NON-INSTRUCTIONAL POSITION REQUEST
2016-2017

Requester Name: Steve Gunderson

SECTION 1: SUMMARY INFORMATION

Title of Position Being Requested:

Instructional Systems Technician (Range 45)

Indicate if this position or a similar position has been presented to RAC previously and in what years:

A 50 % position was requested in Fall of 2014.

Position Will Reside in Division/Unit:

College Technology Department

A Current or Proposed District Job Description is attached: ◉ Yes   ○ No

The position is:

☑ New

        Number of Hours per Week: _____ 40

        Number of Months per Year: _____ 12

☒ **Increase for an existing funded position**

    From: ○ 9   ○ 10   ○ 11   Months

    To: ○ 10   ○ 11   ○ 12   Months

    OR   **From:**   50 %   **to**   100 %

☐ **New Categorically funded position (information only; position not ranked)**

    Number of Hours per Week: _____

    Number of Months per Year: _____

SECTION 2: JUSTIFICATION

Position Description/Function:

Install, operate, and maintain all College instructional delivery systems, including audio/ visual equipment, projectors, amplifiers, media players and microphones; provide timely and effective technical suport to administrative and instructional users of instructional equipment.

Indicate To Whom Does this Position Reports:

Steve Gunderson

List other Personnel in the Unit:

Sherman Lindsey & Mike Furuyama

Give historical perspective of the changing workload over a 3-5 year period:

Example:				
Workload unit 1 =	*# Bio/Chem lab students/semester*	>	*2010 =*	*900*
			2015 =	*1000*
	Change over time is:		*=*	*11%*

Workload unit 1 =	Smart Classrooms and More	>	2002 =	47
			2016 =	112
	Change over time is:		=	138.0
Workload unit 1 =	Desktop Systems	>	2002 =	600
			2016 =	1,650
	Change over time is:		=	175.0

Comments:

Additional Details:
Computers - (year 2002 - 600); (year 2010 - 1249); (year 2012 - 1450); (year 2016 - 1650) this increase is attributed to Measure B campus expansion projects and requests for laptops and tablets and user support requests throughout the campus .

SECTION 3: LPC MISSION, MASTER PLAN, AND ACCREDITATION

LPC MISSION STATEMENT:	LPC PLANNING PRIORITIES:
LPC is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.	❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards. ❖ Provide necessary institutional support for curriculum development and maintenance. ❖ Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes. ❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.

Indicate how this position will have a positive impact on the LPC's Mission and Planning Priorities:

The College's Mission is about learning, support for learning and completion of goals. For years there has been increasing demand to use technology to both support learning and deliver teaching materials. Increasing this position will allow for more timely service and support for both of these aspects and reduce the amount of overtime performed and work related burn-out and illness.

Indicate how this position will have a positive impact on LPC's Educational Master Plan:

The College's Master Plan, in Section C, specifically states "Appropriate Staffing Levels" and "Meet Current and Future Technology Needs." This position is one step towards addressing these initiatives.

Indicate how this position will have a positive impact on Accreditation:

LPC Technology has recieved accomodations in the past two Accreditation processes for planing and quality of services. Additional staffing is necessary in order to continue this level of "Meets the Standard"

SECTION 4: PROGRAM REVIEW AND IMPACT

Indicate how this position will have a positive impact on your Program Review:

The departments mission is "To provide quality support servies, equipment and technical leadershipto the college community . . . with current, proven technology solutions that are sustainable." This position can be linked to all aspects of our Department Mission. Currently, the campus technology is not being sustained and projects such as telepresence/ lecture capture, new A/V standards and classroom equipment replacement (ie. 2420) and electronic work order system can not be implemented.

Indicate other alternatives that have been considered in lieu of this position to meet programmatic demands:

Staff members have given of their own time and have maneuvered their schedules in order to keep overtime costs at a minimum. Due to continuous expansion of the campus and growth of instructional, support and student programs this is becoming the expected norm and not the exception. The college needs to make an investment in our staff in order to continue these valuable activities.

Indicate the consequence of not funding this position:

Operational readiness of equipment and systems is not being maintained at current levels. Should this position not be approved, the workload will continue to grow, but efficiencies and effectiveness will continue to decline.

SECTION 5: COSTS*

Estimate Increase/Proposed Annual Salary Cost: $ ~~63,506.00~~ 33,384

Estimate Benefits Cost: $ ~~31,753.00~~ 16,6
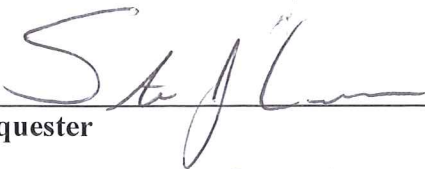
Total Cost for Position: $ ~~95,259.00~~ 50,0

NOTE:

Full Time = 20-40 hours per week or 50% - 100%

Regular Hourly = 18 hours or less per week (<50%)

Costs: For accurate costs below, requestor must contact College Administrative Assistant, Sharon Davidson, in the LPC Office of Administrative Services (ext. 1632).

SECTION 6: REVIEWS

Signatures:

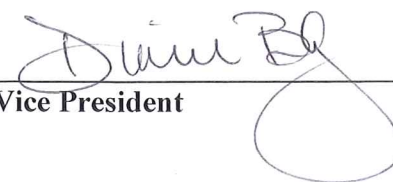|	
[signature]	9/23/16
Requester	**Date**
Sharon Davidson	9/27/16
College Administrative Assistant **Office of Administrative Services**	**Date**
Dean/Unit Administrator	**Date**
[signature]	9-29-16
Vice President	**Date**

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LPC Technology Department Staffing Needs - 2016

Major functions and duties of the LPC Technology Department that have a direct campus-wide impact on students, faculty, and instructional programs.

- Help Desk Support Services for the LPC campus

- Classroom Support Services – Including all computer labs and instructional spaces

- Network Support Services – Network and server resources

- Audio / Visual Support Services – Learning environments and campus events.

- Desktop Support Services - including hardware and software for all instructional and staff systems

- Server support / Maintenance and Administration

- Telecommunications Support

- Printing and Copy Services – Students and Staff

- Measure B & A Coordination as it applies to Technology – Construction

- Software Licensing and Vendor Maintenance

- Instructional Systems Standardization and Design

The staffing needs for the LPC Technology Department have reached a point where systems and services are now being compromised. Due to Measure B funding, the college has been fortunate to build some beautiful facilities equipped with a substantial increase in technology. With each new facility there has been a significant increase in computer counts, server counts, and learning environments. The ratio of Computer / Network Support staffing for desktops alone is (550 units to 1). In 2002 the ratio was (200 to 1). This does not include all mobile devices, servers, or the newest systems, or projects coming online. The current employees can no longer keep up with the demand of imaging and daily support for campus-wide technology. Staffing levels have been constant for over 10 years. A part-time employee was hired in Nov 2015 to help instructors in the evening hours. However, this only satisfied the return of evening hours after they were suspended in 2011 due to staffing shortages.

The 2012 accreditation mid-term report included the following:

"It is imperative that as our campus environment continues to grow, we do not lose sight of identifying the need for permanent support staff. A solid infrastructure plan must include permanent, qualified support staff on a full-time basis. In addition, the department needs the ability to fund and train our existing staff as technology advances.

In **2002** the Technology Department staffed the following positions;

    1 - Senior Instructional Computer Network Support Specialist

    3 - Computer Network Support Specialists Series

    2 - Instructional Systems Technician

    1 – Telecommunications

In **2016** the current state of staffing <u>remains the same</u> staffing the following positions

    1 - Senior Instructional Computer Network Support Specialist / Managing / Supervising Technology Services.

    3 - Computer Network Support Specialists Series

    2 - Instructional Systems Technician – 1 Part-Time evening Support Technician

    1 – Telecommunications

Risk, and the increase of support in all campus areas

Since the 2012 mid-term report systems and services have continued to grow in all areas of technology. However, there have not been substantial staffing adjustments to meet the needs of the college. The following table demonstrates how supported resource have increased while staffing has remained constant throughout the growth.

Increases in Technology Resource Support over the past 14 years				
	2002	**2012**	**2016**	**Increase**
Computer Systems	600	1450	1650	175 %

Smart Classrooms, Conference, Theatre	47	95	112	138 %
Instructional, Security and AD Servers	3	20	20	560 %
Wireless Access Points	20	47	84	320 %
Telecom Devices	267	524	524	96 %
Copiers / MDF	12	27	27	125 %

Consequences of not funding this position

Keeping the current staffing levels as they are already having a detrimental impact to the services and support to our students and faculty at Las Positas college. The following risk matrix identifies some of the most critical issues that have the highest risk.

Staffing Risk Matrix						
Red - High Risk			Orange - Medium Risk		Yellow - Low Risk	
Risk #	Risk Owner	Risk	Probability (L,M,H)	Severity (L,M,H)	Mitigation Approach	Category
1	Technology	Maintenance on Servers are not being scheduled. Resource availability and data loss at risk.	H	H	Need to reassigned and balance work load with new employees	Budget / staffing
2	Technology	Backups are not being restored to ensure proper data quality. Data loss at risk	H	H	Need to reassigned and balance work load with new employees	Budget / staffing
3	Technology / Computer labs and classrooms	Images are not being prepared with the same quality because of workload. This impacts all students and instructional programs across the campus.	H	H	Need to reassigned and balance work load with new employees. The desktop ratio and workload is simply to large	Budget / staffing

4	Technology / Computer labs and classrooms.	Cannot sustain imaging and updates each semester. Instructional programs do not have what they need available.	H	H	Need to reassigned and balance work load with new employees	Budget / staffing
5	Technology Staff	Equipment installs and delivery for Instructional Equipment Requests and other purchases are many months behind. .	H	H	Need to reassigned and balance work load with new employees	Budget / staffing
6	Technology Staff	No Training has been provided for staff to support newer technologies. Could result in prolonged system outages and data loss.	M	M	Need to identify training deficiencies and bring staffing skills up to meet current systems	Budget / staffing
7	Technology	Staffing is limited and customer service complaints are starting to come in after years of high customer service ratings	H	M	Streamline trouble calls with new systems and staff help desk	Budget / staffing

Critical Staffing Positions

The Educational Master Plan Priorities Linked to these Position

- **C3. Provide Appropriate Staffing Levels.**
- **C4. Meet current and future technology needs.**

It is important to understand that the LPC Technology Department will no longer be able to sustain an acceptable level of support. Over the past few years the department has received feedback that customers' requests and equipment maintenance is suffering. In addition, instructional programs are suffering without adequate support. This equates to more system being out of service, and software updates not being handle in a timely manner. Some Faculty members who have realized the impact have offered services to relieve administrative duties on desktops. This should not be happening. The LPC Technology Department is committed to

keeping our customer satisfaction at its highest level and will need to make improvements in staffing and resources to accomplish this. As more construction and Measure A projects continue to expand the college services, we need to provide the resources to support our mission.

Recommendations - Critical Staffing Positions

2 (Computer Network Support Specialist II) - Hiring 2 additional Computer Network Support Specialist II will allow the department to re-assign the workload to a more balanced ratio. This would bring the ratio of desktop support down to (380 to 1) while bringing on new project systems. These positions will help to relieve some of the backlog we currently have, balancing the support areas across the campus. These positions will be assigned to specific buildings and areas of the campus providing more collaboration and support for our students, faculty and their programs.

Increase half-time (Instructional Systems Technician) – In 2015 we brought back night support for 4 hours in the evening by hiring a part-time Instructional Systems Technician. This has made a significant impact for both students and faculty to get the support they need. However, the workload throughout the day is still challenging. These position specialize in helpdesk response, audio visual, and the first level of support across the campus. These positions directly respond and assist instructors for all planned and unplanned events and issues.

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

INSTRUCTIONAL SYSTEMS TECHNICIAN

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, install, operate and maintain all College instructional delivery systems, including audio/visual equipment, projectors, amplifiers, media players, and microphones; provide timely and effective technical support to administrative and instructional users of instructional equipment.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assist in the design, planning, purchase, and installation of instructional delivery systems; provide training on instructional delivery systems.

2. Respond to user requests for multimedia hardware and related materials; deliver equipment to classrooms and verify proper operation.

3. Perform preventive maintenance on all audio/visual and instructional presentation equipment.

4. Install and maintain classroom computers, terminals and related hardware and software; supervise the use, care, and operation of instructional technology equipment including computers, projectors, audio/visual equipment, and recording equipment.

5. Install and maintain multimedia equipment including data/video projectors, audio systems and related controls; adjust data/video network switching systems; maintain the campus video communications systems and network.

6. Provide technical support for events and meetings on and off campus; coordinate, schedule, design, install, service, and operate data projectors and live audio during events and meetings.

7. Respond to instructor requests for assistance with hardware and software problems on classroom demonstration computers; determine instructor needs and requirements.

8. Install, maintain, upgrade and configure video conferencing system software on campus video communication systems; monitor audio and video conference systems and sites including satellite systems.

9. Assist in the design, engineering, cabling and installation of mounting hardware in multimedia classrooms.

10. Coordinate installation, maintenance, and repair of classroom instructional equipment.

11. Prepare and distribute technical tips and advice to instructional equipment users through memos, bulletins, and workshops.

12. Order, catalog, and store consumable supplies and repair parts.

13. Update and install patches on instructional computers; perform diagnostic troubleshooting of computer equipment and related peripherals.

14. Assist in planning the procedures for the use of classroom equipment.

15. Record events and edit and transfer footage to various media.

16. Troubleshoot equipment problems; replace defective components or coordinate with other support personnel for replacement.

17. Repair and maintain audio/visual and public address systems and equipment.

18. Learn and use new technologies required to remain current in the field.

19. Perform related duties as required.

MINIMUM QUALIFICATIONS

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

Knowledge of:

1. Modern technologies and systems for delivering instruction using television transmission, wide band digital transmission over commercial sources, digital and analog satellite systems, and multimedia instructional delivery equipment systems in local and remote access sites.
2. Installation, use and routine maintenance of classroom instructional equipment.
3. Audio/visual equipment specifications.
4. Data communications protocols between equipment components such as video signals, bandwidths and switching signals.
5. Installation and use of television, satellite, videoconferencing and other similar instructional delivery systems.
6. Equipment assets and resources for maximum availability.
7. Computer operating systems and applications commonly used in instructional delivery systems.
8. Video camera and recording techniques and optical lens focal requirements.
9. Video editing systems.
10. Audio mixing and related sound amplification equipment operation.
11. Basic networking principles and practices.
12. Basic website editing techniques.
13. Basic electrical concepts and repair principles.
14. Basic inventory principles.
15. Pertinent federal, state, and local codes, laws, and regulations including media and copyright laws.

Ability to:

1. Operate and troubleshoot a wide variety of instructional audio/visual and computer equipment.
2. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
3. Use small hand tools and electronic diagnostic equipment.
4. Apply basic electronic concepts and laws.
5. Apply analog and digital electronic theory.
6. Perform basic networking.
7. Operate public address (PA) equipment
8. Work independently in the absence of supervision.

9. Communicate clearly and concisely, both orally and in writing.
10. Establish and maintain effective working relationships with those contacted in the course of work.
11. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in electronic technology, computer science, computer technology, or a related field.

Experience:

Two years of increasingly responsible computer or audio/visual equipment maintenance experience.

License or Certificate:

Possession of an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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

Environment: Work is performed in indoor and outdoor environments, with travel from site to site and exposure to all types of weather and temperature conditions; exposure to electrical energy; work at heights on scaffolding and ladders.

Physical: Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; requires a sense of touch, finger dexterity, gripping with fingers and hands; operate assigned equipment and vehicles; and verbally communicate to exchange information.

1/19/99

Adopted by Board of Trustees on October 20, 2015
Effective: October 21, 2015
Job Family: Library Learning Resources