevin Bultema</td>
<td>Tami Moore</td>
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<td>Jean Corpuz</td>
<td>Christian Morales</td>
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<td>Francesca D’Amato</td>
<td>Lauriene Mouton</td>
<td>May Tran</td>
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<td>Natasha Dinis</td>
<td>Thuy Nguyen</td>
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A. CALL TO ORDER– 2:33 p.m.

B. ROLL CALL
Chairperson Veronica Palmer opened the meeting and mentioned that Vice Chairperson Karen Schwarz will not be attending this meeting due to health issues. Chairperson Palmer announced that her and Commissioner Coffey were present for the meeting.

C. APPROVAL OF AGENDA
Due to the absence of Vice Chairperson Schwarz, Philip J. Gordillo, Interim Executive Director, Personnel Commission Services, recommended for the Commission to modify Agenda Items H, I, J for Personnel Commission Joint Appointee Reappointment of Commissioner Christine Coffey to be postponed until the next meeting which will be held November 10, 2021. Items L, M, N regarding a closed session is no longer needed for Public Employment of Executive Director, Personnel Commission Services.

Action: A motion to approve the amended October 13, 2021 regular meeting agenda was made and seconded. Motion passed and agenda was approved as amended.

D. APPROVAL OF MEETING MINUTES #589 September 8, 2021

Action: A motion to approve September 8, 2021 regular meeting minutes was made and seconded. Motion passed and minutes were approved as submitted.
E. BOARD OF EDUCATION/SUPERINTENDENT COMMUNICATIONS

Associate Superintendent, Human Resources Tami Moore, addressed the Personnel Commission and provided an update from San Mateo County Office (SMCOE), Board of Education, and Superintendent’s Office.

Associate Superintendent Moore mentioned SMCOE held an Employee Recognition event on September 15, 2021.

Ms. Moore recognized the Associate Superintendent Anjanette Pelletier, MS, LEP, Associate Superintendent, Special Education Local Plan Area (SELPA) for a new position with School Services of California which will start in January 2022. The County Superintendent with SELPA Governing Board will be looking to appoint an Interim Associate Superintendent for SELPA for the new year.

Associate Superintendent Moore will continue to update the Commission on the Personnel Commission office location as it progresses.

SMCOE will reopen the building to the public in November.

F. PUBLIC/EMPLOYEE COMMUNICATIONS

California School Employees Association (CSEA) Chapter #887 Representative, Shelène Peterson, addressed the Personnel Commission about the job descriptions for Administrative Assistant I and Administrative Assistant II. Ms. Peterson mentioned that due to restructuring, there are not as many Directors to support so the job descriptions should be updated for these positions.

Chairperson Palmer could barely hear Ms. Peterson so Chairperson Palmer asked the Personnel Commission Services Staff to prepare an excerpt from the recording to forward to herself, Commissioner Coffey, and Vice Chairperson Schwarz. Chairperson Palmer mentioned the Personnel Commission Services Staff will look into improving the volume at the podium.

G. INFORMATION ITEMS

1. Recruitment and Selection Update/Staffing Report

Philip J. Gordillo, Interim Executive Director, Personnel Commission Services, provided the Commission an update on recruitment.

Mr. Gordillo reported that the Personnel Department has open recruitment for Accounting Technician will close October 14, and an oral panel is scheduled for this position next week. Administrative Assistant I will close October 14, and Mr. Gordillo will work with staff on testing since this position requires it to be Bilingual. Mr. Gordillo mentions the Alternative Media Specialist, (Braille Transcriber) position is a very hard position to fill and there has been one (1) applicant who was not qualified so the position will continue to stay open until filled. The Executive Assistant II- Confidential has closed and is moving to paper screening. The Executive Director, Internal Business Services, has an oral panel scheduled for next week. The Executive Director, Personnel Commission Services has closed and has five (5) applicants for oral panel on October 20, or October 21. The Facilities Services Assistant has eight
applicants to test and no candidates have applied yet for the Naturalist or Manager of Fiscal Services. There are two (2) Project Specialist openings, three (3) applied and this position will close on October 28. Mr. Gordillo stated there are seven (7) Registered Behavior Technician openings which are hard to fill and two (2) names are being submitted to the Hiring Manager and the position will remain open until filled.

For closed positions, Mr. Gordillo will welcome new Personnel Commission staff during the Executive Director’s report. Mr. Gordillo announced eight (8) lists were certified since the last meeting, promotions none to report, transfers none to report, new employees joining SMCOE as Classified are listed on the report, substitutes none to report, and separations are on the report. This includes the report.

2. Personnel Commission Services Executive Director’s Report

Philip J. Gordillo, Interim Personnel Administrator, addressed the Personnel Commission and provided an update on current activities of the department.

Mr. Gordillo brought up existing employees were concerned written exams were being administered for certain positions. Mr. Gordillo ensured we are honoring Merit for all positions.

Chairperson Palmer thanked Mr. Gordillo and the Personnel Commission team for the progress they are making.

California School Employees Association (CSEA) Chapter #887 President, Lauriene Mouton, asked whether future positions will have to take a written test or just oral. Mr. Gordillo said all candidates are treated the same so if the job posting states it may include a written test but it does not say shall include, this means a written test might be administered. Mr. Gordillo emphasized all positions follow Merit guidelines.

Per the public comment made by Ms. Peterson, Mr. Gordillo recommends a classification study to be done to include the Unions in these discussions and suggests an Advisory Committee to guide the Consultant. Mr. Gordillo’s proposes candidates fill out forms to see if they have the technical skills for the position.

Mr. Gordillo welcomed new Personnel Commission staff members Jennifer Newsom, Personnel Commission Specialist and Lycette Kintanar, Personnel Commission Analyst. Chairperson Palmer also welcomed the new staff.

H. PUBLIC HEARING
Personnel Commission Joint Appointee Reappointment

This item was tabled until next meeting.

I. PERSONNEL COMMISSION JOINT APPOINTEE REAPPOINTMENT
This item was tabled until next meeting.
J. ADMINISTRATION OF OATH OFFICE
This item was tabled until next meeting.

K. ACTION ITEMS

1. Approval of Eligibility Lists

Personnel Commission action is requested to ratify the open eligibility lists developed for the Executive Assistant I - Confidential, Financial Analyst, Payroll/Retirement Audit Analyst, Personnel Commission Analyst, and Student Services Specialist classification and to ratify the extension of the expired eligibility list developed for Education Data Analyst classification in accordance with Education Code Section 45272.

Action: A motion to approve the ratification of the open eligibility list developed for the Executive Assistant I - Confidential, Financial Analyst, Payroll/Retirement Audit Analyst, Personnel Commission Analyst, and Student Services Specialist classification and to approve the ratification of the extension of the expired eligibility list developed for Education Data Analyst classification in accordance with Education Code Section 45272 was made and seconded. Motion passed and was unanimously approved.

L. PUBLIC COMMENT RE CLOSED SESSION ITEM(S)
This agenda item has been cancelled.

M. CLOSED SESSION
(1) Public Employment (Govt. Code § 54957)
   Title: Executive Director, Personnel Commission Services

This agenda item has been cancelled.

N. RECONVENE IN OPEN SESSION
This agenda item has been cancelled.

O. PERSONNEL COMMISSIONER'S REPORT
None to report.

P. NEXT MEETING
The next Personnel Commission meeting is scheduled on November 10, 2021 at 2:30 p.m.

Q. ADJOURNMENT
Having no further business, Chairperson Palmer adjourned the meeting at 2:57 p.m.

Respectfully Submitted By:

Philip J. Gordillo
Ex-Officio Secretary to the Personnel Commission
A. CALL TO ORDER – 2:30 p.m.
Chairperson Veronica Palmer called the meeting to order.

B. PUBLIC COMMENT RE CLOSED SESSION ITEM(S)
Superintendent Nancy Magee commented on the proposal from Philip J. Gordillo, Executive Director of CSPCA, to assist with the transition of staff for the Personnel Commission Services was not made public in advance of this meeting so a decision should not be made at this meeting. If the Commission proceeds with the proposal, Superintendent Magee will support the Interim staff.

Timothy Fox, County Council, commented no action is to be taken at this meeting until members of the public can consider and comment on the proposal.

Commissioner Vice Chairperson Karen Schwarz commented the proposal should have been provided to the public in advance.

Philip J. Gordillo, Executive Director of CSPCA, proposed for the Commission to immediately appoint him as the Interim Executive Director for Personnel Commission Services.

Lorrie Owens, Chief Technology Officer, addressed the Commission to consider Philip J. Gordillo since Mr. Gordillo has previously managed the Personnel Commission Office.
C. **CLOSED SESSION**
   (1) Public Employee Appointment (*Govt. Code § 54957*)
   Title: Interim Executive Director, Personnel Commission Services

   The Commission adjourned the meeting and moved into closed session at 3:07 p.m.

D. **RECONVENE IN OPEN SESSION**
   The Commission reconvened the meeting to public session at 3:35 p.m.
   Chairperson Palmer announced the Commission appointed Philip J. Gordillo as Interim Executive Director, Personnel Commission Services. Chairperson Palmer requested Mr. Gordillo to forward the proposal for public discussion at the next Personnel Commission meeting.

E. **NEXT MEETING.**
   The next Personnel Commission regular meeting is scheduled on August 11, 2021 @ 2:30 p.m. via Zoom online meeting platform.

F. **ADJOURNMENT**
   Having no further business, Chairperson Palmer adjourned the meeting at 3:36 p.m.

Respectfully Submitted By:

[Signature]

Philip J. Gordillo
Ex-Officio Secretary to the Personnel Commission
A. CALL TO ORDER – 2:34 p.m.
Chairperson Veronica Palmer called the meeting to order.

B. PUBLIC COMMENT RE CLOSED SESSION ITEM(S)
Philip J. Gordillo, Executive Director of CSPCA discussed offering support through the transition of finding staff for Personnel Commission Services.

Superintendent Nancy Magee offered to use internal existing staff to support during the transition.

Lauriene Mouton, CSEA 887 President commented that CSEA will continue to use their position and voices to express their concerns when a decision is not made using merit rules that are in place.

Christian Morales, CSEA 887 Communications Officer commented that CSEA wants to offer to bring Philip J. Gordillo, Executive Director of CSPCA and his staff to help SMCOE in time of need during the transition.

Superintendent Magee commended how well Lori Musso managed the Commission in the last six (6) months.

Chairperson Palmer offered a commendation and best wishes for Lori Musso, Associate Superintendent, Human Resources/Teacher & Administrator Development, in her retirement and hope it turns out to be everything she hopes it could be and wishes her the best.
C. CLOSED SESSION

(1) Public Employment (Govt. Code § 54957)
   Title: Executive Administrator, Personnel Commission Services

   The Commission adjourned the meeting and moved into closed session at 2:58 p.m.

D. RECONVENE IN OPEN SESSION
   The Commission reconvened and reopened the meeting to the public at 3:36 p.m.

   Chairperson Palmer announced that the Personnel Commission had nothing to report.

E. NEXT MEETING

   The next Personnel Commission special meeting is scheduled on July 28, 2021 @ 2:30 p.m. via Zoom online meeting platform.

   The next Personnel Commission regular meeting is scheduled on August 11, 2021 @ 2:30 p.m. via Zoom online meeting platform.

F. ADJOURNMENT

   Having no further business, Chairperson Palmer adjourned the meeting at 3:38 p.m.

Respectfully Submitted By:

[Signature]

Philip J. Gordillo
Ex-Officio Secretary to the Personnel Commission
1A. CALL TO ORDER - 2:31 p.m.

Chairperson Veronica Palmer called the meeting to order.

1B. APPROVAL OF AGENDA

Action: A motion to adopt the July 14, 2021, regular meeting agenda was made and seconded. Motion passed unanimously, and agenda was approved as submitted.

Votes Taken by Roll Call:
Coffey- Aye
Schwarz- Aye
Palmer- Aye
2. **APPROVAL OF MEETING MINUTES- June 9, 2021, #584**

   **Action:** A motion to adopt the meeting minutes for June 9, 2021, was made and seconded. Motion passed unanimously, and minutes were approved as submitted.

   Votes taken by Roll Call:
   Coffey: Aye
   Schwarz: Aye
   Palmer: Aye

3A. **BOARD OF EDUCATION/SUPERINTENDENT’S COMMUNICATIONS**

   Superintendent Nancy Magee addressed the Personnel Commission and provided an update from the Superintendent’s Office.

   Superintendent Magee welcomed Beverly Gerard, Vice President of the San Mateo County Office of Education Board, to the meeting and thanked Ms. Gerard for her presence.

   Superintendent Magee wished everyone a happy summer, as well as rest and restoration. Superintendent Magee mentioned the Personnel Commission has been busy hiring which is reflected in the staffing report. Superintendent Magee has been standing in for Deputy Superintendent of Business Services Division, Denise Porterfield, who has recently moved on to Contra Costa County, and Executive Director of Internal Business Services Margie Gustafson, who has recently retired. The Business Services Division leaders, Lorrie Owens, Wendy Richard, Minette Manio, and new Manager of Facilities Rich Maldonado, were commended for their stellar leadership and work.

   All Staff will be back full-time in the Building by the target date of this coming September 7. New guidance for the Building and our School sites surrounding COVID-19 restrictions from the California Department of Health, will be sent out by the end of the week. To date, about ninety percent of all SMCOE Employees have been vaccinated. Also, SMCOE is embracing all schools fully reopening in the Fall, where Students will be returning in-person, full-time, for every day attendance.

   Chairperson Palmer extended a welcome to Board Vice President Beverly Gerard. Vice President Gerard expressed being happy joining us for this meeting and had no additional comments.
4. PUBLIC/EMPLOYEE COMMUNICATIONS


5. INFORMATION ITEMS

A. Executive Director Report

Executive Director, Dr. Karen White reported that it has been very busy within the Personnel Commission, and that Dr. White’s top priority is staffing, as well as keeping everything consistent and effective.

During the month of June, there were a total of 13 positions in various stages. The Personnel Commission currently has a total of seven (7) positions still open, however, five (5) of those positions will be closing this month. Two (2) management positions, one (1) of which was Manager of Facilities Services, closed this month. The position for the Director of Internal Business Services also closed this month, therefore, and it will be reflected in the report submitted next month.

Three (3) positions with active eligibility lists: Financial Analyst, Administrative Assistant II, and Administrative Assistant III. The eligibility list for the Administrative Assistant III was exhausted, therefore, it has now become an active recruitment. There is currently one (1) Senior Management position, and five (5) of the seven (7) recruitments will be closing this month, with two (2) more positions opening.

B. Personnel Commission Meeting Location

Executive Director, Dr. White stated, the room the Personnel Commission Meetings have been previously held is now available for use for upcoming meetings. Discussion over who would be allowed to attend because of restrictions due to COVID was had. Dr. White added the Facilities and Audio/Visual Departments have said, a live broadcast could be held. A recommendation was made by the Audio/Visual Department to hold the next meeting as a live broadcast so as to limit physical attendance and allow for public comments submitted online, as the building is technically closed until the latter part of September or October. Dr. White recommends the meeting be held as a live broadcast with questions and comments submitted online. Chairperson Palmer would like to see this decision as an Action Item at the next meeting, and recommended that meetings remain held via Zoom for at least one more month. Superintendent Magee stated that the County Board of Education will reconvene, in person, as of September 1. Chairperson Palmer asked that Dr. White work with Facilities so we can all gather as soon as possible.
6. ACTION ITEMS

A. Eligibility List

Vice Chairperson Karen Schwarz made a motion to approve the current Eligibility List, and Commissioner Coffey seconded. A motion was made.

Dr. White stated that the Eligibility List was for a Manager’s position for the Facilities Department, and not the Financial Analyst classification.

Lauriene Mouton, CSEA 887 President, congratulated Rich in being able to obtain the Manager’s position, but also asked for clarification as to how many people are required to be a part of the Eligibility List to be valid, according to the Merit Rules. Lorrie Owens, Chief Technology Officer, stated as a Hiring Manager, sometimes the Eligibility List will have less than 3 people, and if the Hiring Manager is satisfied with the list, it is not in violation of Ed Code or the Merit Rules, based on her understanding. Dr. White then stated, this was a promotional position, which means the position was open only to those employees within the SMCOE that have permanent status. Vice Chairperson Schwarz, Commissioner Coffey, and Ms. Mouton requested a copy of the Merit Rules be sent to them. Lori Musso, Associate Superintendent, Human Resources/Teacher & Administrator Development, shared her experience as a Hiring Manager. Ms. Musso has previously received lists with just one (1) or two (2) Candidates, and also stated that the Hiring Manager has a right to an Eligibility List of 3.

Action: Chairperson Palmer called for a vote to approve the Eligibility List for the Manager of Facilities Services. Vote passes unanimously.

Votes Taken, by Roll Call
Coffey - Aye
Schwarz - Aye
Palmer – Aye

7. PUBLIC COMMENT RE: CLOSED SESSION ITEM(S)

A. Closed meeting for a Public Employee Performance Evaluation (Govt. Code § 54957)

Laurie Mouton, CSEA 887 President, stated she had submitted a letter to the Commissioners stating the Bargaining Unit’s position, adding the CSEA has done their due diligence to communicate the working environment of the Personnel Commission to the Commissioners. Ms. Mouton asked that the letter be taken into consideration for when a decision is reached. Christian Morales, CSEA 887 Communications Officer, stated that progress has not been discussed regarding the Re/Classification Study. He stated that he was recently appropriately
reclassified, and wanted to remind everyone that the Classification Study is needed and hasn’t been completed by the Executive Director. Ms. Owens asked that the evaluation of Dr. White be fair. Superintendent Magee made statements regarding the evolution of the Commission and stated the roles of the Commission Chair versus the Executive Director should be clarified.

8. CLOSED SESSION
   A. Public Employee Performance Evaluation (Govt. Code § 54957) Chairperson Palmer adjourned the meeting at 3:09 p.m. and moved into a Closed Session.

9. RECONVENE IN OPEN SESSION
   A. Chairperson Palmer reconvened and reopened the meeting to the public at 3:40 p.m.

    Chairperson Palmer announced the Personnel Commission had no report.

10. PERSONNEL COMMISSIONER’S COMMENT
    A. Personnel Commissioners had no comment.

11. ADJOURNMENT
    A. Next Meeting
       The next Personnel Commission meeting is scheduled for Wednesday, August 14, 2021, at 2:30 p.m.

    B. Adjourn the Meeting
       Chairperson Palmer adjourned the meeting at 3:41 p.m.

Respectfully Submitted By:

Philip J. Gordillo
Ex-Officio Secretary to the Personnel Commission
Date: November 10, 2021

To: Members of the Personnel Commission

From: Philip J. Gordillo, Interim Executive Director, Personnel Commission Services

Subject: Reorganization: IT Department Position Changes and Reallocation of Classified Positions

Recommendation:

Information item only.

Background:

Ms. Lorrie Owens, Chief Technology Officer, with the concurrence of Mr. Kevin Bultema, Deputy Superintendent – Business Services, and County Superintendent of Schools, Ms. Nancy Magee, requested Personnel Commission Services to reorganize and reallocate certain classified positions within the IT Department, San Mateo County Office of Education (SMCOE).

Chief Owens submitted a memorandum, dated October 28, 2021, detailing the position changes, including revised job descriptions, and reallocation requests in support of her request (see attachment). The effect of position reallocations does include an upward salary range increase for six (6) positions. A reallocation allows the classified employee, including management, to remain in his/her position and be placed at a higher salary range where necessitated.

In addition to the attached memorandum, the Personnel Commission may consider additional documents including:

- A current organizational chart of the IT Department;
- A proposed organizational chart of the IT Department, and;
- Job descriptions (drafts) with edits outlining the proposed revisions.

As this proposal is comprehensive and worthy of the Commission’s consideration, this item is before the Personnel Commission as “Information.” A formal action is forthcoming for the next regular meeting of the Personnel Commission on Wednesday, December 8, 2021.
To: Kevin Bultema, Deputy Superintendent, Business Services

From: Lorrie Owens, Chief Technology Officer

Cc: Philip Gordillo, Interim Executive Director, Personnel Commission Services
    Tami Moore, Associate Superintendent, Human Resources

Subject: Request for Reallocation of Classified Positions, Integrated Technology Services

Integrated Technology Services (ITS) requires a reorganization in order to meet the evolving needs of the San Mateo County Office of Education (SMCOE). The COVID-19 pandemic accelerated the need for this reorganization. There are six positions involved in this request. In each of these cases, the incumbents are already successfully performing the responsibilities of either the proposed new classifications or the higher, existing classifications. The speed with which we were forced to adapt to the organization’s new requirements necessitated the immediate changes. Since the six incumbents are performing highly specialized tasks, it would not be a good use of SMCOE’s resources to try to recruit these positions from scratch. It would also be disrespectful to ask the incumbents to continue the work they have been successfully performing for more than a year for the number of months it would take to recruit the positions. A reallocation would fit within the parameters of the Merit Rules and, thus, I believe is the most appropriate action for these six classifications.

The six positions, along with a short description of the rationale for the requested changes are listed below. Also included in this request is a copy of the existing job description or a mark-up of the proposed new job descriptions, and an organization chart of ITS in its current and proposed formats.

- **Manager, Student Information Systems to Director, Enterprise Systems and Applications Support (new classification)**
  - This position provides director-level oversight for two mission-critical teams: Enterprise Systems and Applications support. In addition to directing these two teams, this position also directs the cross-training of the incumbents of the teams, which is staffed with employees from the same job families. This cross training provides and redundancy and diversity necessary for the successful operations of these two key functions.
  - Incumbent: Dhanya Unni

- **Coordinator, Business Systems to Manager, Integrated Technology Operations (new classification)**
  - This position manages a number of functions that are key to the successful support of SMCOE’s technology stakeholders: media support, HelpDesk, digital records, procurement, systems integration, project management, asset tracking, internal audits and professional development. The HelpDesk and media support functions were
moved to this position from the IT Support Manager position to allow that manager to provide expanded support to our student programs. Unlike all other coordinators in the SMCOE, this position is also manages employees, and thus should be at the manager level.

- Incumbent: Jae Takahashi

- **Telecommunications/Network Analyst to Network Analyst (existing classification)**
  - The SMCOE no longer has a separate telecommunications network. All transmissions, including phone transmissions (via our Voice over IP structure) run across the main SMCOE network. Thus, this position requires the same skill set and performs the same basic job functions as the Network Analyst.
  - Incumbent: Brian Wilson

- **Audio/Visual Support Technician to Media Technician (existing classification)**
  - The increased audio/visual demands due to virtual and hybrid meetings and events, as well as in-person, warrant a higher skill level than what is listed in the current classification. The incumbent in this position is required to research and to capture content at a level that is not called for in the original job description.
  - Incumbent: Leo Barrios

- **IT Project/Operations Analyst to HelpDesk/Operations Analyst (new classification)**
  - The HelpDesk position was previous manned by a Computer/Network Technician. During the pandemic, because of the need to have technicians in the field and working directly with equipment and technology stakeholders, it was necessary to shift some of the duties of the HelpDesk to the IT Project/Operations Analyst. This position already worked very closely with the Computer/Network Technician staff because of the intersection between procurement activities and the work the Computer/Network Technicians perform. Project tracking and asset tracking tasks have been removed from the classification to make room for the more technical HelpDesk tasks. Because of the more technical requirements of the proposed position, I am requesting that it be moved from CSEA 887 to CSEA 789.
  - Incumbent: Rina Kolesnikov

- **Computer Operator to Operations Technician (new classification)**
  - The pandemic forced us to substantially reduce the amount of paper used to print checks and pay advices to send to the employees of the SMCOE and the 23 districts we support on the Enterprise financial system. Thus, this position is no longer a 40 hour per week position. This is the new normal for this position. In the meantime, we have asset tracking, file management and internal audit tasks that needed to be completed. It was a sound use of the incumbent’s extra time and skills to assign these tasks to this position.
  - Incumbent: Rafia Khan

All of these positions would involve a slight increase in pay; the increase is already reflected in the FY22 budget.

Please let me know if there is any further information needed regarding my proposed reorganization.
Chief Technology Officer:  
Lorrie Owens

ENTERPRISE SYSTEMS AND APPLICATIONS SUPPORT  
Director, Enterprise Systems and Applications Support:  
Dhanya Unni

CLIENT SERVICES  
Manager, Information Technology Support:  
Jeff Woodbury

Computer/Network Technician:  
Kamran Fahimi

Computer/Network Technician:  
Ed Kalife

Computer/Network Technician:  
Mervyn Radoc

Computer/Network Technician:  
Eric Hernandez

Coordinator, Information Systems  
Clarissa Tom

Senior Information Technology Analyst:  
Bijan Albuyeh

Information Technology Analyst:  
vacant

Systems Analyst:  
Diana Chou

Systems Analyst:  
Prabin Bhandari

Senior Information Technology Analyst:  
Cynthia Manzanares

HelpDesk/Operations Analyst:  
Rina Kolesnikov

Operations Technician:  
Rafia Khan

Coordinator, Information Systems  
Systems Analyst:  
Jenilee Penafior

TECHNOLOGY SERVICES OPERATIONS  
Manager, Integrated Technology Services Operations:  
Jae Takahashi

Coordinator, Information Systems  
Media Technician:  
Zackery Jones

Media Technician:  
Leo Barrios

NETWORK SERVICES  
Manager, Network Services:  
Ernesto Ontiveros

Network Engineer:  
Narayan Krishnan

Network Engineer:  
Nelson Sendino

Senior Network Analyst:  
Ryan Saw

Network Analyst:  
Robert Fuertes

Network Analyst:  
Brian Wilson
SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: DIRECTOR, MANAGER, ENTERPRISE SYSTEMS AND APPLICATIONS SUPPORT STUDENT INFORMATION SYSTEMS

BASIC FUNCTION:
Under the direction of the Chief Technology Officer, Administrator, Information Technology Services, plan, organize, control and direct operations and activities involving in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; plan, organize, control and direct the data collection, entry and reporting of all information for all County Office student programs; plan, organize, control and direct analysis, maintenance and repair of computer systems, databases, hardware, software and peripherals housing data for all County Office business and student programs; manage the infrastructure, equipment and technical processes supporting the enterprise financial/position control system used by the SMCOE and all of its districts and charter schools; coordinate with program management, business services management and staff to ensure timely submission of all local, state and federal reports including ADA reports, CALPADS submission, CASEMIS submissions and other mandated reports as well as local ad-hoc reports upon request; supervise and evaluate the performance of assigned personnel.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Plan, organize, control and direct operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals; assure related activities comply with established laws, codes, rules, regulations, policies and procedures.

Coordinate and direct the programming, development, modification and analysis of computer systems, databases and applications to meet technology needs, resolve data problems and provide for system enhancements; direct the review, analysis and modification of existing systems and programs; coordinate the design, development, upgrading and implementation of new system applications.

Coordinate and direct the installation, configuration, modification and operation of computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to assure proper operation; direct and participate in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions.

Monitor inventory levels of computer supplies and equipment; order, receive and maintain adequate...
inventory levels of parts and supplies; contact vendors and contractors to discuss and obtain product, service and pricing information; research, analyze and recommend the purchase of computer hardware, software and technology services according to product quality and price effectiveness.

Design, develop and implement technology projects and systems; estimate and assure adequate time, staff and resources required for projects; calculate and prepare cost estimates; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Direct technical operational functions involved in processing, generating and printing checks, reports, documents and various other materials; oversee the inputting, updating and formatting of related data; direct activities to assure accuracy and completeness of printing jobs.

Collaborate with vendors, contractors, service providers, administrators and school districts to develop solutions for technology equipment, software and service needs, problems and malfunctions; receive and respond to staff input concerning technology needs.

Provide technical information and assistance to the Chief Technology Officer regarding technology activities, needs and issues; assist in the formulation and development of policies, procedures and programs.

Plan, organize, control and direct the collection, data entry and reporting of all data for students in County Office Special Education, Court and Community student programs.

Establish and maintain reporting timelines, deadlines and priorities; assure all submissions comply with established standards, requirements, laws, codes, regulations, policies and procedures.

Develop, document and implement data governance and data quality standards, processes and procedures for use by all County Office staff responsible for data entry, processing and reporting.

Coordinate and direct communications to meet County Office needs and assure smooth and efficient data governance and processing activities.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures.

Monitor data entry, processing and reporting provided by program and central office staff and

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third-party vendors to assure compliance with established standards, requirements and contract specifications; create and review documentation and assure data quality standards are being met.

Design program evaluation methodologies including questionnaires and interview protocols; prepare guidelines and protocols for conducting student information inquiries for SMCOE student programs and appropriate stakeholders.

Coordinate and direct the installation, configuration, modification and operation of student system computer hardware, software, networks and peripherals; assure proper installation of hardware and software, and testing of applications to assure proper operation; direct and participate in the investigation, troubleshooting, diagnosis and repair of computer network and system problems and malfunctions.

Prepare, develop, negotiate and implement contracts with third party vendors providing support services in the area of student information systems data collection, storage and reporting.

Coordinate communications, services and information sharing between the County Office divisions, parents, outside agencies, and the public; and establish and maintain partnerships that facilitate and enhance support for continuous quality improvement of financial and student data collection, entry and reporting services provided by the SMCOE.

Develop, document, implement and conduct training and staff development for all staff involved with the collection, entry and reporting of data for all County Office student programs; prepare and deliver oral presentations and explain related principles, theories, standards, guidelines, requirements, practices, procedures and techniques related to data governance and data stewardship.

Provide consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning student data and data governance best practices; respond to inquiries and provide detailed and technical information concerning related standards, requirements, reports, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.

Design, develop and implement student information systems projects; estimate and assure adequate time, staff and resources required for projects; calculate and prepare cost estimates; monitor progress of projects; inspect completed projects for accuracy, completeness and compliance with established specifications and requirements.

Maintain current knowledge of effective methods, practices and standards related to federal, state and local requirements involving student data, student and family privacy, staff personal data, data governance; modify services to assure compliance with the evolution of best practices, standards and requirements as needed.

Provide technical information and assistance to the Chief Technology Officer Administrator.

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Information Technology Services regarding student information systems activities, needs and issues; assist in the formulation and development of policies, procedures and programs; advise the Chief Technology Officer of unusual trends or problems and recommend appropriate corrective action

Oversee the posting of various financial transactions and wire transfers on behalf of the County Superintendent.

Communicate with administrators, personnel, students, outside agencies and the public to exchange information, coordinate activities and programs and resolve issues or concerns; prepare, receive and respond to a variety of correspondence.

Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; present materials and information concerning data, data governance and student information reporting best practices, issues, needs and activities; attend and participate in various committees, workshops and conferences.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Management of operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated County Office and school district computer systems, databases, hardware, software and peripherals.
Practices, procedures and techniques involved in the installation, configuration, maintenance, troubleshooting, diagnosis and repair of computer hardware, software, networks and peripherals.
Principles, methods and procedures of operating computers, network systems and peripherals.
Principles, practices, procedures and techniques involved in public fund accounting the collection, entry and reporting of student data;
Principles, practices, procedures and techniques involved in the collection, entry and reporting of student data;
Data gathering tools, data governance and stewardship processes and procedures;
Data aggregation, formatting and reporting techniques;
California Longitudinal Pupil Achievement Data System (CALPADS) as well as the data management and student information systems commonly used in California;
Student data interpretation methods and techniques;

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Local, state and federal accountability systems;
Principles, practices and methods of database structures, computer programming and system design.
Database structures, on-line applications and system capabilities of technology systems.
Customer service and help desk standards, practices, techniques and procedures.
System utilities and design and program applications.
Practices and procedures involved in the preparation, development and negotiation of contracts;
Applicable laws, codes, regulations, policies and procedures;
Principles and practices of administration, supervision and training;
Interpersonal skills using tact, patience and courtesy;
Operation of a computer and assigned software;
Oral and written communication skills

ABILITY TO:
Plan, organize and direct operations and activities involved in the programming, development, operation,
analysis, maintenance and repair of designated County Office computer systems, databases, hardware,
software and peripherals.
Coordinate projects, personnel, systems maintenance, data processing and communications to meet
County Office needs.

Serve as a technical liaison to County Office personnel, districts, the Department of Education and other outside
agencies as needed.

Assure proper investigation, troubleshooting, diagnosis and repair of system malfunctions.
Coordinate the design, development, upgrading and implementation of new system applications.

Direct the review, analysis and modification of existing systems and programs.
Supervise and evaluate the performance of assigned personnel and third-party vendors.
Interpret, apply and explain laws, codes, regulations, policies and procedures.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Analyze situations accurately and adopt an effective course of action.
Meet schedules and time lines.
Prepare and deliver trainings and presentations as required;
Comprehend and apply complex information presented in written and numerical form;
Prioritize projects and organize work to keep multiple projects moving in a timely manner to meet

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objectives and timelines;
Provide consultation, training and technical assistance concerning data and assessment best practices;
Communicate effectively both orally and in writing;
Interpret, apply and explain laws, codes, regulations, policies and procedures related to confidential student information;
Work independently with little direction;
Direct the maintenance of a variety of reports, records and files related to assigned activities.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: bachelor’s degree in computer science, data governance, computer science or related field and five years increasingly responsible experience involving programming, development, operation, analysis, maintenance, repair data governance, systems development, support operations and maintenance of computer systems.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor work environment.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Hearing and speaking to exchange information.
Manager, IT Operations
Coordinator, Information Systems

Overview:
Under the direction of the Chief Technology Officer, Administrators, Information Technology Services plan, organize and oversee operations and activities involving the SMCOE’s Media Services initiatives and support, professional development offerings for administrative technology, administrative systems integration, IT procurement, asset tracking and IT tracking and audits; assist the Chief Technology Officer with IT Project Management; coordinate support functions for assigned information systems; coordinate support functions for assigned information systems, but not limited to the California Educational Computer Consortium (CECC), the California Longitudinal Pupil Achievement Data System (CALPADS), Pupil Records Online Management Information System (PROMIS) and the California Special Education Management Information System (CASEMIS); serve as the technical expert and primary liaison between information system support staff, County Office of Education and school district users; coordinate with program managers to ensure timely data collection and accurate submission of local, state and federal reports; ensure data systems hardware and software run productively, and coordinate maintenance and repair of computer and media systems as required; organize and implement ongoing system user training; supervise and evaluate the performance of assigned personnel and staff members.

Essential Duties:

Business Information Systems

- Plan, organize and oversee all activities involving the media initiatives and support for the SMCOE, including in-person room setups, audio/visual equipment purchases and maintenance, virtual software subscriptions and account provisioning. Act as liaison among staff, school district system users, and County Office of Education (COE) information technology and business services staff to assure smooth and efficient implementation of the business information systems; participate in the review and testing of new and revised application modules, and coordinate dissemination of information from business information vendor(s) concerning software changes and additions.

- Plan, organize and oversee all technical duties involved in the pre and post production of all video products created at SMCOE in-person, virtual and hybrid events, meetings and professional development offerings.

- Coordinate installation and system integration activities to ensure interoperability between disparate administrative systems; research and recommend strategies and alternative solutions when required; assist users to prepare for conversion to new or enhanced versions of vendor software; confer with vendor representatives, COE Programmer Analysts, and district users concerning system specifications, installations, data conversions, and data integration from third party software applications.

- Design program evaluation methodologies, including questionnaires, surveys and interview
Coordinate and lead training teams for each module of the business information system whose members will present application training modules to end users; work with software vendor to prepare instructional presentation materials including guides on frequently asked questions and other user support materials to reinforce training and increase user productivity; arrange application user meetings to explain data system changes and enhancements.

- Coordinate and direct communications, services and information sharing between County Office stakeholders; establish and maintain partnerships that facilitate and enhance support for continuous quality improvement of services provided by IT. Monitor and evaluate business information system implementation activities; develop policies, guidelines, and standards to ensure the system is implemented and supported effectively; troubleshoot and resolve system implementation problems; provide technical support to system users on the use of data system modules, and the creation of data reports.

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- Coordinate and direct all professional development activities for SMCOE staff in the use of end-user hardware and administrative software tools supported by the SMCOE IT Department.

- Coordinate and direct cybersecurity training for all SMCOE stakeholders, including the selection of the appropriate tool, review of content for training and testing and tracking to monitor compliance with the SMCOE Cybersecurity Training initiatives.

- Coordinate, oversee and direct all procurement activities for all technology products purchased by the SMCOE, including the receipt of quotes, requisition or change order entry into the Enterprise financial system or other purchasing tool, tracking of open purchase orders, receipt of product, return of defective product, entry of product information into the established inventory system and distribution of product to the appropriate stakeholders.

- Select, prepare, develop, negotiate with and monitor third-party vendors to ensure the appropriate products are quoted, to ensure compliance with established standards and contract specifications; create and review documentation concerning vendors to ensure standards are being met.

- Coordinate and oversee the tracking of all SMCOE applicable hardware inventory, maintenance contracts, software and subscription renewals, domains, circuits and other technical assets; oversee the tracking of IT leaves and off-site assignments.

- Design, develop, recommend and implement procedures for the use of digital records, including establishment of naming conventions, procedures for indexing and file lookup, classification of records and best practices in digitizing, maintaining and disposing of digital records.

- Develop, oversee and implement the HelpDesk function for the SMCOE, including updating and improving the structure of the HelpDesk tool; aligning the HelpDesk tool with adopted Service Level Agreements and the IT Service Catalog; working with other IT managers to ensure appropriate coverage of the HelpDesk during business hours; ensuring HelpDesk requests are
routed to the appropriate SMCOE staff member.
Manager, IT Operations

- Design and implement a HelpDesk reporting program to track IT performance against established IT metrics. Collaborate with COE employees in the business, human resources and IT departments to answer questions from users concerning integration of individual district business procedures with software application requirements.

- Provide technical information and assistance to the Chief Technology Officer regarding IT project management oversight.

- Coordinate, attend and conduct a variety of meetings; present materials and information concerning best practices, issues, needs and activities; attend and participate in various committees, workshops and conferences. Prepare, audit and maintain a variety of narrative and statistical data, records and files related to system implementation.

- Communicate with administrators, personnel and outside agencies to exchange information, coordinate activities and programs and resolve issues or concerns; prepare, receive and respond to a variety of correspondence.

- Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to ensure compliance with established standards, requirements and procedures.

- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work.

**Student Information Systems**

- Plan, organize and coordinate the collection, data entry and reporting of all data for student programs; establish data reporting priorities and timelines.

- Develop, document and implement data governance processes and methods to be used by staff maintaining student data (data stewards); ensure data is managed uniformly and accurately, and data submissions comply with established statutory standards and procedural requirements; create and review documentation and ensure data quality standards are being met.

- Oversee the installation of student system software and ensure data systems are operating effectively; arrange contracts with third-party vendors to provide data system maintenance and records storage.

- Coordinate communications and information sharing among parties involved in the collection, verification, computer entry and reporting of student data.

- Develop instructional materials and present staff training seminars on all aspects of managing and reporting student data.
Manager, IT Operations

- Advise the Administrator, Information Technology Services concerning student information system activities, needs and requirements.
- Arrange and coordinate information sharing meetings with COE staff.

**Other Duties: (All Positions)**

Attend meetings and training conferences as required.

Maintain professional and technical knowledge by attending courses and system training, reviewing professional publications, and conferring and collaborating with other information system users.
Manager, IT Operations

Knowledge/Skill/Abilities:

Knowledge of:

**Business Systems**—Large scale accounting, budgeting, payroll, human resources and student data management systems used in California public school districts and county offices.

**Legal**—Statutory regulations, policies and procedures applicable to school business and student data management of SMCOE technology systems and reporting requirements.

**Data Management**—Principles and purposes of data governance policies and procedures and data collection, organization, formatting, and reporting techniques used to ensure consistency and data integrity.

**Technology**—Operation and integration of business software on multiple computer platforms; software installation methods and start-up procedures; basic computer system hardware/software diagnostic techniques.

**Management**—Methods to achieve desired outcomes for self and others by setting goals and priorities that deliver results; employee performance management and evaluation techniques.

Management of operations and activities involved in the programming, development, operation, analysis, maintenance and repair of designated SMCOE computer systems, databases, hardware, software and peripherals.

Principles, practices and methods of operating media systems; tracking and auditing, professional development and adult learning theory; procurement, digital records management, IT management frameworks and metrics, software integration and IT project management.

Customer service and HelpDesk standards, practices, techniques and procedures.

Practices and procedures involved in the preparation, development and negotiation of contracts

Skill/Ability to:

**Technical Aptitude**—Understand complex issues and specialized information.

**Analytical Skills**—Work with information and raw data and develop from that information meaningful conclusions.

**Adaptability**—Adapt ways of thinking and working to in response to changing job requirements and legal mandates.

**Communication/Presentation Skills**—Clearly convey information orally and in writing; summarize complex information and write instructional materials; deliver oral presentations for large groups of
data system users.

**Customer Orientation**—Understand the viewpoint and objectives of clients and build and maintain long-term collaborative working relationships with them.

**Decision-Making/Problem-Solving**—Think through an issue and develop alternatives to solve a problem; evaluate alternatives and decide on an appropriate course of action.

**Project Management**—Plan, organize and coordinate work projects and manage human and other resources to meet a specific goal.

**Systems Analysis**—Break down issues or problems into component parts to identify root causes and effects.

Ensure proper investigation, troubleshooting, diagnosis and repair of equipment malfunctions

Coordinate the design, development, upgrading and implementation of new system applications

Oversee the review, analysis and modifications of existing systems and programs

Supervise and evaluate the performance of assigned personnel and third-party vendors

Meet schedules and timelines

Prepare presentations as required

Prioritize projects and organize work to keep multiple projects moving in a timely manner to meet objectives and timelines

Work independently with little direction

Direct the maintenance of a variety of reports, records and files related to assigned activities
Qualifications:
Any combination of education and experience equivalent to:

Education:
A Bachelor’s degree from an accredited college or university with major coursework in computer science, business administration, human resources, public administration or related field.

Experience:
Three Four (3-4) years increasingly responsible experience in IT management or IT project management managing automated business and/or student data system operations.

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

Licenses:
Valid California driver’s license.
TITLE: HELPDESK IT PROJECT/OPERATIONS ANALYST

BASIC FUNCTION:

Under the direction of the IT Administrator and an assigned Integrated Technology Support manager, perform a variety of technical duties involved in tracking and organizing the operations and HelpDesk project activities related to IT functions; provide consultation to IT managers and staff concerning outstanding HelpDesk service requests, deadlines, and deliverables; perform assigned Level 1 HelpDesk tasks such as basic troubleshooting, password resets and equipment rebooting procedures; oversee all IT procurement activities; perform internal auditing of IT processes and procedures; assist in the creation of IT operational processes and procedures; maintain all IT documents and records; create and coordinate all IT mass communications to internal and external stakeholders.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Perform consultation to IT department managers regarding project management; perform analytical and implementation duties in a variety of Information Technology (IT) functional areas; organize, coordinate and track all IT operational activities, projects and processes.

Produce weekly, monthly, annual and ad-hoc IT metrics reports including HelpDesk reports, contract expiration and renewal reports, data circuit audit reports, asset reports, inventory reports, equipment replacement reports, and procurement timeline reports.

Provide consultation to department/division managers regarding IT process/procedures; draft, finalize, index, maintain and disseminate technology procedural documents, policies, forms, technical drawings, publications and non-confidential correspondence; maintain IT Disaster Recovery and Business Continuity documentation.

Respond to all requests for IT support; prioritize requests and assign to the appropriate personnel.
Preliminary diagnosis of issues reported to IT; make determination if the issue can be resolved at Level 1; provide Level 1 support as appropriate.

Schedule all IT-sponsored meetings, events and conferences; maintain the central IT calendar and other calendars as assigned; coordinate arrangements for all off-site IT activities as directed.

Analyze, recommend and implement improvements to support project management and operational processes and procedures.

Receive, asset tag, record and input inventory information for all trackable technology assets, including all hardware, software, circuits, audio/visual equipment, subscriptions and services.

Assist IT management in the tracking of all project-based activities through the life cycle of the project, including scope, objectives, resources, schedule, dependencies, benchmarks and deliverables.

Audit invoices, expenditures and deliverables to monitor vendor performance and adherence to quote/contract terms.

Coordinate on-boarding and off-boarding activities with HR, Personnel, Facilities and SMCOE supervising managers.

Track IT budget; assist in IT budget development and IT end-of-year budget processes.

Track IT leave accruals; ensure time sheets, overtime sheets, mileage forms, expense reports and other personnel-related documents are processed in a timely manner.

Process purchase requisitions and change orders; ensure all requisitions and orders are forwarded with the appropriate documentation; track purchase requisitions and change orders to completion; ensure all purchasing documentation is appropriately indexed and filed; maintain auditable records.

Provide consultation to department/division managers regarding procurement/IT related items; facilitates resolutions to concerns involving warranty issues, equipment defects and returns and exchanges of technology equipment.

Operate a variety of office equipment including a computer, telephone, multifunction device, other hardware and all assigned software.

Communicate with personnel and outside agencies to exchange information and resolve issues or concerns.
Coordinate all bulk IT electronic and hard-copy mail distribution as directed.

Initiate invoicing for all technology fee-based services.

Index and maintain all hardcopy and electronic IT files both on-premises and in cloud services.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

IT operations, policies, procedures and objectives, including basic understanding of IT governance frameworks and the use of IT metrics

Basic understanding of IT client service delivery, computer networking, mobile device management, audio/visual support and database support.

Applicable laws, codes, regulations, policies and procedures

Record-keeping and filing techniques (hard-copy and digital)

Advanced business writing skills, including drafting, editing, proofreading, formatting and finalizing documents

Correct English usage, grammar, spelling, punctuation and vocabulary Interpersonal skills using tact, patience and courtesy
Advanced knowledge of Microsoft products, including Word, Excel, PowerPoint, Publisher, Visio, etc.

Proficient with Google’s G-suite products, including Docs, Sheets, Slides, Sites, Drive, Forms, Groups, etc.

Experience with project management software (i.e. Microsoft Project, Smartsheet, Asana, BaseCamp, Slack, etc.)

Experience with helpdesk ticketing stems

Experience with inventory systems

Experience with email systems and with email dissemination tools (i.e. MailChimp, Constant Contact, Freshmail, AWeber, etc.)

Experience with database software applications (i.e. Microsoft Access, Filemaker Pro, etc.)

Experience with miscellaneous business productivity tools (Doodle, web conferencing tools, SurveyMonkey, etc.)

Publication editing, design and dissemination (hardcopy and digital) for all Technology Services-generated publications, including training materials

Experience with basic CMS products to maintain content on websites

Methods of researching, organizing, analyzing and synthesizing numerical and written information

ABILITY TO:

Actively listen to the needs of clients and collaborate in working with others internally and externally; clearly present information through oral presentation in one-on-one and small group settings; write clearly and effectively for a wide variety of readers.

Work effectively and respectfully with individuals from a wide range of backgrounds and occupations while building credibility and rapport.

Identify problems, review information sources, develop and evaluate opinions and implement solutions.

Organize tasks and develop action plans leading to specific goals; work independently; meet schedules and deadlines.
Understand applicable laws, codes, rules, regulations, policies and procedures. Complete work with many interruptions.

Understand basic technology concepts; technical aptitude to allow for the learning of how to use new applications and programs in carrying out job responsibilities; ability to engage in conversation with technical and non-technical staff members regarding basic technology issues.

EDUCATION AND EXPERIENCE:

Any combination equivalent to:

Bachelor’s degree or equivalent from an accredited college or university in computer science, business administration, public policy or related field applicable to the position;

Minimum of two (2) years of related experience

WORKING CONDITIONS:

ENVIRONMENT:

Office environment. Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone. Dexterity of hands and fingers to operate a computer keyboard.

Seeing to read a variety of materials.

Sitting or standing for extended periods of time.

Bending the waist, kneeling or crouching to file and retrieve materials.
CLASS TITLE: OPERATIONS TECHNICIAN COMPUTER OPERATOR

BASIC FUNCTION:

Under the direction of the Manager, Information Technology Support, an assigned Integrated Technology Support manager, perform a variety of computer operations involved in processing, generating and printing checks and reports, and documents and various other materials. As well as track maintenance agreements, software subscriptions, hotspots, domain renewals, perform software and hardware inventory audits, audit staff leave requests, and perform quality control functions for all digital records initiatives.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Utilize computers and peripheral equipment to input and update data, provide links to data and generate payroll and accounts payable checks and a variety of documents and reports; initiate queries, compile information, process reports and manipulate data as appropriate.

Receive, sort and review printing, data, document and reporting requests; develop and maintain printing schedules and timelines; prepare requests for processing; review completed printing jobs for completeness and accuracy.

Establish, maintain and update automated records and files, maintain data integrity; prepare and store backup data files in accordance with established procedures; monitor available system disk space; move and resize files to provide for program running as needed; maintain library of back-up files.

Provide back-up help desk support to personnel concerning computer operations, software applications and related malfunctions; receive and respond to user telephone calls and e-mails; provide general troubleshooting, determine type of request and provide solutions.
Monitor computer hardware and software system operations to assure proper and efficient functioning; perform a variety of general computer maintenance functions such as rebooting systems, performing restores and running maintenance applications.

Communicate with County Office personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of computers, peripherals and specialized software; arrange for equipment maintenance and repairs as needed.

Maintain a variety of records related to production, back-up data files and assigned activities.

Assure projects are completed according to established timelines; distribute completed projects to appropriate staff.

Produce monthly, quarterly and ad-hoc IT metrics reports including contract expiration and renewal reports, data circuit audit reports, and procurement timeline reports.

Record and input inventory information for trackable technology assets, including software, circuits, subscriptions and services.

Audits invoices to monitor vendor performance and adherence to quote / contract terms.

Audits IT leave records to ensure all leaves are properly documented for HelpDesk assignment purposes.

Ensure all purchasing documentation is appropriately indexed and filed; maintain auditable records.

Maintain a variety of user records related to software licenses; maintain auditable records/reports.

Utilizes established quality control methods to audit for indexing integrity for the organization’s digital records.
OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, methods and procedures of operating computers and peripheral equipment. Data control procedures and data entry operations.

Principles and practices of data processing. Record retrieval and storage systems.

Principles and practices of IT auditing.

Principles of IT quality control methods.

Principles of digital records management, including records indexing and lookup.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties. Scheduling requirements for special projects and production runs.

Computer hardware systems and software applications utilized by the County Office. Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy. Record-keeping and report preparation techniques.

ABILITY TO:
Utilize computers and peripheral equipment to input and update data, provide links to data and generate payroll and accounts payable checks and a variety of documents and reports.
Initiate queries, compile information, process reports and manipulate data as appropriate. Maintain data integrity and prepare backup data files.

Type or input data at an acceptable rate of speed.

Operate computers and peripheral equipment properly and efficiently.

Attention to detail; ability to recognize and report mistakes and anomalies when performing auditing duties.

Provide assistance to system users concerning software applications, operations and malfunctions. Detect errors and inaccuracies in data output reports.

Maintain various records related to work performed. Understand and follow oral and written instructions. Meet schedules and time lines.

Work independently with little direction. Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school and two three years’ experience involving data processing, computer operations, IT auditing and records management.

**WORKING CONDITIONS:**

**ENVIRONMENT:**
Office environment.

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

Lifting, carrying, pushing or pulling moderately heavy objects as assigned by position. Bending at the waist, kneeling or crouching.

Reaching overhead, above the shoulders and horizontally to retrieve sup
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MEDIA TECHNICIAN – STEM CENTER

Definition:
Under general direction, perform a variety of technical duties in the pre- and post-production of video products for DVD production, broadcasts, video streaming, webinars, and long distance learning for the Science, Technology, Engineering and Math Center; Operate state-of-the-art audio/video equipment, and video editing and graphics software; perform related duties as required.

Representative Duties:

- Videotape and edit program material for STEM Center training seminars.
- Operate a variety of audio and video equipment including video cameras and recorders, projectors, laptop computers, lighting, sound mixing and video switching equipment, and digital video effects tools.
- Test all equipment to determine technical quality of recording, audio and lighting apparatus.
- Coordinate graphics used in displays and provide technical support for teleconferences, webinars, and distance-learning classes.
- Edit and assemble final audio/visual program material using video editing software such as Final Cut Pro, AVID, and Premiere; use computer graphics and special effects techniques to enhance media products; make video products available in a variety of formats.
- Diagnose and resolve media system problems, and perform minor repairs and routine cleaning of audio and video equipment.
- Duplicate and store audio and video media, and establish and maintain a video library by classifying and cataloging items according to content and purpose; coordinate media distribution.
- Work with STEM Center staff to plan and schedule audio and video coverage of events, and post-production media requirements.
- Support website development and other web-based archival and on-demand video streaming options.
- Provide equipment trainings and technical support to those using the STEM Center equipment and facility.
- Track inventory and communicate with vendors to order or replace video equipment and supplies.

Knowledge and Abilities:

Knowledge of:

- State-of-the-art video, sound and editing equipment;
- All phases of digital media production including formatting, graphics, lighting, and use of special effects techniques;
- Dual operating system platforms: MAC and Windows;
- Final Cut Pro, AVID, Premiere and Adobe Creative Suite video editing software;
- Instructional technology support techniques for online learning systems;

June 13, 2012
San Mateo County Office of Education
• Proper handling and troubleshooting of broadcast-quality video production and post-production equipment.

**Ability to:**
- Work effectively and collaboratively with coworkers and clients to plan and implement media production projects;
- Operate and maintain digital video cameras, audio mixing and video editing equipment;
- Creatively use robust editing, graphics and composition software;
- Visualize and record professional-grade video content by determining filming sequences, camera movements, and picture composition;
- Construct and position sets, lighting, and sound equipment;
- Organize equipment and materials for video projects, and handle multiple tasks to meet established deadlines;
- Work irregular schedules including evenings and weekends as required

**Education and Experience:**

Any Combination equivalent to: An Associate Art degree in television, film, digital media production, fine arts, or related field, and two years of experience in video/audio production and editing.

**Physical Demands:**
- Dexterity of hands and fingers to operate cameras, video editing equipment, and laptop computers;
- Visual acuity to read computer monitors and video screens and adjust focus;
- Hearing and speaking to receive and exchange information;
- Sit, stand and walk for extended periods;
- Stoop, kneel, crouch and crawl to position audio/visual equipment;
- Lift, push, pull and transport equipment weighing up to 25 lbs.
- Reach overhead to place equipment and supplies.

**License:**
- California driver license
CLASS TITLE: NETWORK ANALYST

BASIC FUNCTION:

Under the direction of the Administrator, Information Technology Services, perform a variety of specialized activities involved in the installation, configuration, operation, maintenance, and repair of assigned network systems, servers and related equipment, hardware, software and applications; administer, evaluate and modify network systems to assure proper security and operation.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of specialized activities involved in the installation, configuration, operation, maintenance, and repair of assigned Local Area Network (LAN) and other network systems, servers and related equipment, hardware, software and applications; monitor and evaluate network performance to assure smooth and efficient operation and identify problems, concerns and security issues.

Inspect, troubleshoot and diagnose network system, server, hardware and application malfunctions to assure smooth running of network systems; resolve network problems and malfunctions; administer, configure, monitor and maintain network system servers and security; update servers with security patches and anti-virus software as needed.

Provide for the effective and efficient storage, retrieval, customization and archiving of data on servers; troubleshoot and resolve network and server-related database problems and malfunctions; assure data integrity; prepare, maintain and replace back-up data files; monitor available system disk space; move, compress and delete files to provide for program running as needed.

Install server and work station software; test applications to assure proper operation; configure hardware and software to assure network access and smooth system operations; troubleshoot and resolve operating system malfunctions; obtain and install software updates and upgrades as needed.

Perform a variety of network administration activities including establishing and maintaining user accounts, passwords, e-mail accounts, internet connectivity, firewalls and designated programs and systems; assess and respond to requests for network system and server installations, upgrades and modifications; determine appropriate hardware and software to meet requests.

Assist in the planning, design, set-up, development and modification of computer and network systems; install and configure network hardware, cabling, servers, hubs, routers, printers, Scantron devices and related equipment; replace cabling, equipment and devices as necessary; assure proper installation of server and work station software and test applications to assure proper operation.

January 18, 2006
San Mateo County Office of Education
Prepare user stations and computer equipment for staff use; install and configure software and hardware and observe elements of the computer for evidence of incorrect performance; connect work stations to network server and assure proper operation; troubleshoot, diagnose and repair computer workstations and related hardware and software as needed.

Communicate with personnel, administrators and various outside agencies to exchange information and resolve issues or concerns; contact and collaborate with vendors in resolving network problems, issues and malfunctions.

Operate a variety of computers, servers, peripherals, meters, specialized software and hand tools; drive a vehicle to conduct work.

Maintain various records related to servers, maintenance, repairs and assigned activities.

Research and evaluate new technologies for possible implementation; confer with users concerning system needs; provide recommendations concerning the purchasing and implementation of new technologies including network hardware and software.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Practices, procedures and techniques involved in the installation, configuration, operation, maintenance and repair of network systems, servers and related equipment, hardware, software and applications.
Principles, methods and procedures of operating computers, networks and peripheral equipment.
System utilities and design and program applications.
Materials, methods and tools used in the operation, installation and repair of computer and network systems.
LAN usage, implementation and network terminology.
General principles, theories and techniques of network design.
Applicable types of cabling systems, servers, hubs, routers and other related equipment.
Installation, maintenance and repair of computer hardware, software and peripheral equipment.
Computer operating systems and software applications utilized by the County Office.
Record-keeping and report preparation techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Technical aspects of field of specialty.

ABILITY TO:
Perform a variety of specialized activities involved in the installation, configuration, operation, maintenance, and repair of assigned network systems, servers and related equipment, hardware, software and applications.

January 18, 2006
San Mateo County Office of Education
applications.
Administer, evaluate and modify network systems to assure proper security and operation.
Troubleshoot, diagnose and resolve problems with network servers, hardware and software.
Assist in the planning, design, installation, configuration and modification of LANs.
Install and assure proper operation of server and work station software and updates.
Perform a variety of network administration activities including establishing and maintaining user accounts,
passwords, server and system back-ups, e-mail accounts and internet connectivity.
Repair and replace hardware as needed.
Monitor and maintain network system security, servers and databases.
Provide for effective and efficient storage, retrieval, customization and archiving of data.
Install and configure network hardware, cabling and related equipment.
Meet schedules and time lines.
Work independently with little direction.
Maintain records and prepare reports.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor’s degree in computer science or related field and two years
experience involving the installation, maintenance and repair of network systems and related servers,
equipment, hardware and software.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver’s license.

WORKING CONDITIONS:

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

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials and view a computer monitor.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

January 18, 2006
San Mateo County Office of Education
Date: November 10, 2021

To: Members of the Personnel Commission

From: Philip J. Gordillo, Interim Executive Director, Personnel Commission Services

Subject: Recruitment/Selection Activities and Staffing Report

Recommendation:

Information item only.

Background:

Personnel Commission Staff presents the attached report for the Personnel Commission Services department’s recruitment and selection activities for the month of October 2021 as well as classified personnel transactions from September 14, 2021 – October 13, 2021.
## Staffing Report – Classified

### October 1, 2021 – October 31, 2021

**Recruitment / Testing in progress – Positions Open**

<table>
<thead>
<tr>
<th>Position</th>
<th>Division/Department</th>
<th>Replacing</th>
<th>Date Opened</th>
<th>Date Closed</th>
<th>Written Exam</th>
<th>Oral Exam</th>
<th>Cert List Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant I-Bilingual</td>
<td>ESD/SDI</td>
<td>Christian Morales-Aponte</td>
<td>09/28/2021</td>
<td>10/15/2021</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Alternative Media Specialist (Braille Transcriber)</td>
<td>ESD/SPED</td>
<td>Gail Baldwin</td>
<td>05/24/2021</td>
<td>Until filled</td>
<td>TBD</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Facilities Services Assistant</td>
<td>BSD/FAC</td>
<td>Richard Maldonado</td>
<td>09/20/2021</td>
<td>10/06/2021</td>
<td>11/10/2021</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Naturalist</td>
<td>ESD/OE</td>
<td>N/A</td>
<td>09/20/2021</td>
<td>10/29/2021</td>
<td>N/A</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Project Specialist, Early Learning Family Svs</td>
<td>ESD/ELSS</td>
<td>New Position</td>
<td>10/05/2021</td>
<td>11/19/2021</td>
<td>N/A</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Project Specialist, Early Learning Quality &amp; Incl</td>
<td>ESD/ELSS</td>
<td>New Position</td>
<td>10/05/2021</td>
<td>11/19/2021</td>
<td>N/A</td>
<td>TBD</td>
<td>TBD</td>
</tr>
<tr>
<td>Registered Behavior Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>07/14/2021</td>
<td>Until Filled</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Registered Behavior Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>07/14/2021</td>
<td>Until Filled</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Registered Behavior Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>07/14/2021</td>
<td>Until Filled</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Registered Behavior Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>07/14/2021</td>
<td>Until Filled</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Registered Behavior Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>07/14/2021</td>
<td>Until Filled</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**Selection – Positions Closed**

<table>
<thead>
<tr>
<th>Position</th>
<th>Division/Department</th>
<th>Replacing</th>
<th>Applicants</th>
<th>Met MQ's</th>
<th>Written Pass</th>
<th>Oral Pass</th>
<th>Eligible Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Assistant I-Confidential</td>
<td>SUPT/HR</td>
<td>Kristen Ellinger</td>
<td>9</td>
<td>5</td>
<td>N/A</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Registered Behavioral Technician</td>
<td>ESD/SPED</td>
<td>New Position</td>
<td>8</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Financial Analyst</td>
<td>BSD/DBS</td>
<td>Lingqi Zhang</td>
<td>16</td>
<td>5</td>
<td>N/A</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Accounting Technician</td>
<td>BSD/IBS</td>
<td>Diem Hoang</td>
<td>13</td>
<td>8</td>
<td>N/A</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Accounting Technician</td>
<td>BSD/DBS</td>
<td>Vanessa Chavez</td>
<td>13</td>
<td>8</td>
<td>N/A</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Executive Director, Internal Business Services</td>
<td>BSD/IBS</td>
<td>Margie Gustafson</td>
<td>8</td>
<td>2</td>
<td>N/A</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Executive Assistant II-Confidential</td>
<td>SUPT/HR</td>
<td>Luz Roman-Amaro</td>
<td>12</td>
<td>6</td>
<td>N/A</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>Manager, Fiscal Services</td>
<td>BSD/IBS</td>
<td>Minette Manio</td>
<td>7</td>
<td>5</td>
<td>N/A</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Executive Director, Personnel Commission Svcs</td>
<td>SUPT/PC</td>
<td>Karen White</td>
<td>8</td>
<td>5</td>
<td>N/A</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>
STAFFING REPORT – CLASSIFIED

October 1, 2021 – October 31, 2021

CERTIFICATION LISTS

<table>
<thead>
<tr>
<th>POSITION</th>
<th>DATE SENT</th>
<th>DIVISION/DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant II (2 positions)</td>
<td>10/03/2021</td>
<td>ESD-Safe &amp; Supportive Schools</td>
</tr>
<tr>
<td>Educational Data Analyst</td>
<td>10/11/2021</td>
<td>ESD-Curriculum &amp; Instruction Services</td>
</tr>
<tr>
<td>Educational Data Analyst</td>
<td>10/11/2021</td>
<td>ESD-Early Learning Support Services</td>
</tr>
<tr>
<td>Registered Behavioral Technician</td>
<td>10/21/2021</td>
<td>ESD-Special Education</td>
</tr>
<tr>
<td>Accounting Technician</td>
<td>10/21/2021</td>
<td>BSD-Internal Business Services</td>
</tr>
<tr>
<td>Accounting Technician</td>
<td>10/21/2021</td>
<td>BSD-District Business Services</td>
</tr>
<tr>
<td>Executive Director, Internal Business Services</td>
<td>10/22/2021</td>
<td>BSD-Internal Business Services</td>
</tr>
<tr>
<td>Executive Assistant II-Confidential</td>
<td>10/29/2021</td>
<td>SUPT-Human Resources</td>
</tr>
<tr>
<td>Manager, Fiscal Services</td>
<td>11/01/2021</td>
<td>BSD-Internal Business Services</td>
</tr>
<tr>
<td>Executive Director, Personnel Commission Services</td>
<td>11/04/2021</td>
<td>SUPT-Personnel Commission Services</td>
</tr>
</tbody>
</table>

September 14, 2021 – October 11, 2021

PROMOTIONS

<table>
<thead>
<tr>
<th>POSITION FILLED</th>
<th>DIV. / DEPT.</th>
<th>FILLED BY</th>
<th>REPLACING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant III</td>
<td>ESD/SAFE</td>
<td>Christian Morales-Aponte</td>
<td>New Position</td>
</tr>
<tr>
<td>Payroll/Retirement Audit Analyst</td>
<td>BSD/DBS</td>
<td>Vanessa Chavez</td>
<td>Dolores Rainey</td>
</tr>
<tr>
<td>Student Services Specialist</td>
<td>ESD/SPED</td>
<td>Spring Ho</td>
<td>Malik Egberuare</td>
</tr>
</tbody>
</table>

TRANSFERS

None to Report

NEW EMPLOYEES – REGULAR

<table>
<thead>
<tr>
<th>POSITION</th>
<th>DIV. / DEPT.</th>
<th>FILLED BY</th>
<th>DATE OF HIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant I-Bilingual</td>
<td>ESD/ELSS</td>
<td>Rosemarie Pozzobon</td>
<td>09/20/2021</td>
</tr>
<tr>
<td>Deputy Superintendent, Business Services</td>
<td>BSD/BSD</td>
<td>Kevin Bulтемa</td>
<td>09/29/2021</td>
</tr>
<tr>
<td>Computer/Network Technician</td>
<td>BSD/ITS</td>
<td>Eric Hernandez</td>
<td>10/11/2021</td>
</tr>
<tr>
<td>Administrative Assistant II</td>
<td>ESD/CRT &amp; COMM</td>
<td>Rachel Mahoney</td>
<td>10/11/2021</td>
</tr>
<tr>
<td>Personnel Commission Analyst</td>
<td>SUPT/PC</td>
<td>Lycette Kintanar</td>
<td>10/11/2021</td>
</tr>
</tbody>
</table>
### REEMPLOYMENT FROM LAYOFF

<table>
<thead>
<tr>
<th>POSITION</th>
<th>DIV. / DEPT.</th>
<th>FILLED BY</th>
<th>DATE OF HIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Itinerant Paraeducator, Special Education</td>
<td>ESD/E-22</td>
<td>Eden Bacay</td>
<td>10/11/2021</td>
</tr>
</tbody>
</table>

### NEW EMPLOYEES - SUBSTITUTE

<table>
<thead>
<tr>
<th>POSITION</th>
<th>DIV. / DEPT.</th>
<th>FILLED BY</th>
<th>DATE OF HIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Assistant I</td>
<td>ESD/ELSS</td>
<td>David Landa</td>
<td>10/04/2021</td>
</tr>
</tbody>
</table>

### SEPARATIONS

<table>
<thead>
<tr>
<th>POSITION</th>
<th>DIV. / DEPT.</th>
<th>VACATING EMPLOYEE</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational Data Analyst</td>
<td>ESD/ ELSS</td>
<td>Anna Powell</td>
<td>Resigned</td>
</tr>
<tr>
<td>Executive Assistant II-Confidential</td>
<td>SUPT/HR</td>
<td>Luz Roman-Amaro</td>
<td>Resigned</td>
</tr>
<tr>
<td>Itinerant Paraeducator, Special Education</td>
<td>ESD/E-22</td>
<td>Mona Lisa Millan</td>
<td>Resigned</td>
</tr>
<tr>
<td>Administrative Assistant I</td>
<td>ESD/CIS</td>
<td>Claudia Schwartz-Hermann</td>
<td>Resigned</td>
</tr>
</tbody>
</table>

Respectfully Submitted By:

Philip J. Gordillo
Interim Executive Director, Personnel Commission Services
San Mateo County Office of Education
Personnel Commission
Agenda Item H

Date: November 10, 2021
To: Members of the Personnel Commission
From: Philip J. Gordillo, Interim Executive Director, Personnel Commission Services
Subject: Personnel Commission Joint Appointee Announcement

Recommendation:
This is an approval (action) item for the Personnel Commission.

The Personnel Commissioner term of Ms. Christine Coffey will expire on November 30, 2021. Ms. Coffey is the Personnel Commission Joint Appointee of both the Commissioner representing the County Board of Education and the Commissioner representing the classified employees.

On September 8, 2021, these two (2) Personnel Commissioners announced their intent to reappoint Ms. Coffey to another three (3) year term. The term will commence on December 1, 2021 and end on November 30, 2024.

Public Hearing (Action)
The Personnel Commission shall conduct a public hearing on the reappointment allowing the public, employees and employee representative groups an opportunity to express their views on the qualifications of the candidate recommended for the vacancy. After closing the public hearing, the Commission may proceed to make its appointment.

Background: Ms. Christine Coffey
Education:

- B.A. in History – Stanford University
- M.A. in Counseling Psychology – UC Berkeley
- Juris Doctor – Santa Clara University

Ms. Christine Coffey has brought to the Commission a broad-based employment background in education and public service. Ms. Coffey has held positions as a college Counselor and Assistant Dean of Students and worked with the Educational Testing Service in the examination development division. Ms. Coffey has served as Director, Small Claims Advisory in San Mateo County where she held roles advising small claims litigants and resolving matters with California Consumer Affairs Department. In addition, she has served as a consumer board arbitrator and as member on the ADA Compliance Committee for the Commission on Disabilities.
Commissioner Coffey has served the San Mateo County Office of Education Personnel Commissioner since December 1, 2000.

**Merit Rules Chapter 20.2 states:**
On or about September 1st of each year, the Personnel Director shall notify the Board and the recognized, classified employee organizations of the name of the commissioner whose term is expiring, and whether or not the commissioner will accept reappointment for another three-year term, if reappointed. The notification will also provide the name of the appointing authority and the procedures to be followed in filling the upcoming vacancy.

C. **Appointee of the Commission:**

By September 30, the appointee of the Board, and the appointee of the classified employees shall publicly announce the name of the person they intend to appoint or reappoint. The Commission at that time may make its appointment. At the next regularly scheduled meeting of the Personnel Commission to be held after 30 days from the day the intended appointee is announced, the appointee of the Board of Education, and the appointee of the classified employees shall, in open hearing, provide the public, employees and employee representative groups an opportunity to express their views on the qualifications of the candidate recommended for the vacancy. The candidate shall be invited to this meeting. The Commission at that time may make its appointment.
San Mateo County Office of Education
Personnel Commission
Agenda Item K(1)

Date: November 10, 2021

To: Members of the Personnel Commission

From: Philip J. Gordillo, Interim Executive Director, Personnel Commission Services

Subject: Classification Revision: Manager, Learning Analytics and Program Evaluation to Manager, Learning Analytics and Data Governance

Recommendation:

This is an approval item for the Personnel Commission.

Background:

Ms. Jenee Littrell, Deputy Superintendent – Educational Services, and Mr. Jared Paolo, Executive Director – Curriculum and Instruction, requested Personnel Commission Services revise the classification specifications for Manager, Learning Analytics and Program Evaluation. The Educational Services Division will reinstate this classified management position, however, program changes necessitate the aforementioned classification specifications to revise to appropriately describe the position responsibilities, duties, knowledge, skills and abilities. These revisions will change in classification title from Manager, Learning Analytics and Program Evaluation to Manager, Learning Analytics and Data Governance.

The revised classification specifications are attached for the review and consideration of the Personnel Commission. The revised classification shall remain status quo at Management Range 8.5 ($10,313 - $12,899).
CLASS TITLE: MANAGER, LEARNING ANALYTICS & PROGRAM EVALUATION

SAN MATEO COUNTY OFFICE OF EDUCATION

BASIC FUNCTION:

Under the direction of the Director of Accountability, Innovation and Results Executive Director, Curriculum and Instruction, direct a project-team who will create set of data analysis, assessment and evaluation services for Local Education Agencies (LEA) in San Mateo County; coordinates educational data and program evaluation services for both local LEA’s and program staff at SMCOE; manage and support data analysis for state and federal programs related to accountability, assessment, Local Control Accountability Plans (LCAP), and similar initiatives; manages data systems, contracts and agreements, and ensures the integrity and security of data related to analytics projects; and supervise and evaluate the performance of assigned personnel including the Educational Data Analyst, administrative staff, and project consultants.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Plan, organize and direct learning analytics initiatives related to the collection, analysis and use of state and local district pupil and student data applicable to Local Control Accountability Plans (LCAP), California’s Longitudinal Pupil Achievement Data Systems (CalPADS), Smarter Balanced Assessment Consortium (SBAC).

Establish and maintain project time lines and priorities; assure learning analytics and grant/program evaluation services and activities comply with established standards, requirements, contract specifications, laws, codes, regulations, policies and procedures.

Coordinate and direct communications, contracts, and compliance functions to meet district needs and assure smooth and efficient project activities; oversee the development and implementation of the Center for Learning Analytics.

Supervise and evaluate the performance of assigned personnel; interview and select employees and recommend transfers, reassignment, termination and disciplinary actions; coordinate subordinate work assignments and review work to assure compliance with established standards, requirements and procedures; research, select and provide training to new contractors as needed.

Monitor assessment and learning analytics services provided by staff and contractors to assure compliance with established standards, requirements and contract specifications; visit relevant district/school data and assessment clients- to observe activities and/or provide technical assistance, confer with staff, -review documentation and assure learning analytics needs are being met.

Manage and maintain operational data stores, including connections to reporting and visualization software. Ensure the security and validity of the data in the ODS. Design and manage procedures and policies for the upkeep and use of the ODS.

Design program evaluation methodologies including questionnaires and interview protocols; prepare

October 9, 2013
San Mateo County Office of Education
guidelines and protocols for conducting project evaluation studies for SMCOE and partner LEA’s.

Document the strengths and weaknesses of state and grant-funded programs, and projects, and authorized charters and make recommendations for enhancing their success. Prepare reports and interactive tools to support success; prepare grant evaluation reports, including charts, graphs and PowerPoint presentations.

Provide guidance and consultation on appropriate program and grant evaluation models and methodologies in support of program decision-making, program development and improvement and grant proposals to internal (SMCOE) and external clients.

Prepare, develop, negotiate and implement contracts with contracting data scientists and analysts, vendors and contractors; collect, compile, assemble and process related forms; prepare applications for grants; submit contracts and amendments for approval.

Coordinate data, assessment and accountability communications, services and information sharing between the County Office, Instructional and Student Services divisions, county LEA’s, parents, outside agencies, and the public; and establish and maintain partnerships that facilitate and enhance support for continuous improvement of learning analytics services provided by SMCOE.

Maintain secure and effective data procedures and practices. Maintain connections between data stores, analytics tools, LEAs and vendors. Identify improvements to data governance procedures and practices and work with Information Technology and Educational Services to implement improvements.

Develop, implement and conduct training and staff development activities for classified and certificated data and assessment professionals in San Mateo County; prepare and deliver oral presentations and explain related principles, theories, standards, guidelines, requirements, practices, procedures and techniques related to learning analytics.

Provide consultation and technical assistance to contractors, personnel, administrators, outside agencies and others concerning data and assessment best practices; respond to inquiries and provide detailed and technical information concerning related standards, requirements, reports, contracts, funding, issues, resources, plans, principles, practices, laws, codes, regulations, policies and procedures.

Oversee and participate in the preparation and maintenance of a variety of records, reports and files related to the provision of learning analytics services including; contractor documentation, budgets, applications, compliance, personnel and assigned activities.

Develop and prepare the annual budgets for the Learning Analytics program; analyze and review budgetary and financial data; control and authorize expenditures in accordance with established limitations; research, obtain and maintain Program funding as directed.

Maintain current knowledge of effective methods, practices and standards related to educational assessment and data analysis and governance; modify services to assure compliance with the evolution of best practices, standards and requirements as needed.

Communicate with administrators, personnel, students, outside agencies and the public to exchange...
information, coordinate activities and programs and resolve issues or concerns; prepare, receive and respond to a variety of correspondence.

Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work.

Coordinate, attend and conduct a variety of meetings; present materials and information concerning data and assessment best practices, issues, needs and activities; attend and participate in various committees, workshops and conferences.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Principles, practices, procedures and techniques involved in the research, collection, analysis and reporting of large-scale quantitative data;

Data gathering tools, data analysis processes, program planning and program evaluation methods and procedures; Data governance, database management (SQL and/or No-SQL), Data analytics and statistical packages (R, SPSS, STATA, etc.), and visualization tools (PowerBI, Tableau, etc.).

Data aggregation, formatting and reporting techniques;
California Longitudinal Pupil Achievement Data System (CALPADS) as well as the data management and student information systems commonly used in California;

The “Eight State Priority Areas” requiring data in the Local Control Accountability Plan;

Statistical analysis and data interpretation methods and techniques;
California and Federal accountability systems;
Smarter Balanced Assessment Consortium (SBAC) assessments and their use;
Common Core State Standards (CCSS);
Practices and procedures involved in the preparation, development and negotiation of contracts;
Applicable laws, codes, regulations, policies and procedures;
Budget preparation and control;
Principles and practices of administration, supervision and training;
Interpersonal skills using tact, patience and courtesy;
Operation of a computer and assigned software;
Oral and written communication skills - the ability to turn numbers into words and words into decisions;

ABILITY TO:
Perform a series of professional activities involved in the research, collection, organization, analysis, preparation, processing, interpretation and reporting of County Office of Education and school district operations.

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enrollment, testing, program and a variety of other data;
Supervise and evaluate the performance of assigned personnel and contract consultants;
Give general direction to the conduct of activities necessary to appraise and evaluate on a continuing and systematic basis, the effectiveness of educational programs and practices. This includes the compilation and analysis of data, development and articulation of conclusions, publish reports and make recommendations to improve the educational programs of LEA’s and SMCOE programs;
Use SAS or SPSS quantitative assessment software, statistical packages, database management tools, visualization software, Microsoft Office applications, especially MS-Excel, and Google Apps for Education;
Secure required information for evaluating projects through review of existing data or materials, interviews or questionnaires;
Prepare and deliver presentation to school administrators, school boards, and public/private organizations that support educational data initiatives;
Analyze and evaluate data and reach accurate conclusions;
Perform statistical calculations accurately;
Comprehend and apply complex information presented in written and numerical form;
Prioritize projects to keep multiple projects moving in a timely manner to meet objectives and timelines;
Provide consultation, training and technical assistance concerning data and assessment best practices;
Communicate effectively both orally and in writing;
Interpret, apply and explain laws, codes, regulations, policies and procedures related to confidential student information;
Establish and maintain cooperative and effective working relationships with others;
Operate a computer and assigned office equipment;
Analyze situations accurately and adopt an effective course of action;
Meet schedules and time lines;
Work independently with little direction;
Plan and organize work;
Prepare comprehensive narrative and statistical reports;
Direct the maintenance of a variety of reports, records and files related to assigned activities.

EDUCATION AND EXPERIENCE:
Master’s degree in education, public administration, social science or related field, and 3 years of professional level experience that involved project management, program evaluation, grant writing, and work with complex and varied educational or related analytics.
Any combination equivalent to: Master’s degree in research methods, statistics, educational assessment or a related field, and three years of professional level experience conducting research studies and analytical projects, and/or three years of professional level experience in database administration, data governance, and reporting, and/or professional level experience in an environment directly relevant to the position.

LICENSES AND OTHER REQUIREMENTS:

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Valid California driver’s license.

**WORKING CONDITIONS:**

**ENVIRONMENT:**
Indoor work environment.

**PHYSICAL DEMANDS:**
Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Sitting for extended periods of time.
Hearing and speaking to exchange information.
San Mateo County Office of Education
Personnel Commission
Agenda Item K (2)

Date: November 10, 2021

To: Members of the Personnel Commission

From: Philip J. Gordillo, Interim Executive Director, Personnel Commission Services

Subject: Approval of Eligibility Lists

Recommendation:

This is an approval item for the Personnel Commission.

Background:

Personnel Commission staff present the Eligibility Lists completed for the remainder of the month of October 2021. Please see below:

Classification: Registered Behavioral Technician
Number of Ranks: 1 (open)
Number of Candidates: 1
Date Established: 10/21/2021

Classification: Accounting Technician
Number of Ranks: 3 (2 open; 1 promotional)
Number of Candidates: 3
Date Established: 10/21/2021

Classification: Executive Director, Internal Business Services
Number of Ranks: 2 (1 open; 1 promotional)
Number of Candidates: 2
Date Established: 10/22/2021

Classification: Executive Assistant II - Confidential
Number of Ranks: 3 (2 promotional; 1 open)
Number of Candidates: 3
Date Established: 10/29/2021

Classification: Manager, Fiscal Services
Number of Ranks: 3 (2 promotional; 1 open)
Number of Candidates: 3
Date Established: 11/04/2021

Classification: Executive Director, Personnel Commission Services
Number of Ranks: 2 (open)
Number of Candidates: 2
Date Established: 11/04/2021