COLLEGE of the CANYONS

SANTA CLARITA COMMUNITY COLLEGE DISTRICT

announces an employment opportunity for

Information Technology
Network Technician IV (60%)

A Part-Time Classified Represented Position

Review Date: January 22, 2016

POSITION DESCRIPTION
Under the direction of the Vice President, Technology, the Information Technology Network Technician assures the reliable and efficient operation of the District’s data network in support of administrative and instructional programs. Assures that information systems needs of district staff are met in a professional and timely manner. Provides training to hourly staff and small groups of college employees. Performs a variety of skilled and technical duties related to the installation, configuration, maintenance, repair, and upgrade of the network communications infrastructure. Performs other related duties as assigned.

ESSENTIAL DUTIES
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Performs user help desk functions and operations; uses a record-keeping system to log requests and track resolution of problems.
2. Plans and coordinates various workshops and training sessions related to the use of District technology to employees over the phone, at their work location and in one-on-one and small group training environments.
3. Performs installation, scheduled maintenance and upgrades of network equipment.
4. Diagnoses and resolves network problems; troubleshoots workstation connections; isolates software from hardware problems; repairs equipment or refers to appropriate technicians or outside agencies; drives to various sites to conduct work.
5. Troubleshoots computer laptops to ensure proper operation and connection to the campus network both wired and wireless.
6. Operates testing and measurement devices, computer diagnostic software and other specialized instruments used in the repair and maintenance of network equipment and connected peripherals.
7. Consults with various departments to determine current and future technical needs; works with faculty and staff on acquiring equipment for evaluations and purchase.
8. Works in a team environment with other members of the Computer Support staff to maintain the district’s network infrastructure and support users in departments and offices throughout the district.
9. Maintains network documentation including diagrams, log files, configuration files, and network maps.
10. Maintains a current and accurate inventory of network Equipment and licenses owned or leased by the district.

This position is a high priority for our district for the 2015-16 year, and is contingent upon continued available district and state funding.

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11. Connects computers and peripherals to the campus network including cabling, network protocol configuration and NIC installation.

12. Supports and resolves problems with District wide E-mail, Internet access, and other network connected applications.

13. Provides set-up and support of the Virtual Private Network (VPN); hardware, software, telephony configurations and troubleshooting.

14. Provides direction to part-time employees and coordinates workload with the technicians in the lower technician classifications. Assists in the training of employees in the lower technician classifications.

15. Drives to various locations to install, modify, and troubleshoot new and existing network equipment.

16. Attends a variety of meetings as assigned; maintains current knowledge of technological advances in the field.

17. Performs other related duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES**

*Position requires knowledge of:*

- Computerized and electronic equipment including computers, peripherals and other related office equipment.
- Principles of training and basic instruction reinforcement techniques for providing direction in the use of computers and software.
- Understanding of network and routing protocols such as TCP/IP, DNS, DHCP, OSPF, and SMTP.
- Working knowledge of commercial software packages and operating systems including but not limited to the Microsoft Windows current and previous operating systems, Microsoft Office, Internet Explorer, Microsoft Outlook, and Mac OS.
- Computer hardware peripherals including but not limited to scanners, digital cameras and printers.
- Network switches, routers, and wireless access points.
- Computer networking equipment, testing devices and cabling standards.
- Information systems technology and terms including recent developments in networking and computer technology.
- Methods and procedures used in the maintenance and repair of electronics systems and instruments.
- Network Monitoring software, procedures, and best practices.
- Oral and written communication skills.
- Interpersonal skills using tact, patience and courtesy.

*Position requires ability to:*

- Plan, schedule and perform simple and complex user support activities in an organized manner.
- Use initiative and problem-solving skills in carrying out responsibilities.

*MINIMUM REQUIREMENTS*

**Experience:** Three (3) years full-time experience providing technical user support services and maintaining, supporting, monitoring, and troubleshooting network equipment.

**Education:** Education equivalent to an Associate’s degree (60 semester units) from an accredited institution (including trade school) is required. Two years direct experience in addition to that identified above may be substituted for each one year (30 units) of college. Short-term workshops will not be accepted as fulfilling any part of the education requirement.

**SALARY PLACEMENT**

*Salary placement* will be on **Range 36** of **Classified Represented Salary Schedule B** ($2,716.80 - $4,246.80 per month as pro-rated for 60%). Initial salary step placement for new employees is customarily at step 1, 2, or 3 ($2,716.80 / $2,885.40 / $3,044.40 as pro-rated for 60%) of this 11-step salary range; step advancement is yearly up to step 7; with advancement to step 8 after two years at step 7. Employee must spend at least two years at Step 8 before moving to Step 9; three years at Step 9 before moving to Step 10; and four years at Step 10 before moving to Step 11.

**Probationary period** for new Classified employees is one year. **Work year** is 12 calendar months. The **normal workweek** for this position is **24 hours**. Paid holiday, discretionary, vacation, personal necessity, and sick time are provided and will be pro-rated based on hours worked. **A regular work schedule will be assigned, with the ability to work a flexible schedule as needed.** A Classified employee is required to either become a dues paying member of the Classified School Employees Association (CSEA) Chapter, or pay a service fee.
PHYSICAL CHARACTERISTICS
Positions requires lifting and stack objects up to 50 pounds; occasionally and frequently exert 10 to 20 pounds of force to lift, carry, push, pull, or otherwise move objects; vision to read various materials; bending at the waist, kneeling or crouching; reaching overhead, above the shoulders and horizontally; climbing ladders and working from heights; sitting plus frequent periods of standing and walking, which may include climbing staircases, kneeling and crawling; work on rooftops, in ceilings, crawl spaces, and underground communication tunnels; perceiving the nature of sound, utilization of near and far vision, depth perception, providing oral information, and possessing the manual dexterity to operate computers and related equipment; handling and working with various materials and objects which are essential aspects of this position; dexterity of hands and fingers to operate a computer keyboard, testing equipment and power tools; and travel from site-to-site.

DISTRICT CLASSIFIED EMPLOYEE BENEFITS
Part-time Classified employees working 20 to 30 hours per week are provided with a diversified program that includes medical, dental and vision insurance for employee only, disability and life insurance as well as Section 125 options. These benefits commence on the first of the month following date of hire. Professional development opportunities are provided to all employees. Educational incentive program is available to Classified Represented and Confidential employees.

RETIREMENT: Classified employees contribute to the Public Employees’ Retirement System (PERS), a defined benefit retirement plan through the State of California.

CONDITIONS OF EMPLOYMENT
Successful completion of background fingerprint clearance, pre-employment physical examination (disabilities not related to the physical job will not affect the application process) and TB screening.
Proof of eligibility to work in the United States and signing of loyalty oath per government codes 3100-3109.
Meeting applicable eligibility requirements under CalPERS or CalSTRS if you are a current or former member.
Board of Trustees approval.
Official transcripts must be submitted upon offer of employment.

May be required to work on Saturdays, as needed.

EQUAL EMPLOYMENT OPPORTUNITY
The Santa Clarita Community College District does not discriminate on the basis of race, religious creed, color, ethnic or national origin, ancestry, citizenship status, uniformed service member status, physical disability, mental disability, medical condition, marital status, sex, pregnancy, age, sexual orientation, gender identity, or any other protected basis under the law.

Applicants who have disabilities may request that accommodations be made in order to complete the selection process by contacting the Human Resources office directly at (661) 362-3427.

ABOUT THE DISTRICT
Innovative. Collaborative. Entrepreneurial. These characteristics not only define College of the Canyons, but also mark the faculty, staff, and administrators who make this college one of the most unique among the 113 California Community Colleges.

Established in 1969, College of the Canyons is among the fastest growing community colleges in the nation. It is widely recognized as a model community college for enhancing student access, success, and equity. In fact, its completion rates rank among the highest in the state. The college has also established a well-deserved reputation for bolstering economic development, and offering innovative career technical education responsive to industry needs.

Guided by visionary leadership, College of the Canyons serves the dynamic, growing Santa Clarita Valley and surrounding regions within a 367-square-mile area of northern Los Angeles County. A steady infusion of new residents and businesses creates a spirit of possibilities that inspires the college to be flexible, creative, and attuned to the evolving needs of the community. The growing diversity of the community is mirrored by the college, which qualifies as a Latino-serving institution.

The college’s influence in the community is best illustrated in the dozens of collaborative partnerships it has forged with local school districts, regional government entities, and service organizations. Thousands of children visit the college’s Performing Arts Center annually thanks to the K-12 Arts Education Outreach initiative. Together, the City of Santa Clarita and the college operate the WorkSource Center to bring job seekers together with employers. And, Academy of the Canyons, an early/middle college high school that is ranked among the top 10 percent of high schools in the nation, is housed on our Valencia Campus.

College of the Canyons is housed on two campuses – Valencia and Canyon Country. It features 62 degree and 71 certificate programs, along with 19 associate degree for transfer (AD-T) options. Classes are offered during traditional fall and spring semesters, as well as shorter, intensive summer and winter sessions. In addition, the University Center located on the Valencia Campus offers approximately 40 certificates and credentials, along with bachelor’s and master’s degrees, from partnering four-year colleges and universities.

Because of the college’s commitment to meeting the needs of the community, local voters have approved two bond measures valued at more than $240 million since 2001. The college also secures substantial funds from the state, and millions of dollars in grants each year that allow new, cutting-edge programs to be developed and facilities to be built to accommodate them. The college is designated as a Hispanic Serving Institution.

Given its commitment to growth and innovation, College of the Canyons sets a new standard for what a college can achieve. It is a vital cultural, educational and economic force in the region. Join us here, and you will discover unexpected opportunities, the freedom to innovate, and a chance to shape the future.
APPLICATION AND SELECTION PROCESS

Applicants are encouraged to complete their applications online at www.canyons.edu/Offices/HumanResources. If you require assistance, please call the Human Resources office at (661)362-3427 or for hearing impaired TTY/TDD Line at (661)362-5178. Applicants may check the status of their application online and may expect to be notified within approximately 5 weeks following the Review Date as to the status of their application.

All application materials must be uploaded online or received in the Human Resources office by the end of the day on the Review Date in order to assure consideration for this position. Postmark is not acceptable for this purpose. Separate application materials must be submitted for each position applied for. Materials submitted become property of the District and will not be returned, copied, or considered for other openings. The Human Resources office is located in the University Center, Suite #360 at 26455 Rockwell Canyon Road, Santa Clarita, CA 91355.

Your application is not complete until the following required materials have been uploaded online or received by the Human Resources office:

- **District CLASSIFIED Application.**
- **Detailed resume**, which includes month/year dates of employment and descriptions of responsibilities at each employer.
- **Letter of interest** (cover letter). In your letter, please address your qualifications and experience as they pertain to the job duties, the demonstrated knowledge, and the abilities section of this announcement.
- Copies of complete and legible **college transcripts** clearly indicating all college units earned and any degree awarded. Submit unofficial copies of transcripts for application purposes. Copies of diplomas are not acceptable in lieu of college transcripts. Please see our website for the requirements for evaluation of transcripts from foreign colleges or universities.
- **Supplemental Questionnaire.** Please answer the following questions as part of your application packet.
  
  a) As it relates to the field of computer/data network support, please provide previous employer names(s), position title(s), dates of employment, full-time or part-time status (hours per week), and your roles and responsibilities in each position. Please also provide your total years of full-time equivalent experience in the field.
  
  b) Do you possess education equivalent to an Associate of Arts degree (60 semester units) from an accredited institution to meet the minimum qualifications? (yes/no) Please provide legible copies of your college/university transcript in your application packet. Copies of diplomas are not acceptable in lieu of college transcripts.
  
  c) Do you possess a current, valid California driver’s license? (yes/no) If offered the position, you will be asked to provide proof of your license to the Human Resources office.
  
  d) Please describe your experience with installing, configuring, maintaining, upgrading switches, routers, firewalls, wireless access points, and wireless controllers.
  
  e) Please describe your experience providing direct end user technical support services, both in person and over the phone.
  
  f) List the network monitoring and/or event management tools with which you have experience and identify your level of proficiency for each (Exposure To, Proficient, Expert).
  
  g) What interests you most about working as an "IT Network Technician IV (60%)" at College of the Canyons?
  
- **Letters of Reference** are optional.

- **Confidential Recruitment Source Sheet** (optional).

Please note:

- Skills evaluation of candidates for interview may be required.
- Travel and relocation expenses are the responsibility of the applicant.
- Hiring committees review all complete, qualified application packets. Possession of the minimum qualifications does not guarantee an interview.
- “Experience” generally refers to relevant paid experience. In some instances, unpaid experience may be counted as experience towards meeting the minimum qualifications or requirements for the position only if it entailed responsibilities substantially similar to those of relevant paid positions in the field. It is the applicant’s responsibility to provide sufficient information and details to the Human Resources office at the time of submission of their application packet. Details should include the organization, contact name and contact information, start and end dates, hours per week, and a list of relevant unpaid/volunteer duties or responsibilities performed. Not all unpaid experience may qualify. Upon offer of employment, an applicant will be required to obtain written verification(s) of any relevant unpaid/volunteer experience.
- Applicants are encouraged to apply online. However, if you would like to receive an application packet, contact:

  Human Resources Office
  
  (661) 362-3427 • TTY/TDD (661) 362-5178
  or visit our website at
  
  www.canyons.edu/Offices/HumanResources

It is the applicant’s responsibility to ensure that all application materials are fully and correctly submitted. All materials submitted are for this position only and become the property of the District. Materials will not be returned, copied or considered for other openings. Resumes may not be submitted in lieu of the official application form.

The College is expecting to conduct initial interviews between the weeks of February 8, 2016 and February 15, 2016 and conduct final interviews between the weeks of February 15, 2016 and February 22, 2016. This is an estimated timeline, and is subject to change.

Please note the college will be closed for the Winter Break from December 24, 2015 through January 3, 2016. The college will re-open on Monday, January 4, 2016.

Positions are offered contingent on funding. We reserve the right to withdraw, extend the filing date, reopen, or delay filling this position. Recruitment may continue until the position is filled.

COLLEGE OF THE CANYONS
26455 Rockwell Canyon Road, Santa Clarita, CA 91355
www.canyons.edu

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