



California School Employees Association

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Adam Weinberger
Association President

Keith Pace
Executive Director

Member of the AFL-CIO

The nation's largest
independent classified
employee association



May 18, 2026

Via Electronic Mail:

spullum@hartnell.edu

Shawn Pullum
Chapter President 470

Re: Memorandum of Understanding (MOU) – G3 Reclass Implementation

Dear President Pullum:

I have received the Memorandum of Understanding (MOU) G3 Reclass Implementation between the Hartnell Community College School District and the California School Employees Association (CSEA) and its Hartnell Chapter 470.

It has been reviewed in accordance with Policy 610. I have found no apparent violation of law, CSEA's Constitution and Bylaws, or Policy.

Ratification for this MOU is required.

Please provide your Labor Relations Representative with the ratification date so that we may update our records.

Please ensure your chapter complies with the Ratification Meeting requirements as identified in your chapter constitution and Policy 610 Ratification Notice.

I would like to take this opportunity to acknowledge the time and effort spent by you and the Negotiating Committee in negotiations. Your involvement and dedication are truly appreciated.

Please feel free to contact my office if you have any questions or concerns.

Sincerely,

CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION

Stacy Galaviz
Field Director

SG/nah

Cc: Becki Rangel Hadley, Regional Representative 70; Isabela Telles, Labor Relations Representative; Chapter 470 Contract File

MEMORANDUM OF UNDERSTANDING (“MOU”)
BETWEEN THE
HARTNELL COMMUNITY COLLEGE DISTRICT (“District”)
AND THE
CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION
AND ITS CHAPTER #470 (“CSEA”)

Re: Family/Group 3 Implementation and
All-CSEA Classification and Compensation Study Wrap-Up

May 13, 2026

In recognizing changing and evolving District staffing needs, and in an effort to recognize, benefit, and preserve negotiated protections for affected classified employees, the parties agree to implement Family/Group 3 and conclude related matters arising from the 9/8/2023 Revised All-CSEA Classification and Compensation Study MOU (“Study MOU”), related reclassification agreements, and implementation matters (collectively, the “Study”) as follows:

Position Titles and Ranges for Family/Group 3:

Current Classification Title	Agreed New Classification Title	Current Range	Agreed New Range
Accountant	Accountant	36	36
Accounting Assistant (current cashier incumbent)	Accounting Technician	21	22
Accounting Assistant (others)	Accounting Assistant	21	26
Accounting Technician	Accounting Assistant	25	26
Accounting Specialist	Accounting Specialist	27	30
Admissions and Records Evaluator Technician	Enrollment Services Evaluations Analyst	24	34
Admission & Records Technician	Enrollment Services Technician	18	26
Athletic Equipment Attendant	Athletic Equipment Technician	21	22
Athletic Trainer	Athletic Trainer	36	38
Budget and Grants Accountant	Budget and Grants Accountant	36	36
Business Systems Analyst	Business Systems Analyst	36	40
Communications and Marketing Specialist	Communications and Marketing Specialist	34	34
IT Cybersecurity Analyst	Cybersecurity Analyst	49	50
Enrollment Services Lead	Enrollment Services Coordinator	34	40
Enrollment Services Specialist	Enrollment Services Specialist	26	32
Financial Aid Lead	Financial Aid Coordinator	34	40
Financial Aid Specialist	Financial Aid Specialist	26	32
Financial Aid Technician	Financial Aid Technician	18	26

Help Desk Technician	IT Support Technician	26	34
New position; not applicable	IT Support Technician		34
Information Tech Specialist	IT Support Coordinator	40	44
Institutional Data Analyst	Institutional Data Analyst	38	44
Institutional Research Analyst	Institutional Research Analyst	38	44
IT Project Facilitator	IT Project Facilitator	48	48
IT Support Technician	IT Support Analyst	35	40
Learning and Innovation Technologist	Learning and Innovation Technologist	40	40
Network Technician	IT Support Analyst	37	40
Programmer Analyst I	Enterprise Systems Engineer	40	48
Purchasing Technician	Purchasing Technician	21	22
Senior Accountant	Senior Accountant	45	45
Student Success Specialist	Student Success Specialist	34	34
Warehouse Technician	Warehouse Technician	20	22

1. For purposes of this MOU (“Agreement”), “Study-derived CSEA classifications” means classifications created, renamed, revised, reallocated, or otherwise affected by the Study.
2. The parties agree that seniority will be carried over from the incumbents’ current classification to the new classification created, renamed, revised, reallocated, or otherwise affected by the Study. No seniority will be lost or gained via this reclassification process.
3. Salary adjustments based on the Study will be implemented as follows:
 - a. Per the Study MOU, all new ranges for Family/Group 3 will be retroactive to *July 1, 2024*. For purposes of this section, “Family/Group 3” includes any pending classification, compensation, job description, stipend, differential, assignment-based compensation, or related compensation items that were identified, discussed, preserved, or deferred during the Family/Group 3 process, including those addressed through a subsequent memorandum of understanding.
 - b. Per the 2025-2028 collective bargaining agreement (“CBA”), range adjustments and retroactive payments shall be paid out within sixty (60) days of Governing Board approval. The District shall notify CSEA in writing as soon as practicable if it anticipates any delay, including the reason for the delay and expected payment date.
 - c. Employees moving classifications and/or ranges will be placed on the new range at the step closest to the employee’s salary on the *2024-2025 salary schedule*, without reducing the employee’s salary. Anniversary step increases will be applied at the appropriate date and salary schedule in accordance with the CBA.
 - d. Employees who move from top step to a step other than the top step as a result of this MOU shall be eligible for step increases as described in CBA Article 9, Section 2 – Anniversary Dates and Annual Increments.

4. Implementation Adjustments.

- a. The parties agree that, following the completion of any classification and compensation review conducted pursuant to the Study, Article 24 of the CBA, or another mutually agreed instrument, the parties may mutually agree to written implementation adjustments or clarifications identified during implementation.
 - b. Such adjustments may include, but are not limited to, salary range increases of up to two (2) ranges, corrections to classification placement, or clarifications of job duties and responsibilities, provided that such changes are consistent with the intent of the Study or other reclassification process. Where an adjustment directly affects an individual employee's placement, status, or assigned duties, that employee's agreement shall also be required. Adjustments not meeting these conditions shall be subject to the standard CSEA ratification process.
 - c. Any such adjustments shall be limited to implementation corrections and clarifications and shall not constitute a successor agreement or full reopener of the classification structure. No adjustment made pursuant to this section shall result in a reduction of a current employee's salary range, compensation, or status, and nothing in this section shall be construed as a waiver of either party's right to negotiate any matter at any time by mutual agreement.
 - d. By mutual agreement of the parties, such written adjustments shall not require separate ratification but shall be subject to Governing Board approval where required, shall be documented in writing, and shall be provided to each affected employee.
5. The parties acknowledge that the pending items identified were not newly arising issues, but unresolved classification and compensation matters that were identified, discussed, and preserved during the Family/Group 3 classification and compensation process. Accordingly, these pending items shall be incorporated into the Family/Group 3 implementation and retroactive compensation framework.
- a. The parties agree to meet if applicable in employee relations meeting and/or negotiate one or more memoranda of understanding to resolve these pending items, including but not limited to job description revisions, classification placement, salary range placement, stipends, differentials, assignment-based compensation, and any other related compensation issues. The parties shall finalize these memoranda of understanding no later than the end of the 2026-2027 academic year.
 - b. Any applicable compensation adjustment resulting from these pending items shall be negotiated at the time of review and implementation.
 - c. Pending Classification, Compensation, and Implementation Items:
 - i. Review whether any proposed new, revised, or reassigned classification duties overlap with, absorb, replace, reduce, or transfer duties assigned to existing Study-derived CSEA classifications, and negotiate any identified impacts and effects.
 - ii. Review staffing structure i.e. number of staff technology-related classified duties, job descriptions, and work serving both the District as a whole and specific divisions, departments, or areas and update existing or develop new classifications as needed.
 - iii. Review the designated positions assigned to Correctional Facility or similar facilities. Review job duties, working conditions, which may be including but not limited to creating or updating job descriptions, classification titles,

salary ranges, assignments, and placements.

- iv. Review the designated Program Assistant regularly assigned to assist with the role from the Chancellor's Office Concur travel system; and work related to Concur and travel support at the District; negotiate impacts and effects and determine changes needed, which may be including but not limited to creating or updating job descriptions, classification titles, salary ranges, and incumbent placement.
- v. Review the duties, job description, and work of the incumbent holding the Outcomes and Assessment Specialist classification, which may be including but not limited to creating or updating job descriptions, classification titles, salary ranges, and incumbent or related employee placements.

6. Study Adjustments Inclusive of All Resignees/Retirees.

Classified employees who were in active status as of July 1, 2024, including before this MOU was negotiated, ratified, and Board-approved, shall receive all on-schedule salary schedule adjustments for time worked prior to termination of employment. This shall include salary schedule adjustments applied retroactively after a successor contract or related implementation agreement has been negotiated.

7. Maintain RSG Study Comparison Organizations. The comparison organizations used for Article 24, Classification Review and Reclassifications, shall be the same as those used during the Study MOU. HR-46 shall be updated to reflect these organizations and shall be used for all future Article 24 reviews or similar studies unless and until otherwise mutually agreed by the parties.

8. CalPERS Reporting. The District shall:

- a. notify CalPERS of any salary range adjustments or compensation corrections, including retroactive adjustments, resulting from the Study, from any Article 24 reclassifications on or after July 1, 2024, from the 2025-2028 CBA or any successor agreement, or from this Agreement, whether implemented now or in the future, for all affected employees, including those who retired on or after July 1, 2024; and
- b. submit all required CalPERS reporting adjustments and corrections, including any retroactive reporting, in accordance with applicable CalPERS requirements and timelines, so that corrected pensionable compensation is reported for affected employees and retirees in accordance with law and CalPERS regulations; and
- c. report retroactive compensation to the applicable earned period or periods, rather than solely to the pay period in which the retroactive payment is issued, to the extent required, permitted, or accepted by CalPERS.

9. Nothing in this Agreement shall be construed as a waiver, release, settlement, or withdrawal of any CSEA position, proposal, demand to bargain, classification concern, reclassification request, grievance, or bargaining unit right held by CSEA or bargaining unit employees under the CBA, EERA, or applicable law, except for the specific changes expressly agreed to in this Agreement.

10. Any disputes arising from this Agreement shall be subject to the grievance and arbitration

procedures outlined in the parties' CBA.

11. This MOU shall be incorporated into Appendix M of the CBA and shall remain in effect unless modified by mutual written agreement of the Parties.

For the District:



Kayla Valentine (May 14, 2026 12:55:03 PDT)

For CSEA:



Isabela Telles (May 14, 2026 11:48:46 PDT)


Shawn Pullum (May 14, 2026 12:05:38 PDT)


Brenda Jones


Elizabeth Rocha (May 14, 2026 16:18:35 PDT)



Position: Accountant	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 36

DESCRIPTION:

Under general supervision, performs journey-level professional accounting duties in the review, preparation, and maintenance of a variety of District financial records and reports; monitors and analyzes general and/or grant funds and financial records as assigned; recommends accounting procedures and controls; prepares and interprets monthly and annual financial reports; ensures financial operations comply with District, state, and federal policies, procedures, regulations, and with GAAP and GASB standards; ensures financial records and budget changes are accurate, maintaining subsidiary ledgers for financial aid programs, grants, or loans and preparing special claims for reimbursement; analyzes and develops budgets for special projects, grants, or categorical programs.

REPRESENTATIVE DUTIES

- Performs responsible, professional accounting work in the maintenance of District financial records and reports; prepares and maintains general ledger and subsidiary accounting records involving a variety of transactions and accounts; analyzes accounting transactions and prepares a variety of journal entries; prepares and posts accruals; performs periodic reconciliation of general ledger, subsidiary ledger accounts, and grant-funded accounts as assigned.
- Gathers, reviews, and analyzes accounting and financial data and performs reconciliations according to established procedures; identifies and determines causes of discrepancies and recommends corrective and preventative measures; reconciles various payroll-related accounts.
- Supports the preparation of accurate financial reports and statements; prepares trial balances and financial reports using computerized and manual systems; compiles and prepares financial reports, supporting schedules, and documentation.
- Contributes to the Comprehensive Annual Financial and Budget Report for submission to the State Chancellor's Office; prepares quarterly reports and the annual Integrated Postsecondary Education Data System (IPEDS) report.

- Reviews entries and assists others in complying with financial regulations and audit procedures; trains staff in new and revised accounting, compliance and analysis, and reconciliation techniques, processes and procedures; initiates and implements continuous process/reporting improvements and contributes to the assessment of internal controls.
- Reviews accounting and financial documents to ensure accuracy of information including monitoring the appropriate use of account numbers and transaction classifications; examines supporting documentation to establish proper authorization in conformance with contracts and other agreements, policies and regulations.
- Works with the fiscal aspects of general and non-general funds of the District budget. Assists the controller, accounting manager, and individual program managers in all aspects of budget administration. Supports institutional effectiveness by ensuring that fiscal rules and regulations are adhered to in accordance with established District policies.
- Develops financial projections and fund usage analyses; runs budget preparation reports to calculate projected salary and benefits costs; assists with preparation of allocation and revenue projections staffing analyses and capital improvement budget packages; calculates non-payroll general ledger accounts costs; following budget approval, reconciles, validates and posts budget amounts to the general ledger; updates the general ledger chart of accounts.
- Monitors general fund and/or, categorical/restricted program expenditures as assigned throughout the year; monitors and analyzes budget revenues and expenditures and prepares budget status reports; ensures charges are made to appropriate accounts and comply with applicable grantor, state or federal, and District requirements; prepares for review and approval budget adjustments and expenditure transfers.
- Assist in the development of budget calendar or schedule; aid in developing budget worksheet instructions; help in the preparation of District budget; produce budget worksheet; review compiled budget worksheets for accuracy and completeness; present budget materials to controller for review.
- Aids in developing various audit schedules; coordinates and participates in year-end close activities by preparing year-end accruals and closing entries for assigned accounts; assists in coordinating the annual external financial and compliance audits.
- Coordinates with Information Technology in the determination of specifications and implementation of updates and changes to the financial systems; assists with validating and testing new tools and software and ensures accuracy of financial and accounting functions; maintains and updates position control database module in conjunction with Human Resources and Payroll staff.
- Builds and maintains positive working relationships with co-workers, other District employees, students and the public using principles of good customer service.
- Maintains current knowledge on relevant systems and accounting standards, including GAAP,

GASB and IRS regulations.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Direction, goals, objectives, policies, procedures and practices of the Business Office.
- Principles, practices and terminology of general, fund and governmental accounting, including financial statement preparation and methods of financial control and reporting.
- District accounting codes, classifications and terminology.
- Principles and practices of budget development and monitoring.
- Research, statistical analysis and forecasting methods used in accounting analysis and management.
- Principles, practices and procedures of auditing and internal control.
- Generally accepted accounting principles, Government Accounting Standards Board (GASB) standards and other standards and requirements applicable to community colleges.
- Federal, state and local laws, regulations and court decisions governing fiscal requirements of community colleges and educational institutions.
- Common issues and challenges facing a diverse population of community college students.
- Principles and practices of sound business communication.

Skills and Abilities to:

- Analyze, post, balance and reconcile complex financial data and accounts in accordance with District policies and procedures.
- Understand, interpret, explain and apply District accounting policies and procedures, state and federal law, codes, ordinances and regulations, and professional accounting standards regulating District financial accounting, reporting and recordkeeping.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Prepare clear, concise and comprehensive financial and other written materials.
- Assign and review the work of support staff and students engaged in program operations.
- Analyze situations and make decisions on procedural matters without immediate supervision.
- Maintain confidentiality of college and student files and records.
- Communicate effectively, both orally and in writing.

- Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
- Operate a computer and use standard business software and specialized enterprise accounting systems.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential financial issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree in accounting, business administration, finance, public administration, or a related field from an accredited institution,
And three (3) years of accounting experience, preferably in fund accounting at an educational institution;
- Or an equivalent combination of training and experience.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Accounting Assistant	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 26

DESCRIPTION:

Under general supervision, performs a variety of highly responsible accounting operations in the preparation, processing, and maintenance of accounting transactions and records; prepares and maintains financial records and reports for such areas as accounts payable, accounts receivable, general accounting, and categorical funds.

REPRESENTATIVE DUTIES

- Reviews and verifies financial report totals and identifies, researches and corrects errors, within established policies and procedures.
- Compiles data and prepares related reports as assigned.
- Maintains physical and electronic records and documents in accordance with District, state, and federal policies and procedures; ensures all documents have been archived twice-annually in preparation for external audits.
- Coordinates and performs month-end balancing of assigned general ledger accounts; coordinates entry and payment of year-end accruals; assists in preparing financial statements.
- Communicates with other departments and personnel, governmental and private agencies, and vendors, provides information to District personnel regarding various records, budgets, accounts, and programs; answers questions and resolves problems related to assigned program or accounting function.
- Verifies accuracy of financial and numerical data and follows up on inaccuracies and discrepancies; assists with verification of appropriate account and ledger postings; supports preparation of necessary financial and narrative data for periods of audit.
- Builds and maintains positive working relationships with co-workers, other District employees, students and the public using principles of good customer service.

As Assigned (General Accounting):

- Reviews budget records, post receipts, and expenditures according to established procedures.

- Assists with assigned general ledger accounts and maintains financial records and logs.
- Responds to questions regarding invoice, purchase order, and payment policies, procedures, and the status of specific bills and payments.
- Review grant-related requisitions for budget availability and appropriate charge codes, and recommend approval or correction in accordance with District procedures.

As Assigned (Accounts Payable):

- Researches discrepancies related to invoicing and warrants; maintains contact with vendors to clarify invoices and resolve any discrepancies; prepares warrant cancellations, stop payments, replacements, and manual warrants.
- Submits approved accounts payable batch check requests to the Monterey County Office of Education (MCOE) for processing; ensures accuracy of data and creates electronic copies for records; prepares journal entries and/or reviews entries prepared by others; prints checks and mails or distributes as requested.
- Prepares requests for vendor maintenance including remittance addresses and 1099 reporting information; coordinates 1099 annual reporting with MCOE.
- Responds to questions regarding invoice, purchase order, and payment policies, procedures and the status of specific bills and payments; works with departments and staff to resolve issues regarding the application of District and MCOE policies.
- Reviews invoices, purchase orders, and other requests for reimbursement or payment and creates accounts payable batches; verifies accuracy of account coding contacts with the originator or returns to resolve discrepancies; compiles, generates, and distributes required reports for approval.

As Assigned (Accounts Receivable):

- Monitors and maintains account and credit card balances.
- Reconciles and/or reviews reconciliation of bank statements and department funds.
- Monitors and reconciles purchases and payments made using the District's credit card; reviews and monitors reimbursement requests for mileage and travel expenses; ensures proper documentation and coding, and posts to appropriate general ledger accounts.
- Generates invoices/billing requests for reimbursement or payment of facilities usage and specific District services, such as the Child Development Center services; monitors accounts receivables and rebills or sends to collections as needed.
- Reviews and processes invoices, reimbursements, travel, and mileage claims.
- Reconciles credit card transactions and bank activity.
- Provides temporary backup support to cashiering or student accounts receivable functions only during absences or peak workload periods, as directed by the Accounting Manager.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Policies, procedures and practices for processing and recording accounts payable, accounts receivable and related financial transactions.
- Cashiering policies and procedures.
- Operations of financial systems.
- Methods and techniques of general ledger posting and reconciliation.
- Financial records management, recordkeeping, filing and purchasing practices and procedures.
- Customer service practices and telephone etiquette.
- Rules, regulations, and requirements related to accounting and financial recordkeeping.
- Direction, goals, objectives, policies, procedures and practices of the assigned department.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Make calculations and tabulations and review fiscal documents accurately and rapidly.
- Prepare clear and accurate financial and statistical records and elements of financial reports and other written materials.
- Verify, balance and adjust accounts.
- Analyze and make sound recommendations on complex invoicing and payment issues, data and operations.
- Follow and enforce established financial and accounting procedures and controls.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Maintain confidentiality of college and student files and records.
- Communicate effectively, both orally and in writing.
- Compose clear, concise analyses, correspondence, reports, studies, and agreements.
- Operate a computer and use standard business software.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school degree or equivalent supplemented by college-level accounting, finance or business classes,
And three (3) years of experience in bookkeeping, accounts receivable/payable, or another accounting-related field, preferably at an educational institution;
- Or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Accounting Specialist	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 30

DESCRIPTION:

Under general supervision, performs advanced and complex cashiering and student accounts receivable duties in support of daily operations of cashiering services. Responsibilities include processing and reconciling a high volume of financial transactions, maintaining accurate student account records, and ensuring compliance with established District policies, procedures, and applicable regulations.

Performs work requiring attention to detail, accuracy, and the ability to handle non-routine transactions, discrepancies, and system-related issues. Serves as a technical resource for cashiering processes and student account systems.

Has frequent contact with students, staff, and the public, requiring strong customer service skills, professionalism, and the ability to clearly explain procedures, fees, and account information.

REPRESENTATIVE DUTIES:

- Receives, processes, and records payments for student fees, services, and other District transactions, including cash, check, and electronic payments.
- Balances and reconciles daily cashiering transactions, including cash drawers, credit card transactions, and online payments; prepares and verifies daily deposits.
- Maintains accountability and security of funds in accordance with established cash handling procedures and internal controls; identifies and reports discrepancies.
- Reviews, posts, and processes cashiering transactions and related entries to appropriate financial system accounts in accordance with established procedures.
- Reviews and processes student account transactions including fees, refunds, waivers, and adjustments in accordance with established procedures.
- Assists in the reconciliation of student accounts receivable records and related financial data; researches and resolves discrepancies.

- Processes and evaluates refund requests, including standard and exception transactions, ensuring accuracy and compliance with policies and regulations.
- Maintains and updates student account information within cashiering and accounts receivable systems, including term setup, fee structures, and related data elements.
- Utilizes cashiering and student account systems to process transactions, maintain records, and generate reports; participates in system testing, troubleshooting, and validation of cashiering-related functionality.
- Provides information and assistance to students, staff, and the public regarding fees, payment options, account balances, and related procedures; resolves transaction and account issues at point of service.
- Assists in preparing financial and statistical reports related to cashiering and student accounts; compiles data for audits and reporting purposes.
- Verifies accuracy of financial data and follows up on discrepancies, errors, or inconsistencies in accordance with established procedures.
- Prepares documentation and records required for compliance with District, county, state, and federal requirements related to cashiering and student accounts.
- Processes and supports required student tuition reporting (e.g., 1098-T), ensuring accuracy and timely submission in accordance with established procedures and applicable regulations.
- Creates, maintains, and updates cashiering procedures manuals and related operational documentation; develops and updates communications regarding fees, processes, and cashiering services.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Policies, procedures, and practices for processing and recording accounts payable, accounts receivable, and related financial transactions.
- Principles of compliance, internal controls, and audit processes related to public sector financial operations.
- Cashiering policies and procedures.
- Operations of financial systems.
- Methods and techniques of general ledger posting and reconciliation.
- Financial records management, recordkeeping, filing and purchasing practices and procedures.
- Customer service practices and telephone etiquette.
- Rules, regulations, and requirements related to accounting and financial recordkeeping.

- Integrated fiscal operations, including the relationship between accounting, procurement, and other business processes.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Make calculations and tabulations and review fiscal documents accurately and rapidly.
- Prepare clear and accurate financial and statistical records and elements of financial reports and other written materials.
- Verify, balance and adjust accounts.
- Analyze and make sound recommendations on complex invoicing and payment issues, data and operations.
- Follow and enforce established financial and accounting procedures and controls.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Maintain confidentiality of college and student files and records.
- Communicate effectively, both orally and in writing.
- Compose clear, concise analyses, correspondence, reports, studies, and agreements.
- Operate a computer and use standard business software.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school degree or equivalent supplemented by college-level accounting, finance or business classes,
And three (3) years of experience in bookkeeping, accounts receivable/payable, or another accounting-related field, including procurement, fiscal services, or related financial operations, preferably at an educational institution;
- Or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Accounting Technician	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 22

DESCRIPTION:

Under general supervision, prepares, processes, verifies, and maintains financial and accounting documents and records; performs specialized and technical cashiering and accounts receivable duties requiring in-depth knowledge of all aspects of the cashiering cycle necessary for the department's daily operations; processes student financial aid and other third-party billing utilizing applicable functions of the District enterprise resources planning system; posts transactions, monitors, and maintains accounting records; resolves student account issues.

REPRESENTATIVE DUTIES:

- Coordinates day-to-day cashiering activities in accordance with established procedures; reviews and verifies daily cash journal entries in financial system; performs reconciliation of online and in-person registration credit card transactions; ensures payments, receipts, and documentation are in accordance with District, county, state, and federal laws, regulations, and procedures.
- Trains staff and student employees in new and revised cashiering and accounting recordkeeping processes and procedures.
- Creates and maintains cashiering office procedures
- Monitors cash management system; reviews and reconciles daily cash transactions and receives cash deposits; performs cash counts and reconciliations; researches and resolves credit card chargeback issues.
- Reviews and releases business office holds for student accounts.
- Processes, evaluates, and submits electronic, manual, and exception refund requests; monitors refund process, parking permit fees, and credit card systems for proper use.
- Processes and records financial aid disbursements in coordination with the Financial Aid Office; ensures proper recording and accounting of financial transactions for registration fees, refunds, billings, waivers, student/vendor accounts receivable, and collections.

- Performs calculations and financial and statistical recordkeeping utilizing databases and spreadsheets as appropriate; supports proper transfer of funds between college departments; contributes to and maintains accounting and statistical reports; organizes remittances and reports for various governmental agencies.
- Verifies accuracy of financial and numerical data and follows up on issues of inaccuracies and discrepancies; provides assistance with verification of appropriate account and ledger postings; enters inventory, financial and statistical data to assigned accounts; adjusts entries as applicable; as assigned supports preparation of necessary financial data in preparation for the annual audit.
- Applies appropriate rules, regulations and practices; provides information to students, staff, vendors, and other District employees; initiates, maintains, and updates college publications and communications regarding cashiering fees, information, procedures and processes.
- Reviews accounting and financial supporting documents to ensure accuracy of information including the appropriate use of account numbers and transaction classifications; examines supporting documentation to establish proper authorization in conformance with contracts and other agreements, policies, and regulations.
- Administers parking permit system; establishes permit sales start and end dates; coordinates with departments and vendors regarding parking needs; as needed, may collect cash from meters and parking kiosks.
- Researches and troubleshoots issues by following up with end users and collaborates with the IT department to rectify discrepancies in student accounts; assists with student account software investigation, resolution, and testing in coordination with external consultants and IT staff; assists with validating and testing new tools and software and ensures accuracy of student and financial data, fields, and user interface as it relates to cashiering and accounts receivable/accounts payable processes and procedures.
- Plans for and implements necessary processes required for federally reported student tuition tax credit claims (Form 1098-T); assists with timely generation of tax files to IRS and students.
- Coordinates communication and accounting activities with other departments and personnel, governmental agencies, private agencies and vendors, provides information to District personnel regarding various records, budgets, accounts and programs; answers questions and resolves problems related to student accounting and other accounting functions.
- Collaborates with other departments and staff in the determination of specifications and implementation of financial systems; organizes change implementation in the accounting system; initiates and implements continuous process/reporting improvements and contributes to the assessment of internal controls.

- Coordinates with the financial aid office in setting up disbursement and cancellation schedules for student grants and loans; approves requests for special disbursements and requests for holding checks beyond cancellation dates.
- Builds and maintains positive working relationships with co-workers, other district employees, students and the public using principles of good customer service.
- Participates in meetings related to the student accounts receivable system.
- Attends training sessions and conferences on systems utilized by student accounts.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Policies, procedures, and practices used for cash receipts, cash management, student accounting, and accounts receivable transactions and recordkeeping.
- Bank deposit procedures.
- Paraprofessional accounting/bookkeeping methods and practices and associated internal control policies and procedures.
- Federal, state and higher education rules, regulations, policies, and procedures governing the processing and disbursement of financial aid at a level of detail necessary to perform assigned duties.
- Methods and techniques of general ledger posting and reconciliation.
- Customer service practices and telephone etiquette.
- Rules, regulations, and requirements related to accounting and financial recordkeeping in an educational institution.
- Principles and practices of sound business communication.
- Federal, state and local laws, and regulations governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Ensure timely, efficient, and effective delivery of cashiering services.
- Provide technical guidance and review the work of student workers engaged in cashiering and processing and recording accounts receivable and related financial transactions.
- Interpret and communicate rules, regulations, policies, and procedures effectively.
- Follow and enforce established financial and accounting procedures and controls.
- Understand, explain, and apply District accounting, recordkeeping and disbursement policies and procedures as they apply to areas of responsibility.

- Prepare clear and concise elements of financial reports and other written materials.
- Maintain confidential and complex records and files.
- Communicate effectively, both orally and in writing.
- Troubleshoot, identify issues in, and provide training for student information systems and other technology used in Enrollment Services.
- Operate a computer and use standard business software including applicable modules of the District's enterprise accounting and finance systems.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school diploma or equivalent,
And two (2) years of experience in cash handling, bookkeeping, accounts receivable, or another accounting-related field, preferably at an educational institution;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is desired.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



CSEA Classification: Athletic Equipment Technician	Position Number:
Department/Site: Athletics	FLSA: Non-Exempt
Reports to: Dean of Athletics	Salary Range: 22

DESCRIPTION:

Under general supervision, performs a wide variety of support duties related to issuing and maintaining uniforms and athletic equipment utilized in physical education classes and competitive sports programs; receives, issues, launders, stores, transports and makes minor repairs to supplies and equipment to ensure all clothes and supplies are maintained in a clean, sanitary and safe condition; serves as an attendant in locker rooms and other assigned areas; attends sporting events to provide on-site equipment maintenance and repair.

REPRESENTATIVE DUTIES:

- Plans, coordinates and oversees the maintenance of athletic equipment, clothing and supplies in support of the physical education and athletic programs; receives, issues, stores, maintains and fits athletes to appropriately sized uniforms and equipment; maintains records of issuance according to established procedures.
- Measures, fits and issues uniforms, supplies and safety equipment to collegiate athletes and coaches including clothing, protective pads, shoes, balls, bats, racquets and other game equipment; issues towels, assigns locks and lockers; maintains usage and maintenance records.
- Maintains an adequate supply of towels, uniforms, equipment and other assigned items for game and classroom use; sorts clothes and towels for laundry; determines proper temperature, wash cycle, detergent and drying cycles; launders, folds and stores clothing and towels; receives, labels and stores equipment according to protocol; inventories and stores equipment and supplies; assists in determining need for and preparing purchasing requests for athletic equipment and supplies; contacts vendors to determine product price, quality and availability; receives and processes shipping lists for administrative support staff .
- Provides support in equipping athletes and coaches on game day, at meets, tournaments, and practices; packs all required clothing and equipment for transport to and from off-campus sporting events; sets up and ensures coaching staff communication devices

including headphones are operational during games; sets up and organizes field pre and post home games to provide a safe and clean athletic environment; sets up a variety of equipment and apparatuses for other athletic contests and physical education classes.

- Performs equipment check and repair of athletic equipment for a variety of sports; inspects uniforms and equipment for needed repairs; operates and maintains a variety of hand tools including screwdrivers, hammers and vice grips needed to complete simple repairs on helmets, shoulder pads, nets and other related equipment; coordinates with outside vendors for major repairs and for scheduled services of equipment; maintains weight room equipment and locker rooms; records and reports repairs of assigned equipment.
- Organizes and supports the procurement activities of team merchandise; coordinates with coaches, administrative support staff, vendors, and teams to design, proof, and order appropriate goods; receives and distributes items to athletes and reconciles returns and errors with vendors; participates in the requisitioning and delivery of athletic equipment used for instructional and co-curricular purposes.
- Maintains weight rooms, locker rooms and other associated facilities; cleans and maintains training room supplies and equipment to provide a neat and orderly environment; assists in monitoring locker rooms to support safety of students and student athletes and to prevent accidents; ensures appropriate standards of conduct are maintained; assists visiting teams and provides locker space, towels, supplies and other requested items.
- Attends all football games with focus on fitting athletes with uniforms and safety equipment including performing helmet checks and uniform alterations to comply with game rules and regulations; travels with team on away games to other sporting events and makes emergency repairs to equipment and alters uniforms as needed.
- Provides administrative support tasks to include overseeing and providing work direction and guidance to student workers; assists in coordinating and arranging game and tournament logistics.

Other Functions:

- Support athletic-related project assignments as directed.
- Learns and applies emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
- Participates in department committee meetings.
- May be required to work overtime, in accordance with the CSEA contract, depending upon sports team schedules.
- Frequent travel to locations other than the assigned worksite.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Direction, goals, objectives, policies, procedures and practices of the assigned work area.
- Equipment, materials, and supplies of college athletic and physical education programs.
- Inter-collegiate contest rules related to uniforms, safety equipment, and equipment used in each sport.
- Methods of cleaning, maintaining, and repairing athletic uniforms and equipment.
- Proper methods of storing equipment, materials, supplies, and inventory control.
- Appropriate health and safety regulations and procedures.
- Equipment, materials and supplies regularly utilized by community college districts.
- Basic computer operation and standard and specialized software.
- Standards and practices of proper record keeping.
- Safety policies and safe work practices applicable to the work.
- Practices and procedures of effective customer service.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Effectively review, evaluate and maintain competitive sports uniforms, equipment, and supplies.
- Learn and implement proper methods of storage of athletic equipment and clothing.
- Operate various tools, washer, dryer and other equipment.
- Be available to work additional hours and varied schedules, depending on sports team schedules.
- Analyze situations accurately and adopt effective courses of action without immediate supervision.
- Work under pressure while multi-tasking and paying attention to detail.
- Provide work guidance and direction to assigned student workers.
- Apply and explain laws, rules, regulations, policies and procedures regarding the assigned program.
- Maintain confidentiality of college and student files and records.

- Communicate effectively, both orally and in writing.
- Operate a computer and use standard business software.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school degree or equivalent,
And one (1) year of experience performing equipment and related support for athletic activities, preferably involving collegiate sports programs;
- Or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in athletic and office environments, both indoors and outdoors, and may be subject to frequent interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Employees may be exposed to cleaning chemicals, disinfectants, and blood-borne pathogens. Travel to various on- and off-campus locations, including athletic and event sites, is required as needed. Compliance with all applicable safety policies and procedures is mandatory at all times.
- Travel to off-campus athletic events and competition sites is a regular requirement of the position.



Position: Athletic Trainer	Position Number:
Department/Site: Athletics	FLSA: Non-Exempt
Reports to: Dean of Athletics	Salary Range: 38

DESCRIPTION:

Under general supervision, provides injury prevention treatment, emergency care and first aid, and rehabilitative care to student and intercollegiate athletes; evaluates injuries and develops customized treatment and rehabilitation plans; serves as musculoskeletal expert in joint and muscle assessment and treatment in accordance with physician orders and directions; performs administrative duties to include coordinating medical referral, organizing, collecting and reporting on medical records, insurance information and making decisions regarding return to play; maintains inventory control and safety of sports equipment in athletic training facility and contributes to the safety and well-being of all participants in college's physical education and athletic programs; and performs related duties as assigned.

REPRESENTATIVE DUTIES:

- Plans, coordinates and implements a comprehensive athletic injury and illness prevention program; participates in the development and implementation of sports medical programs including injury prevention programs, injury evaluations, injury management, injury treatment and rehabilitation, educational programs, and counseling for students and student-athletes.
- Evaluates and treats injuries and illnesses; performs injury evaluation through visual inspection and palpation and applies protective or preventive devices such as bandages, braces, or tape to body parts such as ankles, fingers or wrists; administers emergency first aid to student-athletes including administration of CPR and activation of advanced resuscitation protocol, stabilizing and preparing injured student-athletes for transfer in accordance with safety standards and practices.
- Collaborates with physicians, coaches and instructors to develop and implement comprehensive rehabilitation programs for athletic injuries; establishes and assigns customized rehabilitation plan to address target injuries; administers physical agent modalities and other physical rehabilitation techniques as prescribed by a physician; communicates athlete rehabilitation status and condition with appropriate staff and

determines athlete's return-to-play clearance in accordance with physician direction, applicable regulations, and established protocols.

- Arranges and administers on-campus training facilities; schedules and assists with the administration of pre-participation physical examinations for prospective student-athletes; refers and collaborates with registered dietician or nutritionist if needed; provides support and guidance for students interested in entering athletic training programs.
- Oversees and implements a comprehensive concussion management system in accordance with guidelines set by the California Community College Athletic Association (CCCAA); confers with coaches to select proper protective equipment to prevent head injuries; advises student-athletes on the proper use of equipment; refers student-athletes to a physician according to established procedures.
- Collaborates with physical education faculty in support of athletic training services; develops training programs and routines designed to improve athletic performance; keeps current with research on subject matter related to athletic training and sports medicine.
- Plans or participates in clinics and other events to promote safe and healthy practices; advises student-athletes and coaching staff on matters related to conditioning, rehabilitation, training, diet, rest, alcohol/substance abuse, environmental conditions and related matters; instructs coaches, student-athletes, medical personnel, community members, and parents in the care, prevention and treatment of athletic injuries.
- Travels with athletic teams as assigned, attends games, and is available during scheduled training sessions based on risk necessity; participates in pre-game setup of fields and other sports grounds by transporting, installing and preparing first aid/medical equipment and setting up hydration stations; attends to pre-game needs of student-athletes by ~~performing safety equipment and uniform checks~~ preparing and applying protective bandaging, strapping, taping, and padding.
- Coordinates and tracks student athletic training facility hours and schedules; cleans, disinfects, and maintains athletic training facility and equipment as needed. Schedules equipment servicing in accordance with established schedule and as needed; maintains records and inventory of athletic training supplies and equipment; prepares requisitions for athletic training equipment and supplies.
- Creates, updates, and maintains confidential student-athlete files and records; prepares and maintains a variety of related records, reports, and correspondence including injury and accident reports, rehabilitation logs and insurance claims; prepares reports and accident insurance forms
- Attends related workshops, in-service training, and conferences to stay current of all certifications; maintains knowledge of any changes in the application of athletic training

facility services; maintains current active licensure and certifications necessary to perform assigned duties.

Other Functions:

- Provides training and preceptorship to student interns and student workers.
- Assists supervisor with athletic training policy writing.
- May be required to work overtime, in accordance with the collective bargaining agreement, and dependent upon sports team schedules.
- Frequent travel to locations other than the assigned worksite.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Direction, goals, objectives, policies, procedures, and practices of the athletic training program.
- Common issues and challenges facing a diverse population of community college students.
- Principles and elements of anatomy, physiology, kinesiology and nutrition.
- Principles, techniques and procedures used in the prevention, care, and rehabilitation of athletic injuries.
- Diagnostic signs and symptoms and related treatment of various physical injuries.
- Various types of therapeutic treatments, equipment, conditioning programs, operation of therapeutic devices, taping and bandaging techniques.
- First aid and medical procedures, including CPR and AED.
- Applicable CCCAA bylaws and constitution, district policies and procedures; safety guidelines and regulations in athletic and therapeutic activities.
- Safety and protective equipment used in sports.
- Recordkeeping and report preparation techniques to ensure information is accurately presented.
- Principles of sound business communication.
- Customer service principles in order to appropriately interact with students, staff, faculty, and the public.
- Federal, state, and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA), Health Insurance Portability and Accountability Act (HIPAA) and other medical patient privacy protection laws and requirements.

Skills and Abilities to:

- Administer care for athletic injuries such as fractures, dislocations, sprains, strains, concussion, contusions, cuts and abrasions.
- Operate a variety of first aid and adaptive equipment and administer first aid and athletic therapy.
- Aid the team physician in physical examinations and implementing reconditioning programs.
- Conduct an effective training program including the use and operation of athletic rehabilitation and weight equipment.
- Make quick decisions in emergency situations; identify when referral to a physician, health service, hospital or other healthcare professional is necessary.
- Plan, coordinate, and implement work to meet established timelines and department schedules.
- Provide work direction, guidance, and training to non-CSEA personnel such as short-term employees, student workers, interns, or volunteers engaged in program operations.
- Apply and explain laws, rules, regulations, policies, and procedures regarding the assigned program.
- Analyze situations and make decisions on procedural matters without immediate supervision.
- Maintain confidentiality of college and student files and records.
- Communicate effectively, both orally and in writing.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.
- Must be able to work effectively, alone and collaboratively with the team, in a demanding environment.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution in athletic training, kinesiology, health sciences, physical education or a related field,

And at least one (1) year performing preventative and rehabilitative athletic training in competitive sports programs;

- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Master's degree and experience in an educational setting preferred.

LICENSES AND OTHER REQUIREMENTS:

- Current Athletic Trainer License Certification from the Board of Certification for the Athletic Trainer (BOC) in good standing.
- Current American Red Cross or American Heart Association First Aid certificate in First Aid, CPR, AED for the Professional Rescuer within three months of hire.
- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program

PHYSICAL EFFORT/WORK ENVIRONMENT:

- The employee works, with or without accommodations, primarily in a healthcare office and athletic training facility environment where the noise level is usually moderate. The employee regularly attends indoor and outdoor sporting events where the noise level may be loud.
- Physical duties of this class require manual dexterity, ability to perform visual inspections, and to immediately communicate carefully and accurately with injured student-athletes; moderate to heavy physical effort including standing, walking, sitting, kneeling; handling moderate weight up to one hundred (100) pounds on occasion; frequent full body exertion. Incumbents must be able to quickly interpret and analyze complex, interrelated data to assess rapidly changing situations and recommend most appropriate immediate action; work in situations that may require the response or de-escalation of persons who may become physically violent or combative.



Position: Budget and Grants Accountant	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 36

DESCRIPTION:

Under general supervision, performs journey-level professional accounting duties in the review, preparation and maintenance of a variety of District financial records and reports; monitors and analyzes general and grant funds and financial records; provides fiscal stewardship of restricted funding sources (grants and categorical programs) and assists program staff/managers and departments with post-award fiscal management to meet grant deliverables and remain compliant with awarding agencies. Serves as the primary technical and accounting resource for assigned restricted, categorical, and grant-funded programs, including post-award fiscal management and compliance.

REPRESENTATIVE DUTIES:

- Performs responsible professional accounting work in the maintenance of District financial records and reports; analyzes, prepares and maintains general ledger and subsidiary accounting records involving a variety of transactions and accounts; monitors budget usage and budget transfers; ensures compliance with procedures for recording financial transactions.
- Develops financial projections and fund usage analyses; runs budget preparation reports to calculate projected salary and benefits costs; assists with preparation of allocation and revenue projections staffing analyses and capital improvement budget packages; calculates non-payroll general ledger accounts costs; following budget approval, reconciles, validates and posts budget amounts to the general ledger; updates the general ledger chart of accounts.
- Monitors general fund, categorical and restricted program expenditures throughout the year; monitors and analyzes budget revenues and expenditures and prepares budget status reports; ensures charges are made to appropriate accounts and comply with applicable grantor, state or federal and District requirements; prepares for review and approval budget adjustments and expenditure transfers.
- Assists with the grant, categorical and special funding budget development, accounting, reporting, and closeout, including those with direct and indirect matching funds; provides

assistance and information to managers and others to develop and interpret grant and special funding budgets; maintains accounting records related to special projects, grants and categorical programs.

- Develops financial tracking and reporting protocol and procedures for new grants and outside funding sources to adhere to funding award letters, contracts, guidelines and conditions; assists fund managers with interpretation of award limitations and reporting requirements including those related to appropriate usage of grant/funds for staffing and requisitions; verifies the accuracy of charge codes.
- Follow up on outstanding receivables, reimbursements, and billings for assigned grants, categorical programs, and contracts.
- Supports the preparation of accurate financial reports and statements; prepares trial balances and financial reports using computerized and manual systems; compiles and prepares financial reports, supporting schedules and documentation.
- Reviews entries and assists others in complying with financial regulations and audit procedures; trains staff in new and revised accounting, compliance and analysis and reconciliation techniques, processes and procedures; initiates and implements continuous process/reporting improvements and contributes to the assessment of internal controls.
- Reviews accounting and financial documents to ensure accuracy of information including monitoring of appropriate use of account numbers and transaction classifications; examines supporting documentation to establish proper authorization in conformance with contracts and other agreements, policies and regulations.
- Contributes to the Comprehensive Annual Financial and Budget Report for submission to the State Chancellor's Office; prepares quarterly reports and the annual Integrated Postsecondary Education Data System (IPEDS) report; coordinates final review of all financial reports, billings and certification of reports to be submitted to funding agencies.
- Aids in the development of various audit schedules; coordinates and participates in year-end close activities by preparing year-end accruals and closing entries for assigned accounts; assists in the coordination of the annual external financial and compliance audits.
- Builds and maintains positive working relationships with co-workers, other district employees, students and the public using principles of good customer service.

Other Functions:

- Maintains current knowledge on relevant systems and accounting standards, including GAAP, GASB and IRS regulations.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Direction, goals, objectives, policies, procedures and practices of the Business Office.
- Governmental/fund accounting principles and practices for unrestricted and restricted funding sources including Government Accounting Standards Board (GASB) standards and other standards and requirements applicable to community colleges.
- Principles and practices of budget development and management.
- Methods and techniques of financial analysis.
- Principles, practices of financial statement preparation and methods of financial control and reporting.
- Post-award and grant fiscal management including cost principles for federal grants, internal controls, procurement and uniform guidance.
- Principles, practices and procedures of auditing and internal control.
- District accounting codes, classifications and terminology.
- Research, statistical analysis and forecasting methods used in accounting analysis and management.
- Federal, state and local laws, regulations and court decisions governing fiscal requirements of community colleges and educational institutions
- Common issues and challenges facing a diverse population of community college students.
- Principles and practices of sound business communication.

Skills and Abilities to:

- Perform a variety of professional accounting, financial analysis and fund auditing functions.
- Analyze, post, balance and reconcile complex financial data and accounts in accordance with District policies and procedures.
- Analyze administrative, budget, financial, operational, procedural and/or organizational problems, evaluate alternatives and reach sound, logical, fact-based conclusions and recommendations.
- Understand, interpret, explain and apply District accounting policies and procedures, state and federal law, codes, ordinances and regulations and professional accounting standards regulating District financial accounting, reporting and recordkeeping.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Effectively communicate with program staff and managers and train others on grants

management topics, policies and procedures;

- Meet fiscal deadlines for all grants and categorical programs.
- Prepare clear, concise and comprehensive financial and other written materials.
- Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
- Operate a computer and use standard business software and specialized enterprise accounting systems.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential financial issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree in accounting, business administration, finance, public administration or a related field from an accredited institution,
And three (3) years of increasingly responsible professional accounting, financial analysis or auditing experience, including general ledger analysis and financial statement preparation, preferably at an educational institution;
- Or an equivalent combination of training and experience.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Business Systems Analyst	Position Number:
Department/Site: Various	FLSA: Non-Exempt
Reports to: Director, Dean, or designee	Salary Range: 40

DESCRIPTION:

Under general supervision, performs analyses of business practices, processes, and workflows in assigned operational area, and recommends technology solutions or new processes to facilitate process improvement; collaborates with administrators and Information Technology (IT) staff to ensure system capabilities achieve operational and service goals, metrics, or strategies; supports the functional area testing and implementation of software, reporting, and user interface projects in coordination with IT and performs analyses and conducts studies to ensure accuracy and integrity of data in enterprise systems; develops detailed business systems documentation and provides departmental user training and support.

REPRESENTATIVE DUTIES:

- Utilizes technical knowledge of department operations to define and analyze business and operational issues with stakeholders; determines process improvement opportunities and requirements to improve system functions; provides subject-matter expertise for departmental functions and serves as a liaison to technical areas in support of system use and improvement; collaborates with IT staff in the usage, implementation, and enhancement of assigned functional modules of enterprise software or department-specific technology.
- Prepares in-depth and thorough analyses of financial and statistical data and supports management in developing reports, proposals, and presentations on departmental deliverables, compliance information, reports required by the Chancellor's office and other state and/or federal agencies, funders and others.
- Analyzes operational and business mandates and requirements; identifies and analyzes complex or conflicting business process issues; recommends process improvements, standards, and project approaches for consideration by management to meet area or District needs.
- Provides functional expertise and serves as primary resource to departmental users seeking to obtain complex information, records, and reports from assigned systems;

designs and generates custom reports, charts and other reporting tools to meet user needs; prepares monthly, quarterly, and annual reports for management as required; utilizes advanced reporting tools to analyze, design, and write specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

- Supports and implements technology solutions to meet business, operational, and reporting requirements; collaborates with subject-matter experts to document business processes and formulate solutions; works extensively with IT development teams to test applications and systems; provides operational support to functional users; identifies impacts of changes and assesses integration issues; verifies compliance of new systems processes with all regulatory requirements.
- Supports periodic and cyclical data loads, imports, exports, and validation tasks as assigned to ensure accuracy and continuity of departmental operations.
- Assists with time-sensitive or regulatory cycles required by the assigned functional area by preparing, validating, and troubleshooting data and system processes.
- Provides general user and technical troubleshooting for department software, portals, and workflow processes.
- In coordination with management, conducts ongoing training in systems and operational business procedures related to the assigned area; ensures training materials are maintained and updated as necessary; develops procedures and user manuals to maintain consistency of practices throughout the District, as assigned.
- Demonstrates sensitivity to and understanding of historically marginalized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.
- Serves on committees as assigned, in an advisory or support capacity.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles, concepts, and practices of business processes and systems related to the assigned department.
- Functionality of assigned enterprise business systems and related modules and software.
- District and/or departmental business processes commonly supported by applications.
- Advanced reporting tools and queries required to reconcile and generate data and reports.
- Methodologies for developing business process and workflow documentation and user training materials.
- Practices and techniques of training, particularly as related to computer software and applications.

- Capabilities, constraints, and functions of departmental software and enterprise systems.
- Operational characteristics of various computer programs and software packages.
- Principles and practices of sound business communication.
- Pertinent federal, state and local codes, laws and regulations.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Provide operational support in areas related to assigned department technology and software processes and procedures.
- Analyze complex financial and statistical data and develop department-specific financial analyses, plans, processes, reports, statements, and recommendations.
- Learn and apply state and federal mandatory regulations and reporting requirements related to assigned systems.
- Apply sound business management and process improvement techniques.
- Prepare clear, concise, and accurate process and workflow documentation.
- Facilitate and participate in user and cross-functional team meetings.
- Work collaboratively with stakeholders and Information Technology team members to ensure project accountability and success.
- Set priorities and balance responsibilities for multiple projects and initiatives.
- Read, understand, interpret, explain, and apply complex business and technical information.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution with coursework, training, or professional experience in information systems, technology, data management, business analytics, or related analytical fields,
And three (3) years of professional experience in systems analysis, business process analysis, data analysis, or related analytical work.
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Experience in the area of assignment is strongly preferred.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Communications and Marketing Specialist	Position Number:
Department/Site: Public Communications and Marketing Office	FLSA: Non-exempt
Reports to: Director of Communications, Marketing & Public Relations	Salary Range: 34

DESCRIPTION:

Under general supervision, provides professional communications and marketing support to the Director of Communications, Marketing and Public Relations and College departments; assists with the development, implementation and integration of social media, informational and market- ing programs, campaigns and materials; oversees consistency of College branding, messaging, and voice across print, website and other digital platforms; assists with media relations; analyzes and reports on campaign metrics and key performance indicators; and performs related duties as assigned.

REPRESENTATIVE DUTIES:

- Provides professional support to the College and departments with the development and implementation of marketing, informational and community outreach campaigns and communications including assisting with the development of print, website and digital content.
- Coordinates and implements social media and digital outreach and informational campaigns including developing digital content, placing social media ad buys and selecting platforms; maintains consistency of College message and brand across multiple plat- forms; researches and responds to comments and inquiries; may assist in print and other media advertising buys, placement and performance tracking.
- Analyzes and reports on website, social media and other marketing campaign metrics used for campaign optimization and reporting; analyzes user engagement, impressions/ reach, return on investment, etc., and recommends campaign enhancements and improvements.
- Oversees and performs website content management; ensures content is timely, consistent with College branding and voice, and aligns with the College's mission, vision and values.
- Assists with the development and maintenance of Collegewide print and visual assets standards and protocols; reviews departmental work for College branding, image and messaging consistency; ensures proper use of College logos and other marks.

- Proofreads and edits a wide variety of written materials; performs basic editing on photography, video and other digital media.
- Researches, designs, develops and arranges the publication of communications and marketing materials for internal and external communications including brochures, flyers, newsletters, forms, maps, calendars, directories, advertisements and other publications; functions as a photographer and graphic artist as required.
- Assists with College media relations and sports information; drafts press releases and distributes once approved; represents and performs the duties of the Community and Marketing division during formal and informal Emergency Operations activations.
- Researches, collects and compiles information, including statistical and financial data from a variety of sources for various projects and special and periodic reports; organizes and maintains department records management systems including digital image and media library.
- Manages ADA compliance for the College website and other marketing media; conducts accessibility audits for web content and provides training and support for faculty and staff on best practices for accessibility for website and other media products.

Other Functions:

- Attends and may represent the College at local, regional, state and national conferences, and with community and business groups.
- Oversees and participates in the planning and implementation of College marketing-related events.
- Provides administrative and clerical support for the department as assigned by supervisor, including purchasing, contracting and related activities as needed.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles, methods and practices applicable to the design and implementation of public relations, community outreach and marketing programs.
- Newsworthiness, storytelling and what makes content interesting from the target audience's perspective.
- Principles of social media marketing including knowledge of social media channels, online engagement strategies, and platform analytic tools.
- Web content management systems usage at a level needed to create, edit and publish digital content on websites and mobile platforms.
- Direction, goals, objectives, policies, procedures and practices of College brand, image and

digital communication strategy.

- Common issues and challenges facing a diverse population of community college students.
- Event planning, workshop organization and meeting facilitation practices.
- District budgeting, payroll and general accounting system operations, practices and procedures.
- Methods, practices, terminology and procedures used in print and graphic design.
- Digital cameras, videography and photographic techniques.
- Graphic arts and digital design tools in the Adobe Creative Suite used for digital imaging editing, graphics creation, and page layout design and production.
- Research methods and analysis techniques.
- Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Perform a variety of specialized professional-level communications, marketing and public relations activities related to the development, implementation and promotion of the College's story, programs and services.
- Ask effective questions and develop rapport/trust with story subjects in order to develop engaging print, visual, audio and video content.
- Draft press releases and maintain positive media relations.
- Provide information and guidance within a professional setting on marketing and promotional strategies to meet District strategic and other goals.
- Write, proofread and copy edit highly detailed collateral and digital information and identify errors, conflicts, omissions and other problems quickly and with a high degree of accuracy.
- Interpret, apply and explain policies and procedures and reach sound decisions in assigned areas of responsibility.
- Communicate effectively, both orally and in writing.
- Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from limited instructions.
- Operate a computer and use standard business software.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student

issues and situations.

- Establish and maintain collaborative and effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

A bachelor's degree with coursework in marketing, business communications, public relations or a related field and two years of progressively responsible professional experience involving marketing and communications, public relations and/or the implementation of multi-platform social media campaigns; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid California driver's license and the ability to maintain insurability under the College's vehicle insurance program or the ability to travel to other College campuses and locations.
- Bilingual skills in a designated second language is desired.

PHYSICAL EFFORT/WORK ENVIRONMENT:

Office environment; constant interruptions; dexterity of hands and fingers to operate a computer keyboard; sitting for extended periods; bending at the waist, kneeling or reaching to retrieve and file records.



Position: Cybersecurity Analyst	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt
Reports to: Director of Technical Services	Salary Range: 50

DESCRIPTION:

Under general supervision, the Cybersecurity Analyst assists in protecting the District's hybrid technology infrastructure, networks, and data from cyberattacks and security breaches. This role includes continuous monitoring, analysis, and response to internal and external security threats, as well as administration and monitoring of key security controls such as firewalls and threat detection systems. The Analyst assists with the planning, coordination, and implementation of comprehensive cybersecurity programs, policies, tools, training, communication, and services, ensuring the integrity, confidentiality, and availability of District data across cloud and on-premises environments.

The position assists IT leadership with the development, maintenance, and continuous improvement of incident response plans and coordinates regular tabletop exercises to test organizational readiness, strengthen cross-functional response, and enhance overall resilience under management direction and in accordance with District policies and established cybersecurity practices. Responsibilities also include conducting threat and vulnerability assessments, supporting incident investigations, and ensuring compliance with District policies, applicable laws, and relevant regulatory frameworks.

The Cybersecurity Analyst prepares and delivers cybersecurity reports and executive briefings for and to management, translating complex technical risks into clear insights, risk impacts, and actionable recommendations for senior leadership. The incumbent exercises sound independent judgment within established District policies, procedures, security frameworks, and management direction.

REPRESENTATIVE DUTIES:

- Continuously monitors network traffic, systems, and security alerts generated by enterprise tools and third-party monitoring using SIEM tools to identify potential threats and anomalies.
- Responds to security incidents, conducts investigations, troubleshoots and resolves system errors and failures, identifies false positives, and escalates anomalies; coordinates with IT teams to mitigate and remediate issues.

- Documents actions taken for all security alerts, events, and incidents; responds in a timely manner to suspected or active threats and breaches in accordance with established security protocols, playbooks, and management direction.
- Participates in authorized security readiness activities, defensive security exercises, and vulnerability assessments to ensure assets and resources are securable and protected.
- Analyzes security alerts and threat intelligence to identify and evaluate potential threats; conducts periodic risk and vulnerability assessments to identify existing or potential electronic data and information system compromises and their sources.
- Analyzes multiple security-related incidents including phishing, malware, and enrollment of fraudulent students; tracks logins and reviews data entering systems from state and federal databases.
- Conducts risk assessments to determine the organization's vulnerability to cyberattacks and recommends strategies to mitigate risks; performs regular vulnerability scans on networks, applications, and systems.
- As directed by management, assists with or coordinates investigations of IT security incidents with law enforcement agencies.
- Participates in the planning, coordination, and implementation of security programs, policies, tools, and services to prevent unauthorized access, use, disclosure, modification, loss, or destruction of District data; works with other IT staff to support secure operations.
- Researches and recommends enhancements to the District IT security framework, including security policies, standards, procedures, and applications; implements strong authentication and authorization policies and tools.
- Reviews, evaluates, and recommends software and hardware products related to IT system security, including firewalls, intrusion detection/prevention systems, and other network security controls.
- Configures firewall equipment and security software at District locations; performs administration and operational management of network firewall, antivirus, spam filtering, and SSL certificates.
- Assists in developing, implementing, and supporting security policies, procedures, and standards; supports compliance with applicable District policies, laws, regulations, industry best practices and, frameworks, and other applicable cybersecurity standards such as ISO 27001, NIST, GDPR, HIPAA, FERPA.
- Works with other IT staff to ensure the integrity and security of the District's cloud data, applications, and infrastructure across hybrid environments.
- Monitors system resources including server utilization, disk usage, response time, and other performance issues; maintains network connections at District locations as related to assigned cybersecurity and infrastructure responsibilities.

- Assists in the development and maintenance of disaster recovery plans for District technology and data; implements and maintains current recovery technologies and researches new options for improving data and systems recovery.
- Coordinates and monitors external contractor and vendor activities to ensure contract requirements, timelines, and District standards are met; serves as liaison between vendors and users in assigned areas.
- Interacts with third-party software vendors and MSSPs to mitigate potential security events and implement security improvements.
- Assists with developing and delivering security awareness training sessions for faculty, staff, and students to promote a culture of security within the organization; provides guidance on best security practices and protocols.
- Maintains detailed records of security incidents, investigations, and actions taken; prepares regular reports on security status, vulnerabilities, and risk assessments for management review.
- Provides concise and actionable information to management and stakeholders in a timely manner as directed; assists in the development of District response and communication plans.

OTHER FUNCTIONS:

- Supports the implementation, monitoring, and management of building security and access systems.
- Troubleshoots and resolves related, escalated help desk support tickets with the IT team.
- Utilizes online and other resources to stay current on rapidly changing technologies, emerging threats, and advancements in cybersecurity; may participate in industry groups and training.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles, practices, and methods of security infrastructure and vulnerability management, including evolving sources of security threats and vulnerabilities, preventative security controls, applicable cybersecurity standards, and common security management frameworks (e.g. ISO 27001, NIST, GDPR, HIPAA, FERPA).
- Network security, incident response, penetration and vulnerability testing, SIEM tools, encryption, malware analysis, and intrusion detection/prevention systems.
- Cloud platforms (e.g. AWS, Azure) and related operating systems, security tools, and scripting languages.
- Network design and security practices in hybrid environments

- Applicable principles and general understanding of voice, video, storage, and data platform operations.
- Best practices, methods, and procedures for conducting security audits, performing risk assessments, and developing business continuity and disaster recovery plans.
- Principles and practices of information and technology security.
- Risk management, threat modeling, policy development, security testing concepts, and project coordination principles.
- Information systems and architectures used in a college or higher education setting.
- Research methods, analysis techniques, and principles of sound business communication.
- Federal, state, and local laws, regulations, and court decisions governing the area of assignment.

Skills and Abilities to:

- Monitor network traffic and systems; use SIEM tools to analyze security incidents and respond to alerts in a timely manner.
- Conduct comprehensive IT security risk assessments, perform vulnerability scans, and develop sound mitigation solutions under established procedures and management direction.
- Configure and manage firewalls, VPNs, and implement encryption methods to secure data and network infrastructure.
- Analyze security policies, trends, and intelligence using deductive reasoning and problem-solving skills to develop preventative countermeasures.
- Apply and demonstrate familiarity with ISO, NIST, FERPA GDPR, HIPAA, and other applicable security or regulatory frameworks.
- Utilize security tools and platforms in a proficient manner (e.g., SIEM, IDS/IPS, firewalls, antivirus software).
- Demonstrate programming and scripting skills in languages such as Python, JavaScript, or PowerShell for automating security tasks.
- Assess complex systems and identify vulnerabilities; analyze and solve security problems effectively under pressure.
- Communicate clearly and concisely, both orally and in writing; explain technical information to non-technical stakeholders.
- Compose clear, concise analyses, reports, correspondence, and presentations from brief instructions.
- Make informed decisions in a timely manner based on available data; remain calm and effective during security incidents.

- Maintain confidentiality of college and student files and records.
- Track and coordinate assigned cybersecurity tasks and projects running in parallel; organize and schedule work to maximize efficiency.
- Work independently within established procedures and management direction and collaboratively in a team environment.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, cultural, linguistic, disability, and gender diversity of students and employees attending, visiting, or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree in computer science, information technology, information security, network administration, cybersecurity, or a related field, and four (4) years of related experience;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Possession of a relevant certification such as CompTIA Security+, CEH, GSEC, CISSP, GIAC, AWS Certified Security – Specialty, or Azure Security Engineer Associate.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects up to 50 pounds. Duties involve regular contact with stakeholders via phone, electronic message, or in-person, and regular reading of screens and use of a computer, tablet, or similar device including prolonged screen time and use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Enrollment Services Coordinator	Position Number:
Department/Site: Enrollment Services	FLSA: Non-Exempt
Reports to: Dean of Student Affairs	Salary Range: 40

DESCRIPTION:

Under general supervision, organizes and coordinates the day-to-day operations of the Admissions and Records functions of the Enrollment Services department; ensures data accuracy and integrity and assists the Dean with compliance and mandated reporting; oversees petitions and other special enrollment processes; resolves student enrollment issues and discrepancies in student records; collaborate with other departments and external entities on improving operations, technology, services, and student support; serves as a subject-matter expert (SME) and reporting resource for federal, state and institutional policies and procedures related to admissions, enrollment, registration, student records, and international students; provides lead-level training and support to lower-level staff and students.

REPRESENTATIVE DUTIES:

- Organizes and coordinates the day-to-day department operations, programs, services, and activities of Admissions and Records; serves as the lead technical Admissions and Records resource, facilitating day-to-day front counter and back-office functions; assists in the coordination of enrollment and registration processes on campus, at centers, and other locations; and provides recommendations on enhancements to policies and procedures and on the design and implementation of continuous-improvement initiatives across Admissions and Records processes.
- Provides technical information and assistance to students, faculty, staff, administrators, and the public concerning college admission, registration and the collection and accounting of fees.
- Reviews District policies, procedures, and state and federal laws and regulations related to student enrollment, registration collection, accounting of fees, and the maintenance of student records; makes recommendations to develop and modify work processes in response to legislative mandates and regulatory changes.

- Assists with the training of department staff and student employees; assists supervisor with coordinating schedules and reviewing work outputs for completeness, accuracy, and compliance with established requirements.
- Oversees specialized registration processes including waitlist, priority registration, dual enrollment, and cohort/programmatic enrollments and registration processes; researches, reviews, processes, and/or approves a variety of student petitions including residency, course eligibility, fee modifications, and changes in academic records.
- Reconciles and reviews data used for student records, enrollment tracking and reporting, and grade tracking including graduation and prerequisite processing; prepares and submits a variety of state and institutional statistical and narrative reports.
- Researches and resolves course enrollment-related issues with instructors; assists Dean with the start and end of term enrollment, reporting and grades processes; verifies grades and assists faculty with grade entry as needed; makes or authorizes corrections to student records as required.
- Serves as a liaison between Enrollment Services and the Business Office, Financial Aid, Counseling and Academic Affairs regarding the coordination of services to students and to coordinate programs and activities.
- Coordinates with Information Technology to import, export, and integrate data with internal and external systems; assists with validating and testing new tools and software and ensures accuracy of student data, fields, and user interface as it relates to Admissions and Records processes and procedures.
- Maintains external contacts with government agencies, high schools, and other educational institutions to coordinate, obtain, and verify information; communicates decisions to students as needed.
- Assists with coordination of transcript evaluation processes; assists with Associate Degree for Transfer (ADT) verification and credit for prior learning; ensures accuracy of procedures for validating graduation and completion of transfer requirements.
- Communicates with other student services program personnel, college personnel, representatives of state and federal agencies, and others to coordinate programs and activities.
- Ensures international students are enrolled and visas are in accordance with District and Department of Homeland Security regulations; monitors student records , and other documents to ensure legal compliance.
- Supports international student services processes, including SEVIS-related data entry, documentation, enrollment verification, and maintenance of required records in accordance with established procedures. May be designated by the Superintendent/President or designee

as a Designated School Official (DSO) or Primary Designated School Official (PDSO) in accordance with federal regulations, and may perform SEVIS-related duties and authorized processes as assigned.

- Coordinates with the Primary DSO, or acts as the Primary DSO when formally designated, to ensure accurate and timely completion of required actions, and provides training, guidance, and technical support to other DSOs or backup DSOs/PDSOs in carrying out assigned functions. Supports the Primary DSO in preparing required documentation for SEVIS certification and biannual recertification, and assists with time-sensitive reporting cycles consistent with federal regulations and institutional procedures.
- Keeps knowledge current regarding regulations and procedures related to student admissions and records .
- Assists the Dean of Enrollment Services with the planning and implementation of major events and activities.
- Assists Enrollment Services, Faculty, Department Deans, and IT with confirmed and fraudulent records and accounts.
- May attend conferences and regional meetings to collaborate with institutions regionally, statewide and nationally.
- Communicates updates related to admissions and records processes, regulatory changes, and procedural revisions to Enrollment Services staff and stakeholders.
- Assists with preparing or updating Enrollment Services materials, guides, or communications, as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Policies, procedures, and regulations related to admissions, including related state and federal immigration laws; registration, the collection and accounting of fees, transcript evaluation, and the maintenance of student information and academic records.
- Concepts of community college courses, curriculum, graduation, and transfer requirements.
- General principles, practices and techniques used in customer service.
- Common issues and challenges facing a diverse population of community college students.
- Interpersonal skills that encourage collaboration and conflict resolution.
- General accounting systems operations, practices and procedures.
- Principles and practices of sound business communication .

- Federal, state and local laws, regulations governing area of assignment including Family Educational Rights and Privacy Act (FERPA) and Title 5.
- Ensure Compliance with Title V Regulations: Adhere to all applicable Title V provisions, including but not limited to: §56700, §54600, §58106, §51027, and §55000. Provide updates to staff due to Title V changes and amendments.

Skills and Abilities to:

- Ensure timely, efficient, and effective delivery of services to students regarding admissions, student registration, academic records, graduation, and student fees.
- Coordinate and review the work of students workers engaged in Enrollment Services operations.
- Interpret and communicate complex rules, regulations, policies and procedures effectively.
- Analyze systems and processes, identify gaps or breakdowns, and identify solutions to address deficiencies.
- Work closely with other departments and external entities as it relates to admissions, student records and other related student issues.
- Maintain confidential and complex records and files.
- Communicate effectively, both orally and in writing.
- Troubleshoot, identify issues in and provide training for student information systems and other technology used in Enrollment Services.
- Operate a computer and use standard business software. May be asked to test new software builds and patches to ensure all digital processes continue to function.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with District employees and multiple departments campus wide in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.
- Familiar with research methods and equipped with basic computer and technical skills to enhance office procedures and implement necessary improvements.
- Ability to perform all tasks and roles in a fast-paced environment that remains at peak levels year-round, with minimal slow periods.

EDUCATION AND EXPERIENCE:

- An associate degree from an accredited institution,
And five (5) years of experience in admissions and records, enrollment services, or student services;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is preferred.
- Experience in admissions and records, enrollment services, financial aid, student affairs, or student services preferred.
- Extensive knowledge of student information systems is preferred.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Enrollment Services Evaluations Analyst	Position Number:
Department/Site: Enrollment Services	FLSA: Non-Exempt
Reports to: Dean of Student Affairs, Enrollment Services	Salary Range: 34

DESCRIPTION:

Under general supervision, performs a variety of technical and complex analytical duties involved in the evaluation of student academic records including prerequisite clearances and challenges, transcript evaluation, awarding transfer credits, and course-to-course evaluation; performs degree audits and posts degrees to student academic records.

REPRESENTATIVE DUTIES:

- Manages a caseload of new and current students; reviews and evaluates domestic and international transcripts for incoming students; creates and maintains student academic records used to track academic progress, degree completion, and transfer credits; documents decisions and communicates with students regarding review and evaluation results; processes transcript requests; sends transcripts to the Counseling Department.
- Analyzes and evaluates incoming student academic transcripts and records to determine completed course equivalency and transferability of course credits; analyze course descriptions and syllabi for content, level, unit value, and grading system using online resources, college catalogs, class schedules, and other reference materials; communicates with other educational institutions to resolve questions and issues.
- Collaborates extensively with counselors, Deans, and Articulation Officers to research complex requests and ensure proper and consistent attribution of course equivalencies are being made for prerequisite purposes; provides clearance decisions for registration.
- Converts quarter units to semester units; determines if transfer curriculum and courses are applicable towards a degree; posts student transfer equivalencies and prerequisite clearances; processes student challenges for courses (e.g. credit by exam and credit for prior learning); updates student academic records.
- Prepares and validates California State University (CSU) Associate Degree for Transfer (ADT) eligibility reports and related transfer certification data, as assigned.

- Serves as the primary evaluator (“certifying official”) responsible for preparing and submitting transfer certifications when coordinating with outside institutions (e.g. University of California-UC, CSU, Intersegmental General Education Transfer Curriculum-IGETC); certifies that students have met general education paths for local and transfer degrees ; maintains and provides data biannually to CSU system E-Verify and similar systems to assist in transfer decisions.
- Evaluates transcripts to determine student eligibility for graduation, including certificate programs, associate degrees, associate degrees for transfer (ADT), and bachelor degrees; performs initial and final reviews of academic records; computes statistical data for graduation, and verifies completion of final semester courses; prepares cumulative grade point average (GPA) and ensures student has met minimum requirements; identifies students with Honors status.
- Provides technical assistance and guidance to students, staff, counselors, faculty, and administrators in the interpretation and clarification of registration, graduation, and transfer policies, requirements, and procedures.
- Serves as backup to the Enrollment Services Technician, including but not limited to, for issuing student subpoenas.
- Interprets college requirements for degrees and certificates and stays up to date on new programs; explains basis of evaluations made and provides information to students and staff on evaluations and college requirements.
- Trains and provides work direction to student assistants as assigned; coordinates and schedules student hours for employment; recruits, tests, and interviews students for employment; assigns and checks student assistant work and provides assistance; reviews student timesheets for monthly submission.
- Analyzes records of unique student populations, such as nursing applicants, to evaluate transfer credit work to determine eligibility for academic programs.
- Coordinates with Information Technology department to implement new technologies such as Degree Audit system; assists with validating and testing new tools and software and ensures accuracy of student data, transfer equivalencies, new degree and certification requirements and user interfaces as it relates to evaluation and articulation processes and procedures.
- Prepares and maintains a variety of records, reports, and files related to student information; maintains confidentiality of student records.
- Assists with planning and organizing the college’s graduation ceremony; prepares graduation lists, diplomas, and certificates for each semester by name, degree, and major.
- Serves on campus committees; attends community events as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- College curriculum interpretation and application as related to transfer of credit, degree, and certificate requirements.
- State and college regulations, policies, and procedures related to certificate and degree requirements.
- Transcript evaluation methods to determine equivalencies.
- Concepts of prerequisites for courses and equivalencies of courses from other institutions.
- Extensive knowledge of student information systems and related evaluation systems and technologies.
- General principles, practices, and techniques used in customer service.
- Research methods and analysis techniques.
- Principles and practices of sound business communication.
- Federal, state and local laws, and regulations including the Family Educational Rights and Privacy Act (FERPA) and Title V.

Skills and Abilities to:

- Interpret and explain rules, regulations, procedures, and policies regarding student registration, transcript evaluation, graduation, and degree and transfer requirements.
- Accurately evaluate student records and determine the course equivalency and transferability of course credits on transcripts from other institutions.
- Perform complex analysis of various application documents and materials, including transcripts from other schools and colleges, online course materials and catalogues.
- Coordinate and work closely with other departments and external entities as it relates to transcript, evaluation, student records, and other related student issues.
- Maintain articulation tables, documentation, and databases.
- Manage and prioritize a workload both independently and as part of a team in an organized manner.
- Maintain a high level of computer proficiency and the ability to quickly learn new programs.
- Work in a fast-paced environment and support multiple functions with fluctuating priorities.
- Make independent judgments with limited supervision.
- Communicate effectively both orally and in writing
- Maintain confidentiality of college and student files and records.

- Compose clear, concise, and comprehensive analyses, correspondence, reports, studies, agreements, presentations, and other written materials from brief instructions.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- An associate degree from an accredited institution,
And five (5) years of professional experience in admissions and records, transcript evaluation, articulation, degree auditing, or academic records processing;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is preferred.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Enrollment Services Specialist	Position Number:
Department/Site: Enrollment Services	FLSA: Non-Exempt
Reports to: Dean of Student Affairs, Enrollment Services	Salary Range: 32

DESCRIPTION:

Under general supervision, performs advanced Enrollment Services (Admissions and Records and Financial Aid) front counter and customer service support and duties; gathers data, reviews and analyzes a variety of petitions including dual-enrollment and other enrollment overrides and grade changes and processes; assists students with questions and completion of FAFSA/California Dream Act Application (CADAA) forms, grant applications (e.g. California Promise), and student/parent verification documents required for financial aid; processes financial aid data into District, state and federal systems; assists students with common issues regarding financial aid awards and disbursement.

REPRESENTATIVE DUTIES:

- Assists students and parents with routine and more complex services and activities of Admissions and Records and Financial Aid; answers questions over the phone, virtually or at the front desk and resolves or refers questions and concerns from students and the community; aids students in accessing online student information and services, in order to upload Admissions and Records and Financial Aid forms and documents.
- Assess students' needs and make appropriate department and campus referrals. Collaborates with Academic and Student Support Services to maximize resources and services to students.
- Collaborates with main and satellite campus student support services to advocate and support students and parents.
- Reviews enrollment-related forms for completeness, including dual-enrollment, course repetition, and prerequisite clearance/challenge, late add, and grade change requests; enters data from forms into the student information system and other databases; processes student requests for transcripts.
- Completes enrollment verification for students, including verification from varying agencies.

- Reviews petitions and approves and awards fee reductions and waivers including the California Promise Grant; reviews residency reclassifications and makes determinations; participates in a variety of department committees to determine petition outcomes.
- Import admission applications utilizing CCC Apply and other support programs to monitor admissions applications and identify student identity.
- Reviews and analyzes course section registration, rosters and enrollment; assists in the identification of fraudulent enrollment, improper prerequisites, course repetition and other enrollment/registration issues; may place holds or drop students from courses.
- Assists students with case-by-case issues including those related to denied petitions, academic progress, financial payments and issues including rebilling; processes specialized admissions and enrollment processes for programs such as student success programs, non-credit enrollment, dual enrollment and courses/programs with cohorts or varying lengths.
- Answers questions on a variety of financial aid topics including all federal, state and institutional financial aid programs, the financial aid application process, required documents and deadlines, the disbursement process, and the status of current-year awards; makes appointments with Financial Aid staff, as necessary.
- Collects financial aid forms and required documents and reviews for completeness and eligibility; validates student identity and enters data from forms into database system; accesses the National Student Loan Data System (NSLDS) to process student financial aid applications, according to NSLDS standards and rules of behavior.
- Assists students to access and navigate online financial aid tools and support applications including Federal Student Aid Partner Portal, Campus Logic, Bank Mobile, and CSAC Web Grants for financial aid disbursements; assists students with tracking application status and updating information.
- Assists students with understanding of and compliance to financial aid program requirements.
- Maintains comments regarding student contacts, documentation uploads and services provided in appropriate systems.
- Assists in the hiring and training of student workers, including student ambassadors, in Admissions and Records and Financial Aid areas; coordinates student workers to assist students with applying, registering and answering student questions including use of the student information system.
- Serves as a resource for information about the campus and available services, meta majors, courses, and activities; assists in outreach efforts by giving presentations and workshops related to financial aid and enrollment services, including Panther Nights, Cash for College, Panther Connect and Super Saturday.

- Assists with troubleshooting problems with the submission of required reports to the Chancellor's Office.
- Captures data on the use of all services provided by Student Ambassadors and staff and creates monthly reports.
- Assists Dean with gathering of information and processing requests related to subpoenas

As Assigned:

- When serving at a satellite campus, make counseling appointments, perform cashiering duties, and provide referrals and information regarding student support programs and services.
- Host financial aid workshops and travel to assist with satellite campus coverage.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Policies, procedures, and best practices of enrollment services.
- General principles, practices, and techniques used in customer service and community outreach.
- Advanced knowledge of Admissions and Records rules, regulations, policies and procedures.
- Financial Aid rules, regulations, programs, processes and timelines, and required tax documents.
- District student recordkeeping practices and procedures for processing electronic student information.
- Community college courses, curriculum, graduation, and transfer requirements.
- Community college credit evaluation policies and procedures.
- Basic research methods and analysis techniques.
- The matriculation process, including assessment, counseling and cashiering, as well as EOPS and DSPS and other student support programs
- Modern office practices, procedures and equipment including usage and operations of Student Information System and NSLDS.
- Common issues and challenges facing a diverse population of community college students.
- Oral and written communication skills
- Principles of sound business communication.

- Federal, state and local laws, as well as regulations including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Interpret and explain rules, regulations, procedures, policies, and catalogs regarding student registration, transcript evaluation, graduation, degree and transfer requirements, and financial aid.
- Comprehend requests for information and assistance, identify appropriate resources, and advocate effectively for students.
- Perform Enrollment Services operations and activities including processing college applications and enrollment forms, petitions, Financial Aid applications, and establishing and maintaining student records and files.
- Perform immediate and complex analysis of various college and financial aid application materials, including transcripts from other schools and colleges and personal financial information.
- Coordinate evaluation activities with other staff members and departments.
- Make arithmetic calculations quickly and accurately.
- Analyze situations accurately and adopt effective courses of action.
- Use excellent organizational skills, prioritize and manage workload both independently and as part of a team.
- Train and provide work direction to student workers.
- Communicate effectively both orally and in writing.
- Maintain confidentiality of college and student files and records.
- Operate a computer and use standard business software and access internal and external student information and financial systems.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- An associate degree from an accredited institution,
And three (3) years of experience in admissions and records and/or financial aid;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is preferred.

LICENSES AND OTHER REQUIREMENTS:

- Eligibility to access the National Student Loan Data System.
- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Enrollment Services Technician	Position Number:
Department/Site: Enrollment Services	FLSA: Non-Exempt
Reports to: Dean of Student Affairs, Enrollment Services	Salary Range: 26

DESCRIPTION:

Under general supervision, provides first point of contact for students and the public at a front counter, or via phone, email, chat, video call, and in person for various issues involving admissions, records, registration, and basic financial aid; triages student issues and concerns and directs to appropriate department and/or resources; reviews, collects, and processes a variety of forms and documents; updates and maintains student records, reviews residency and other petitions/fee modifications, and performs cashiering functions; creates a welcoming, positive atmosphere for all students and visitors to the college.

REPRESENTATIVE DUTIES:

- Performs the day-to-day services and activities of Admissions and Records; answers questions over the phone, virtually, or at the front desk; resolves or refers questions and concerns from students and community members regarding academic and student support programs and services; explains admissions, registration, and financial aid processes, procedures, rules and guidelines.
- Processes admissions applications and registers students, using telephone and written communication and other appropriate reference materials; receives and inputs a variety of student information; prepares, organizes, maintains, and updates student records, databases, and files; creates and maintains electronic and physical filing systems.
- Assists potential and current students in preparing forms and documentation and verifies accuracy of information with third parties; maintains confidentiality of student information.
- Researches, reviews, processes, and/or approves a variety of petitions including, but not limited to: residency, course eligibility, fee modifications and waivers, and changes in academic records; makes complex residency determinations; reviews and processes documentation such as immigration documents, visas, and Permanent Resident documents.
- Performs assessments of status and progress for international students.

- Participates in roster reconciliation; researches and resolves course enrollment-related issues with instructors; receives, verifies, and processes grade changes, credits and incompletes; receives and processes transcript requests using physical and electronic files; maintains records of transcripts sent; verifies enrollment and graduation of students for outside agencies.
- Performs specialized registration, enrollment, and student records processes including those related to priority registration, dual enrollment, cohort/programmatic enrollment, section management, and grading processes.
- Provides technical information and assistance to students, staff, counselors, faculty and administrators in interpreting and clarifying registration, graduation, and transfer policies, requirements, and procedures.
- Provides technical assistance to students, staff, counselors, faculty and administrators in the use of various software and electronic student systems, including student email, and the college's student information system user interfaces (e.g. Ellucian Self-Service).
- Identifies and resolves a variety of electronic records issues including fraudulent enrollments and merging duplicate records; collaborates with Enrollment Services team, IT, and others to determine student identity and perform verifications; compiles student data for uploading to the National Student Clearinghouse, National Student Loan Data System, and other external databases; reconciles and corrects data used/received in transmission processes.
- Keeps current on regulations and procedures related to student admissions and records, including matriculation, through self-study and communication, and communicates changes in those regulations and procedures to supervisor and other enrollment services staff.
- Verifies, calculates, and makes changes to student records as needed; monitors attendance accounting procedures to ensure accurate data for the college's apportionment funding and statistical reporting.
- Collects student fees, places and releases student financial and other holds, and assists with rebilling and fee corrections processing as assigned.
- Trains and provides work direction to student assistants; coordinates and schedules student hours for employment; recruits, tests and interviews students for employment; reviews and prepares student timesheets for monthly payment.
- Participates in enrollment and registration events throughout the school year both on and off campus.
- Receives and assists with data collection for subpoena referral to Dean of Enrollment Services or designee.
- Assists with maintaining and updating Enrollment Services forms, templates, and online resources, as assigned.

Other Functions:

- As assigned and trained, may serve as secondary or backup Designated School Officer (DSO) consistent with federal regulations and institutional designation procedures, and may assist with DSO-related processes when designated.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Direction, goals, objectives, policies, procedures, and practices of Enrollment Services.
- Customer service practices and telephone etiquette.
- Community college student recordkeeping practices and procedures for processing electronic student information.
- Community college courses, curriculum, graduation, and transfer requirements.
- Basic community college credit evaluation policies and procedures.
- Basic research methods and analysis techniques.
- Modern office practices, procedures, and equipment including knowledge of computers and applicable software programs and specialized admissions and records databases and systems.
- Common issues and challenges facing a diverse population of community college students.
- Oral and written communication skills.
- Principles of sound business communication.
- Federal, state and local laws, and regulations, including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Interpret and explain rules, regulations, procedures and policies regarding all aspects of Enrollment Services particularly those related to enrollment, student registration, transcript evaluation, graduation, degree and transfer requirements.
- Provide customer service in person, over the phone, and via electronic methods.
- Communicate information accurately and effectively
- Respond to requests for information or assistance from students and the public.
- Organize, set priorities, and take initiative in areas of responsibility.
- Maintain confidentiality of college and student files and records.

- Analyze situations and make decisions on procedural matters without immediate supervision.
- Compose clear, concise, and comprehensive correspondence, reports, and other written materials from brief instructions.
- Operate a computer and use student information system and business software at an advanced level; operate other standard business equipment including imaging systems.
- Exercise tact and diplomacy in dealing with sensitive, complex, and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.
- As assigned, access the Department of Homeland Security website and program (SEVIS).

EDUCATION AND EXPERIENCE:

- A high school diploma or equivalent, supplemented by college-level course work, And three (3) years of experience involving public contact and computer operation in an educational setting;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is preferred.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Enterprise Systems Engineer	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt
Reports to: Executive Director of Enterprise Architecture, Director, or designee	Salary Range: 48

DESCRIPTION:

Under general supervision, administers and maintains the hybrid cloud technology architecture for the District; administers enterprise applications ensuring the operation of the student information system (SIS) and business process systems; configures and maintains cloud-based software, hardware, and multi-platform communications software and protocols; ensures accuracy and integration of a variety of applications and databases; develops queries, reports, analyses, user dashboards, and interfaces; collaborates with consultants and oversees and implements various IT projects.

REPRESENTATIVE DUTIES:

- Administers, sets up, integrates, configures and troubleshoots various enterprise systems, modules, and software programs to ensure their proper and effective implementation; confers with other staff as needed to resolve application, system, and network conflicts; automates existing manual processes; measures, monitors, tests, and enhances performance; establishes and maintains security profiles and access controls for system administrators, users, and databases per District policies and procedures.
- Writes program code, scripts, queries, rules, and tests using appropriate development tools and programming languages to customize systems, software, and applications and analyze system operations; coordinates software updates and patch reviews, testing, and installations into production.
- Ensures continuity of business operations including those required for registration, student academic records and support, fiscal operations, and payroll and personnel transactions.
- Designs, develops, and maintains system integrations, application programming interfaces (APIs), and automated data exchanges to ensure accuracy, security, and reliability across platforms.

- Evaluates, recommends, installs, and configures custom and packaged software to meet District and departmental needs; researches and defines application data requirements; identifies data sources; diagrams data flow and data entity relationships; produces and designs process workflow charts and modifies as needed; programs/configures platforms and connects with other internal and external systems, applications, and services.
- Designs and programs database interface and reporting solutions to meet faculty and staff requirements including custom queries, menus, screens and reports; performs database administration and management; builds, extends, and improves database and data warehouse schemas; assists with the management and maintenance of data services including large-scale SQL databases (e.g. Microsoft SQL, Redshift), reporting services and analysis services; creates and deploys reports for District functions; creates data warehouses and constructs data mining resources; analyses database-related problems to ensure data integrity.
- Provides advanced technical and report development assistance to end users; uses data modeling to analyze and specify data usage within the application area; supports various in-house and vendor applications that interface with District information systems and ensures data integrity, security and consistency; resolves issues with users, consultants, vendors, and subcontractors.
- Supports users in the use of new and existing applications; responds to routine requests for application support and modifications; develops, prepares, modifies, and maintains technical manuals, user documentation, and operational procedures; resolves or escalates issues appropriately for further technical support, which may include interacting with vendors.
- Coordinates with and assists vendors in fulfilling their contractual obligations with the District; evaluates work products and software interfaces developed by outside contractors; serves as liaison between vendors and users.
- Collaborates and consults with functional leads and end users cross-functionally (e.g., the “Colleague Core team”) to resolve technical tickets and cases for the SIS and other District applications.
- Maintains current knowledge of technological developments in the information systems and computer science fields, including but not limited to new technologies such as large language models (LLM) and artificial intelligence (AI); participates in user groups and conferences; keeps up to date with legal and compliance requirements from the California Community College Chancellor's Office (CCCCO) affecting assigned areas and system requirements.
- Prepares records and reports and compiles statistical data; ensures accuracy, timeliness and availability of data and required reports; may assist Institutional Research (IR) in

uploading and transferring data used for CCCCCO MIS (Management Information Systems) reporting.

- In coordination with designated cybersecurity and network security staff: Monitors intrusion detection systems and responds to system alerts as assigned; participates in vulnerability assessments and implements remediation actions in accordance with established priorities; participates in the development and implementation of security policies, standards, and remote access guidelines to support District, legal, and regulatory requirements.
- Performs backup and recovery of enterprise data using specialized software tools and server configurations for legacy systems.
- Coordinate with the District and other colleges to implement functional and procedural changes in assigned systems for new regulations/ laws/policy.
- Serve as a technical lead for assigned projects, providing system expertise, implementation support, and coordination with vendors and stakeholders under management direction.
- Build and maintain relationships with software vendors to enhance and expand necessary functions.
- Represents the IT department on college and external committees and at events, conferences, and training sessions.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Ellucian, Banner or Colleague student information system/enterprise resource planning (SIS/ERP) implementation and maintenance.
- Cloud platforms (AWS, Azure) and related operating systems, security tools and scripting languages.
- Programming theory and applicable languages such as PowerShell, Envision, ColdFusion, JavaScript, and SQL of any flavor.
- Operating system architectures, characteristics, components, uses and constraints, systems integration and optimization design concepts and techniques.
- Database administration and design.
- Systems administration, network design, and security practices in a hybrid environment.
- Current trends and advancements in cloud-based enterprise systems and higher education-specific data security.

- Reporting tools such as AWS Quicksight, SQL Server Reporting Services (SSRS), or equivalent.
- Software development life cycle including testing, implementation and documentation.
- Computer backup and security techniques and issues.
- Knowledge of RESTful API development and maintenance, including the use of tools such as Postman for testing, debugging, and documentation.
- Understanding of modern software development best practices, including version control using Git/GitHub, code review workflows, and collaborative development strategies.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Apply advanced professional knowledge of systems engineering and architecture concepts, principles, phenomena, and relationships to support systems administration; and critical systems and equipment.
- Perform difficult and complex programming in the analysis of systems requirements, configuration and integration of cloud-based applications and reporting.
- Analyze user needs and apply modern technology and process improvement techniques to formulate integrated, efficient, cost-effective and business-based technology solutions to departmental and user problems and issues.
- Perform routine to advanced systems troubleshooting and analysis to resolve complex systems management, communication and inter-operating/data integration problems.
- Understand multiple database structures and business process workflow.
- Communicate technical application issues effectively to non-technical parties orally and in writing.
- Write and maintain complex SQL queries, programming code, and/or shell/system scripts.
- Respond to security alerts in a timely manner, conduct investigations and respond to IT security-related incidents and threats.
- Keep technical skills current to meet continuing application development assignments.
- Maintain confidentiality of college and student files and records.
- Operate a variety of computer software applications and peripheral equipment.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution,
And five (5) years of experience in IT systems administration, application integration, or enterprise systems support in a heterogeneous, cloud-based environment;
- Or an equivalent combination of training, and experience.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Financial Aid Coordinator	Position Number:
Department/Site: Enrollment Services/Financial Aid, Student Affairs	FLSA: Non-Exempt
Reports to: Director, Financial Aid Services	Salary Range: 40

DESCRIPTION:

Under general supervision, organizes and coordinates the day-to-day operations of the Financial Aid (FA) department and implementation of all FA programs and services; performs complex data analysis, and ensures data accuracy and integrity; assists the Director with audit, compliance and mandated reporting; acts as a subject-matter expert on the financial aid module and ensures the configuration and data structures used in the college's student information system to support the department's business processes and functional needs; liaises with other departments and external entities on improving operations, technology, services and student support; provides advanced technical training and support to lower-level staff and students.

REPRESENTATIVE DUTIES:

- Organizes and coordinates the day-to-day department operations of the FA programs and services; serves as technical FA resource for all types of financial aid; provides recommendations on enhancements to policies and procedures and on the design and implementation of continuous-improvement programs in all FA processes to the Director of Financial Aid Services.
- Provides technical information and assistance to students, staff, administrators and others concerning FA processes and procedures including those related to student eligibility, and the awarding and disbursement of funds; interprets policies and regulations and determines appropriate courses of action in unusual and complex circumstances.
- Assists with the recruitment, hiring, and training of FA student employees; trains student employees in new and revised FA technology, processes, and procedures; assists supervisor with scheduling and monitoring student employee work under established area procedures for completeness, accuracy, and conformance with college, department, and program legal requirements and standards; reviews student timesheets.
- Collects financial and statistical data, generates reports and analyzes data from both internal and external sources; compiles, prepares and maintains reports, files, records and correspondence related to financial aid matters, including those required by program auditors.

- In coordination with the Director of Financial Aid Services, prepares a variety of state and federal reports and audits and institutional data requests; participates in program review activities; prepares reports, publications, special reports, proposals, recommendations, and other materials as requested.
- Collaborates with Enterprise Systems and Information Technology to address regulatory changes and related system patches, and to support the ongoing operation, testing, and integrity of computer systems and interfaces related to FA modules.
- Implements solutions for new federal or state regulatory maintenance packages or aid programs; troubleshoot interfaces with the Department of Education; assists with validating and testing new tools and software and ensures accuracy of student data, fields, and user interface as it relates to FA processes and procedures.
- Serves as the liaison between FA and other departments in facilitating all financial aid workshops and presentations for students, their families, other educational institutions, and community-based organizations.
- Coordinates with Enrollment Services on integrated processes and procedures including those related to staffing the student services front desk, tracking and reporting compliance with financial aid enrollment, academic progress, and the impacts of changes in student information systems.
- Oversees student academic progress calculation processes for FA in accordance with federal, state, and institutional requirements; participates in the student academic progress appeal process including serving as a committee member and working with Student Success Specialists on resolving specific student issues.
- Processes California Promise Grant applications and other fee waiver programs according to established procedures.
- Maintains external contacts and interfaces with government agencies and other community colleges to obtain, organize, and verify information; communicates decisions to students as needed.
- Participates in advisory and ad-hoc committee meetings and other appropriate meetings as a member and as an assigned administrative support person.
- Keeps current on financial aid regulations and procedures through self-study and communication, and communicates changes to Director of Financial Aid Services and other FA staff as assigned.
- Coordinates cross-departmental process changes, updates, and communications with Enrollment Services, Counseling, and other student-support units as assigned.
- Assists in developing and updating FA forms, guides, website content, and student-facing materials, as assigned.
- Attend conferences and regional meetings.

KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Direction, goals, objectives, policies, procedures and practices of financial aid.
- Rules, regulations, procedures, policies and functions of federal, state, and community college financial aid programs, including grant and loan programs and scholarships and the maintenance of student information and financial records.
- Advanced knowledge of student eligibility and award criteria for federal, state, and institutional financial assistance programs, including scholarships, Cal Grants, Pell Grants, Federal Work Study, California Promise Grants, Veterans Administration benefits, and student loans.
- General principles, practices and techniques used in customer service.
- Common issues and challenges facing a diverse population of community college students.
- Extensive knowledge of student information systems and the financial aid module.
- Financial and student recordkeeping practices and procedures for processing electronic student information.
- Research methods and analysis techniques.
- Principles and practices of sound business communication.
- Federal, state and local laws, and regulations including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Ensure timely, efficient, and effective delivery of services to students regarding financial aid including grants, scholarships and loans.
- Delegate, coordinate, and review the work of student workers engaged in FA operations per established guidelines.
- Analyze systems and processes, identify gaps or breakdowns, and identify solutions to address deficiencies.
- Utilize District computer information systems and its Enterprise Resource Planning system to perform FA functions and ensure data and report accuracy and integrity.
- Interpret and effectively communicate complex rules, regulations, policies and procedures.
- Analyze complex financial data and advise, counsel and interview students regarding financial aid programs.
- Utilize word processing, database, and spreadsheet applications and quickly learn new programs.
- Prepare and maintain confidential and complex records and files.

- Conduct workshops and presentations for students, parents, and other groups.
- Apply and explain laws, rules, regulations, policies, and procedures regarding the assigned program.
- Maintain confidentiality of college and student files and records.
- Communicate effectively, both orally and in writing.
- Compose clear, concise and comprehensive analyses, reports, studies, agreements, presentations and other written materials.
- Troubleshoot, identify issues in and provide training for student information systems, modules and other technology used in financial aid.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution,
And five (5) years of professional experience in financial aid administration or processing, including experience with federal and state financial aid programs;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish desired.

LICENSES AND OTHER REQUIREMENTS:

- Eligibility to access the National Student Loan Data System.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Financial Aid Specialist	Position Number:
Department/Site: Enrollment Services/Financial Aid, Student Affairs	FLSA: Non-Exempt
Reports to: Director, Financial Aid Services	Salary Range: 32

DESCRIPTION:

Under general supervision, performs a variety of responsible, complex, and technical duties relating to the federal, state and institutional Financial Aid programs and processes; analyzes and verifies application data and supporting documentation; processes, tracks and awards financial aid funds; administers specific financial aid program(s) as assigned; independently assists students using a variety of media.

REPRESENTATIVE DUTIES:

- Manages a caseload of financial aid requests; reviews financial aid applications and supporting documents submitted by students; discusses funding options with students including grants, scholarships, and loans; follows up to resolve discrepancies and obtain missing information.
- Performs qualitative and quantitative analyses of a variety of documents, including federal tax returns, official academic transcripts, immigration documents, Social Security documents, court orders, medical documents, official student birth certificates, promissory notes, and related documentation.
- Analyzes and updates student files and determines eligibility on a case-by-case basis, utilizing professional judgment to adjust analyses; analyzes student data and certifies eligibility for program participation (e.g. Title IV) as required; interprets, applies, and explains complex rules, regulations, requirements, and restrictions.
- Authorizes the disbursement of funds after verifying student eligibility and enrollment through various reports; monitors to ensure enrollment criteria are met on an ongoing basis; recalculates financial needs as required; evaluates special circumstances influencing need analysis results and applies appropriate changes in awards when warranted.
- Administers and processes federal and state financial aid programs and payments (e.g., Pell Grant, Cal Grant Program) and coordinates with the District's Business Office and with federal and state reconciliation systems.

- Advises students on relevant financial aid processes and procedures including, but not limited to, Satisfactory Academic Progress appeal procedure and Dependency Override procedure.
- Administers and processes student withdrawals from enrollment; performs calculations to determine the amount of federal aid funds that must be returned to Title IV; complies with Title IV federal and state regulations regarding delivery of funds to students.
- Performs Over Award calculations applicable to students whose enrollment status has changed, reducing their eligibility for financial aid; documents and notifies students of overpayment amounts owed.
- Advises and counsels students in default on their student loans or those with overpayments; works with loan servicers, U.S. Department of Education, and other appropriate organizations to cure delinquent student loan accounts.
- Monitors and ensures compliance in the awarding and disbursement of multiple institutional, state, and federal grant programs; collaborates with the Business Office to assist students as needed, such as method of payment; makes electronic payments to student accounts and banking agencies.
- Plans, organizes, conducts orientations, and leads/participates in on and off-campus workshops; delivers oral presentations to students, parents, counselors and others.
- Coordinates activities with other related on-campus student services; refers students to social service agencies and other community resources as appropriate.
- Researches and maintains current knowledge of federal and state regulations and requirements for financial aid and student loan programs to ensure compliance and accurate distribution of information.
- Attends and conducts various meetings.
- Provides technical expertise to other personnel, faculty, students and the public regarding financial aid programs and services.
- Reviews, determines eligibility and approves applications for California Promise Grant Fee Waivers; notifies students if any additional information is needed.
- Analyzes both internal and external financial aid reports to ensure accuracy and completeness; compiles, prepares and maintains reports, files, records and correspondence related to financial aid matters, including those required by program auditors.
- Processes and verifies financial aid eligibility for students who identify as housing insecure/unhoused, including reviewing documentation, exercising professional judgment when appropriate per federal guidelines, and ensuring timely awarding of aid and educational access.

- Conducts proactive potential fraud detection, including the review of flagged applications, resolution of conflicting information, and professional reporting of fraudulent activity to appropriate agencies.
- Processes and awards financial aid for a bachelor's degree program (e.g. B.S. RCP), ensuring compliance with federal, state, and institutional regulations specific to undergraduate four-year programs.
- Collaborates with the Admissions and Records Department to align associate and bachelor's program admissions, enrollment, and financial aid timelines and processes; assists with compliance audits and program reviews, ensuring accurate documentation and adherence to Title IV regulations as they apply to two and four-year degree programs.
- Conducts financial aid communications, workshops, and materials tailored to a bachelor's degree, ensuring transparency and accessibility of funding information.
- Assists with accurate reconciliation and reporting of state financial aid funds, resolves payment discrepancies, assesses accuracy of data and results, and supports students with program related inquiries.
- Often serves as a first point of contact for students in crisis (housing, food, family) and helps them navigate additional campus and community resources.
- Maintains strict data security protocols when handling sensitive student data in compliance with FERPA, Gramm-Leach-Bliley Act, and institutional cybersecurity policies.
- Submits and manages Pell Grant and Direct loan records via the Common Origination and Disbursement (COD) system, including originations, disbursements, and adjustments.
- Assists in training new staff as requested; assists with developing work schedules for student workers.
- Attends training and workshops to stay current on financial aid program rules, regulations, policies and procedures.
- Provides backup support to the Enrollment Services Specialists and student intake area ("front counter") as assigned.
- Provides students with information on financial literacy, responsible borrowing, loan repayment, and default prevention strategies.
- Executes other related duties and responsibilities as assigned, particularly in response to ongoing updates and changes in federal, state, and institutional financial aid programs.
- Manages CalKIDS grant disbursement processes, including student eligibility review, fund distribution, and compliance monitoring.
- Provides comprehensive FERPA approved student support via in person, phone, and email.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Direction, goals, objectives, policies, procedures and practices of Financial Aid.
- Rules, regulations, procedures, policies and functions of federal, state and District financial aid programs.
- General principles, practices and techniques used in customer service and community outreach.
- Advanced knowledge of student eligibility and award criteria for federal, state and institutional financial assistance programs, including scholarships, Cal Grants, Pell Grants, Federal Work Study, California Promise Grants, Veterans Administration benefits and student loans.
- Utilizes multiple federal and state systems including but not limited to COD, NSLDS, Web Grants, and FAFSA Partner Portal.
- District financial and student recordkeeping practices and procedures for processing electronic student information.
- Educational and community resources for students.
- Financial and income tax statements.
- Modern office practices, procedures and equipment including usage and operations of Student Information System and NSLDS.
- Common issues and challenges facing a diverse population of community college students.
- Oral and written communication skills.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA) and Title IX.

Skills and Abilities to:

- Interview, advise and counsel students regarding financial aid programs.
- Interpret, explain and apply federal and state laws, rules, regulations, policies, procedures and practices governing financial aid and scholarship programs.
- Make determinations and apply professional judgment regarding eligibility for financial assistance based on established procedures and guidelines, ensuring consistency and a high degree of accuracy.
- Prepare and maintain confidential and complex records and files.

- Work independently with limited direction and function effectively within a team setting while demonstrating leadership qualities.
- Interpret, communicate and apply complex rules, regulations, policies and procedures effectively.
- Make arithmetic calculations quickly and accurately.
- Analyze situations accurately and adopt effective courses of action.
- Conduct workshops and presentations for students, parents and other groups.
- Maintain confidentiality of college and student files and records.
- Train and provide work direction to student workers and assist staff as needed.
- Communicate effectively both orally and in writing.
- Operate a computer and use standard business software and access internal and external student information and financial systems.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- An associate degree from an accredited institution,
And three (3) years of experience in financial aid administration or processing, including experience with federal and state financial aid programs;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish desired.

LICENSES AND OTHER REQUIREMENTS:

- Eligibility to access the National Student Loan Data System.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Institutional Data Analyst	Position Number:
Department/Site: Institutional Equity, Effectiveness and Success	FLSA: Non-Exempt
Reports to: Director of Institutional Research	Salary Range: 44

DESCRIPTION:

Under general supervision, performs highly skilled, professional work designing, implementing, and maintaining reports and related data systems used to support institutional planning, decision-making, and effectiveness projects, primarily related to, but not limited to, California Community Colleges Chancellor's Office Management Information Systems (MIS) reporting; designs and produces comprehensive data queries, reports, and analyses for routine and ad-hoc requests; utilizes visualization tools to develop dashboards, graphics, and other statistical materials used in reporting.

REPRESENTATIVE DUTIES:

- Plans, coordinates, researches, collects, analyzes, interprets, and reports data and statistics to provide information and assistance for institutional and program planning issues and decision-making; assists with the design of data-intensive research and reporting projects.
- Conducts quantitative data analysis and interprets and presents findings; prepares data visualizations, dashboards, scorecards, and self-service statistical, graphic, and narrative reports and materials to support data-driven strategic planning and institutional improvement.
- Collects, compiles, assesses and maintains large amounts of information and data from internal and external sources; develops and maintains data warehouses and other databases using appropriate computer software; participates in cross-department efforts to develop data standards that ensure data quality and consistency across systems, external reporting requirements, and to establish data management processes, validation, and flow of data between systems.
- Supports departments in the preparation and submission of California Community Colleges Chancellor's office (CCCCO) MIS reporting including those related to IPEDS, SCFF, VTEA allocation for apportionment; runs SQL queries and Colleague output and works with requesting department to identify and correct data errors/issues.

- Collaborates and contributes to the completion of external reports and data submissions to various agencies, including the CCCCCO, U.S. Department of Education, and Accrediting Commission for Community and Junior Colleges (ACCJC).
- Serves as a technical resource on data elements, data storage and extraction methods, the design of automated processes for data extraction, and data security; serves as a technical resource for the use of internal systems, tools and processes for extracting, analyzing and presenting data.
- Develops, employs and maintains query tools and templates to general databases; authors queries pertaining to data source and quality; documents changes and maintains version control of files and codes; collaborates closely with IT in troubleshooting and identifying MIS issues.
- Researches, coordinates, evaluates and responds to requests originating from internal and external sources; works with requesters to clarify their needs, selects and utilizes appropriate methodologies, creates or identifies databases, and optimizes the utility of data and data analysis.
- Utilizes survey tools, computer software, and other instruments and media as appropriate for efficient and effective research design, quantitative and qualitative data collection and analysis, and customized research reports; designs effective survey instruments and coordinates all activities associated with the survey study.
- Provides technical support, assistance and training to staff, faculty administrators and others in research methodologies, data analysis and state/federal reporting requirements.
- Addresses organizational needs through identification of opportunities for utilizing and coordinating the development of current and new data sets, databases, business intelligence tools, and advanced analytics capabilities.
- Reviews college knowledge information systems from a data and reporting perspective, evaluates their effectiveness, and recommends new systems.
- Communicates with college personnel and various outside agencies to exchange information and resolve data-related issues or concerns.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- The student information system and various software applications used to collect and store data used in institutional research and reporting.
- California Community Colleges Chancellor's Office Management Information Systems (CCCCO MIS) and student information system/enterprise resource planning (SIS/ERP) documentation, systems and data standards

- Software related to assigned area and duties, such as:
 - Business intelligence and performance management software (e.g. Cognos, Hyperion or Amazon Quicksight).
 - Advanced usage and operations of database programs, spreadsheet and statistical software (e.g. Access, Excel, SPSS or Amazon Redshift).
 - Data extraction and query tools and languages (e.g. SQL Server, PostgreSQL, or R).
- Applied research methodology, including statistical procedures and measurement techniques.
- Methods and techniques of institutional, social science and other quantitative research.
- Professionally accepted research practices applicable to research methodology development and selection, data analysis and interpretation, and reporting.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Provide information, training and guidance to District administrators, faculty and staff on research and data best practices, techniques and standards to strengthen evidence-based decision-making.
- Develop and maintain complex data, data warehouses and reporting systems tools for institutional research purposes.
- Assist with developing and implementing data integrity, data quality, and data standards, policies and practices to ensure the accuracy, validity and reliability of institutional research data and reports.
- Write complex SQL scripts and programs to extract, manipulate and aggregate data from diverse sources; optimize queries for efficiency, accuracy and consistency with standard definitions, metrics and data elements.
- Present complex data in a clear and concise manner both orally and in writing and utilize data visualization tools to develop tables, graphs and interactive dashboards for use by various audiences.
- Analyze information, formulate solutions and make recommendations on complex issues.
- Maintain confidentiality of college and student files and records.
- Operate a computer and use standard business software.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution, with coursework, training, or professional experience in data management, information systems, reporting, analytics, regulatory compliance, or related fields,
And three (3) years of professional experience in data or regulatory reporting, institutional data management, information systems support, or related work;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Experience working in a community college is preferred.
- Experience with Ellucian Colleague, or the District's current student information system, is preferred.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Institutional Research Analyst	Position Number:
Department/Site: Institutional Equity, Effectiveness, and Success	FLSA: Non-Exempt
Reports to: Director of Institutional Research	Salary Range: 44

DESCRIPTION:

Under general supervision, performs highly skilled professional quantitative and qualitative research studies, surveys, and other analyses for a wide variety of institutional planning, decision making, budgeting, accreditation, and effectiveness projects; coordinates institutional research projects originating within and outside the institution, from conceptual design and problem definition through data collection, analysis, interpretation, and reporting; prepares and presents research papers, reports, and recommendations.

REPRESENTATIVE DUTIES:

- Coordinates and participates in planning quantitative and qualitative research studies, including those associated with strategic enrollment management, student characteristics and outcomes, program review, effectiveness of student services, student achievement, community characteristics, and post-graduation success.
- Evaluates and responds to requests originating from within and outside the institution. Works with requesters to clarify their needs and optimize the utility of research results; creates and implements analytical tools, measurement procedures, and data collection instruments best suited for specific research inquiries; coordinates research projects, timelines, and resources.
- Provides project consultation, information, data, and technical assistance for institutional requests from department programs, governance committees, and individual faculty/staff; clearly and effectively researches, organizes, produces, and presents research-based information, analysis, results, and interpretation reports to various constituent groups and functional areas, and utilizes them in grant proposals and outcome reports.
- Coordinates and participates in the design, administration, analysis, and dissemination of qualitative research surveys and other qualitative data collection tools; applies established research methodologies, statistical analysis techniques, and required data resources to prepare recommendations for team and management review; conducts and administers written surveys and conducts interviews and focus groups; analyzes, interprets, and reports findings, recommendations, and conclusions.

- Conducts quantitative data analysis and prepares data visualizations, dashboards, reports, and other materials to disseminate findings to support data-driven decision making, strategic planning, and institutional improvement.
- Reviews, aggregates, and evaluates national, state, and local surveys, research studies, published papers, and other literature on current and best practices and other relevant topics; develops and maintains research information systems and databases.
- Compiles, prepares, writes, edits, and coordinates the publication of research and a variety of narrative and statistical records, reports, and files for the Office of Institutional Research and the District to include charts, glossaries, data dictionaries, executive summaries, briefings, and/or other elements.
- Participates and provides input into the development of policies and procedures for planning, research, and institutional effectiveness in alignment with college goals and mission.
- Presents training and professional development for faculty, staff, and administrators on best practices in data gathering and the use of results in establishing meaningful assessment and evaluation of their program areas.
- Participates in local, regional, and state activities to promote institutional research and planning and professional development.

Other Functions:

- Represents the department on District or college planning councils and institutional effectiveness committees.
- As assigned, conducts and deploys Student and Faculty Course Appraisals at the end of each academic term. Reports results to respective department deans.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Research design, methods, sampling, statistics, and analytical strategies and techniques typically used in institutional research.
- Methods and techniques of institutional, social science, and other quantitative research.
- Administrative principles and methods, including goal setting, long-range planning, and program development/implementation.
- Methodologies and techniques of statistical analysis using statistical research packages (e.g. SAS–Statistical Analysis Software, SPSS) and data visualization tools.
- Professionally accepted research practices applicable to research methodology development and selection, data analysis and interpretation, and reporting.
- Principles and practices of survey development, design, and dissemination.

- Principles, tools, and techniques of project planning and project management.
- Principles and practices of sound business communication.
- Federal, state, and local laws, regulations, and governing areas of assignment, including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Provide information, training, and guidance to District administrators, faculty, and staff on research and data best practices, techniques, and standards to strengthen evidence-based decision making.
- Design and conduct institutional research projects and studies, including research design, methods, statistical analysis, quantitative research methods, and analytical techniques.
- Perform a variety of specialized activities involved in the research, collection, analysis, interpretation, and reporting of data related to institutional planning, effectiveness, accreditation, student success, assessment, and evaluation.
- Identify, investigate, and define research issues, locate sources of relevant data to meet research needs and requirements, and apply appropriate and sound research and statistical methodologies.
- Develop data visualizations using various platforms.
- Write and run queries using Structured Query Language (SQL) or similar tools.
- Interact, participate, and conduct presentations to individuals, college groups, committees, organizations, and others as assigned.
- Analyze and interpret complex data and information.
- Handle information in a discrete and confidential manner.
- Apply and explain laws, rules, regulations, policies, and procedures regarding the assigned program.
- Communicate effectively, both orally and in writing.
- Compose clear, concise, and comprehensive analyses, correspondence, reports, studies, agreements, presentations, and other written materials from brief instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution, with coursework, training, or professional experience in data analysis, research methods, statistics, institutional analysis, or related fields,
And three (3) years of professional experience conducting applied research, institutional analysis, assessment, or data reporting in an organizational or educational setting;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- A master's degree in statistics, data analytics, social science, education, public policy, or a related field.
- Experience in institutional research, planning, or assessment in a higher education environment.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: IT Support Analyst	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt
Reports to: Director of Technical Services	Salary Range: 40

DESCRIPTION:

Under general supervision, implements, maintains, and secures supports the security of cloud-based technology infrastructure and services to support the District's enterprise systems and its operational and educational computing needs; assists in developing, maintaining, and automating tasks and processes through Windows operating system and other system automation scripting tools; performs system administration, including monitoring and managing user accounts and permissions; assists with deployments and technical validation; provides technical support and assistance on complex issues escalated from the Help Desk, troubleshooting and resolving technical issues involving hardware, software, and connectivity; conducts cross-system analysis and troubleshooting involving on-premises, cloud, and field-deployed technologies, including issues requiring on-site investigation, coordination with facilities, or hands-on system validation; performs on-site field support, installation, and troubleshooting of District technology systems.

Supports wired, wireless, and cloud-connected infrastructure by troubleshooting assigned network, telecommunications, and system issues under established procedures and management direction.

DISTINGUISHING CHARACTERISTICS:

The IT Support Analyst conducts and performs more advanced technical analysis and in-field support, offering Tier II and Tier III assistance for complex or non-routine issues escalated from the help desk. This role includes hands-on troubleshooting, on-site investigation, systems administration, and cross-system analysis across user devices, enterprise systems, cloud platforms, networks, and instructional technologies. The analyst frequently performs fieldwork, supports deployments and integrations, and resolves issues that cannot be handled solely through help desk workflows.

REPRESENTATIVE DUTIES:

- Provides Tier II and Tier III technical support for complex or non-routine issues that require cross-system or on-site resolution, including issues spanning multiple systems or environments. Also provides responsible technical support for the District's information technology hybrid infrastructure, systems, and related hardware, including multifunction devices for printing, scanning, and copying.

- Supports and maintains devices assigned to individuals or in labs by using remote-access software to control computers, mobile devices, hardware, and peripherals; ensures the integrity of software and settings on computers through cloud applications.
- Performs updates and installs software, ranging from full operating systems to individual packages, on District-owned devices using various remote access tools. Writes system and shell scripts to deploy custom images, patches, and information across multiple systems. Verifies user data and configurations on those systems. Assists with validating data consistency across District systems and reports issues for correction as appropriate.
- Creates, updates, and supports access to cloud-based virtual desktops and enterprise applications; assists with provisioning, configuring, and deprovisioning user environments; supports identity and access controls in coordination with higher-level IT staff; uses scripts and established tools to propagate user access information across multiple systems; resolves user login and access issues.
- Installs and sets up computers and devices in offices, classrooms and computer labs; deploys, maintains, patches, and updates operating systems and software on devices and device groups; supports the integrity of instructional and lab software environments, including access to cloud software and configuration settings; applies established access controls and security settings .
- Participates in installing, maintaining, and updating audio-visual (AV) systems and equipment at various locations across the District; provides advanced troubleshooting and on-site support for AV systems; installs and maintains equipment in classrooms, conference rooms, and meeting areas; sets up and disassembles equipment for individual events, including complex systems with audio, video, and remote video components.
- Performs network and system administration tasks, including installing, upgrading, configuring, and maintaining both physical and cloud-based infrastructure and systems; supports assigned cloud services and SaaS platforms, including user provisioning and configuration tasks under established procedures; diagnoses and resolves issues across user devices, authentication systems, networks, and enterprise applications; monitors and supports network and system performance and capacity; assists with backup and recovery procedures to ensure data protection and business continuity.
- Participates in the setup and maintenance of District LAN/WAN infrastructure, including cabling, switching, routing, wireless infrastructure, print servers, VoIP, video conferencing, and communication/collaboration technologies; monitors network operations using established tools; responds to assigned incidents; supports service orders for installations, moves, and repairs; trains and assists users with network systems, telecommunications equipment, and collaboration platforms.
- Supports, configures, and maintains electronic keyless door systems, security cameras, and access control hardware; troubleshoots system problems, performs backups, and offers technical support for network-connected security devices; documents all security system setups and configurations.
- Participates in monitoring security alerts generated by enterprise tools and third-party monitoring; troubleshoots and resolves system errors, failures, and other problems, and assists with investigating security incidents; documents actions for security alerts, events, and incidents.

- Assists with technology inventory, asset tracking, replacement, software licensing, and equipment disposal activities; maintains accurate inventory records using asset management systems; assists stakeholders in researching purchases, gathering quotes, and, when authorized, procuring computers, peripherals, mobile devices, and software licenses.
- Interacts with vendors and contractors to implement and set up new software packages on District computers and systems; participates in testing, evaluating, and accepting vendor and contractor work.
- Facilitates and assists with user training on new and existing application software based on evaluation of departmental needs.
- Trains users and student employees in the use of new and revised technology; provides daily technical guidance to student employees; educates them on proper methods for responding to technology support calls, and monitors their work for technical completeness and accuracy; assists with special studies and projects and prepares related documentation as assigned.

Other Functions:

- Attends various meetings and may serve on committees and task forces; provides support for IT staff.
- Remains current on rapidly evolving technologies and trends in hardware and software troubleshooting, automation, and other tools that could enhance IT support at the District; may attend and represent the department at industry groups, trainings, and conferences.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Practices, characteristics, and operation of district hardware, software, and operating systems.
- Principles, practices, methods, and techniques of customer service and user relationship management.
- Cloud platforms (i.e. AWS, Azure, Microsoft 365), cloud identity and access management (e.g., Azure Active Directory, Entra ID), SaaS administration, virtual desktop infrastructure, operating systems, security tools, and shell and system scripting sufficient to perform assigned support and administration tasks.
- Operating system architectures, characteristics, components, uses, and constraints.
- Systems administration, network operation, and security practices in a hybrid (on-premises and cloud) environment, including troubleshooting issues that span user devices, authentication systems, networks, and enterprise applications.
- Best practices, developments, trends, and advancements in cloud, enterprise systems, networking, security, and general technology relating to operational support and field deployment activities.

- Basic principles of LAN/WAN operation, network cabling, TCP/IP networking, wireless access, VPN, VoIP, common network services, and network monitoring tools sufficient to support assigned troubleshooting, installation, and maintenance tasks.
- Automated image and software deployment technologies and processes.
- User account administration, including interaction with authentication systems.
- General principles of implementation and operation of voice, video, storage, and data platforms, sufficient to support installation, troubleshooting, and integration with District systems.
- Basic research methods and analysis techniques related to troubleshooting and systems evaluation.
- Technology inventory and asset tracking practices, including asset tagging, software license tracking, and hardware disposal procedures.
- Principles and practices of effective business communication.
- Federal, state, and local laws, and regulations governing the area of assignment.

Skills and Abilities to:

- Obtain accurate and complete information from end users, in person, by telephone, or through electronic means to identify their needs and problems and develop responses and solutions.
- Perform and/or participate in tasks spanning from routine to complex, including projects related to the installation, maintenance, and upgrading of computing equipment, infrastructure, and systems.
- Adapt to new technologies and learn how to use new equipment and systems.
- Analyze complex technical issues that need on-site investigation and cross-system troubleshooting and carry out corrective actions.
- Troubleshoot, diagnose, and resolve computer hardware, software, and network connectivity issues, and perform modifications and repairs.
- Provide technical guidance to student workers engaged in IT support operations and review work for technical completeness and accuracy.
- Apply and explain laws, rules, regulations, policies, and procedures regarding assigned work.
- Communicate effectively, both orally and in writing.
- Operate a computer and use standard business software.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and employees attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- An associate degree from an accredited institution, and three (3) years of experience providing technical analysis, IT systems, or application support;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- A bachelor's degree from an accredited institution with major coursework in computer science, Management Information Systems, Business, or a related field.
- Experience with field-based troubleshooting in a networked or cloud-based environment.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to fifty (50) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard; bending at the waist, kneeling, or reaching to retrieve and file records. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: IT Support Coordinator	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt
Reports to: Director of Technical Services	Salary Range: 44

DESCRIPTION:

Under general supervision, coordinates, implements, and maintains cloud-based technology infrastructure and services to support the District's enterprise systems and business and educational computing needs. Facilitates departmental projects under management direction, ensuring alignment with District priorities and successful delivery of technology initiatives.

Serves as a key point of contact for vendor management, asset management, and IT service management (ITSM) activities, including coordination of external partners and technology assets lifecycle activities.

Develops, maintains, documents, and automates tasks and processes through Windows and other system scripting. Performs system administration functions, including, but not limited to, configuring and managing group policies and deployment activities for printers and other office automation equipment; works with external vendors; provides complex technical and analytical support, including escalated assistance on issues from Help Desk and other IT staff to troubleshoot and resolve computer-related hardware, software, and connectivity issues.

Exercises independent judgment within established procedures and management direction in resolving technical challenges and improving operational efficiency.

DISTINGUISHING CHARACTERISTICS:

The IT Support Coordinator performs advanced technical work while coordinating support activities across multiple IT areas. In addition to analyst-level duties, this role provides advanced technical guidance to IT staff and students, handles complex network and system administration tasks, and coordinates the implementation of smaller internal projects.

The Coordinator facilitates department-wide coordination and follow-through of work by analysts and help desk staff to ensure continuity and timely resolution. They serve as a central contact for complex, cross-functional issues.

REPRESENTATIVE DUTIES:

- Provides complex technical, analytical, and advanced user support for District information technology systems, software, hardware, and multi-function devices, including those used for printing, scanning, and copying.
- Provides technical coordination and guidance under established management direction; acts as a central contact for escalated, cross-functional issues.
- Trains IT staff and student employees on new and updated technology, processes, and procedures; reviews assigned work for completeness and accuracy under established management direction.
- Supports, manages, and administers devices, device groups, computers, and tablets assigned to individuals and labs; administers remote-access software suites to access and control various devices, including computers, mobile devices, hardware, and peripherals.
- Administers and maintains cloud-based technology infrastructure and services across platforms like AWS and Azure; configures and manages cloud resources, virtual machines, storage, and access controls to support District enterprise systems and educational computing needs.
- Supports hybrid cloud environments by integrating cloud services with on-premises systems; helps with cloud architecture planning, capacity management, and alignment with District security and operational standards.
- Develops, maintains, and automates system administration tasks and processes using PowerShell and other scripting languages; manages automated deployment of custom images, patches, software packages, and configuration settings across cloud and on-premises systems; verifies user data and configuration across systems.
- Creates, updates, and manages user access to cloud-based virtual desktops and enterprise applications; administers identity and access management (IAM) controls; propagates user access information across multiple systems; resolves login and authentication issues; trains team members on advanced access management procedures.
- Supports cloud security practices, including monitoring cloud environments for misconfigurations, access anomalies, and policy violations in accordance with District cybersecurity standards; assists with cloud-related incident detection, documentation, and remediation.
- Maintains backup and recovery procedures for cloud and on-premises systems to ensure data protection and business continuity; supports staff training on recovery protocols and supports cross-functional continuity planning.
- Supports, configures, implements, maintains, and troubleshoots District LAN/WAN infrastructure, including physical cabling, switching, routing, and wireless networks; ensures proper network segmentation, VLAN configuration, and security separation across all wired and wireless environments; collaborates with management and the Cybersecurity Analyst on network upgrades, change management processes, and compliance with District security standards.
- Monitors, supports, and assists with approved enhancements to network performance across campus and remote locations; troubleshoots issues related to connectivity, throughput, and

reliability; collaborates with vendors and service providers to escalate and resolve complex network problems; records configurations, topology changes, and resolution steps.

- Configures and supports Voice-over-Internet Protocol (VoIP) systems, Software-Defined Networking (SDN), print servers, telephony, video conferencing, and group and desktop collaboration platforms; ensures systems meet availability and performance standards; trains and assists staff and users in operating and maintaining systems and equipment.
- Monitors network infrastructure and security alerts from enterprise tools and third-party platforms; troubleshoots and resolves system errors, failures, and anomalies; assists with investigating and documenting security incidents, events, and alerts following District incident response procedures.
- Participates in incident response planning and execution; supports service order workflows for network installations, moves, adds, and changes; assists with business continuity planning related to network and cloud infrastructure.
- Coordinates and monitors the work of external contractors and vendors to ensure contract requirements, timelines, and District standards are met; acts as a liaison between vendors and users; assists with scheduling and follow-up for vendor-supported projects and services.
- Serves as a technical resource for IT staff and end-users; offers guidance and support on equipment purchases and training needs; provides quotes for purchase orders and assists in selecting, acquiring, delivering, and implementing equipment and services. Contributes input on operational impacts and support considerations for new technologies.
- Coordinates and facilitates the installation and setup of physical computers in classrooms and labs; maintains and verifies the integrity of software on systems in various environments; coordinates deployment strategies for new software and updates across multiple devices; controls access and coordinates classroom technology, learning systems, and security needs.
- Plans and coordinates the setup of audio-visual (AV) systems and equipment at various District locations, including drafting, documenting, and coordinating installation tasks and repair operations for classroom, conference, and meeting room equipment; trains technicians on advanced AV troubleshooting and documents maintenance protocols. Supports integration of AV systems with enterprise platforms and instructional technologies.
- Coordinates technology asset lifecycle activities, including maintaining accurate inventory records for hardware, software, and peripherals; tracking asset assignments, warranties, and refresh schedules; coordinating equipment procurement, delivery, deployment, and disposal according to District policies.
- Manages software licensing programs, ensuring compliance with license agreements and maximizing license usage across the District; researches new technologies and specifications, provides cost estimates and quotes, and, as authorized, coordinates purchases of computers, peripherals, mobile devices, and software licenses.
- Identifies and documents technology needs for users and departments; develops cost estimates and recommendations for equipment and service procurement; maintains documentation supporting lifecycle planning, budget forecasting, and project requirements.
- Participates in selecting and installing facilities automation and security devices, including door access and security camera hardware and software; ensures proper separation from or integration into existing districtwide systems. Supports coordination with enterprise systems, cybersecurity, and facilities stakeholders.
- Develops and delivers technical training for IT staff; suggests improvements to current workflows and business processes to enhance efficiency; conducts user training for new and existing application software; offers individual or group instruction to end users on new or updated technologies.

- Coordinates assigned technology project planning and implementation, including documenting project scope under management direction, establishing timelines, coordinating task statuses, and tracking progress to completion; supports the prioritization of new technology projects and improvements in line with District goals and IT management direction.
- Coordinates cross-functional project activities involving IT staff, vendors, and stakeholders across enterprise systems, cybersecurity, learning technologies, and facilities; ensures tasks are completed promptly and that deliverables meet District standards.
- Performs special studies and projects; prepares statistical and narrative reports, project documentation, correspondence, and other written materials to support decision-making and operational continuity.
- Coordinates and attends related meetings and may serve on committees and task forces; represents IT in cross-departmental project planning discussions.
- Uses online and other resources to stay updated on quickly changing technologies and trends; may attend industry groups, trainings, and conferences.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Practices, characteristics, and operation of District hardware, software, and operating systems.
- Principles, practices, methods, and techniques of customer service and user relationship management.
- Interactions and integrations of enterprise systems, cybersecurity controls, learning systems, and instructional technologies within a distributed IT environment.
- Cloud platforms (AWS, Azure), including cloud resource configuration, virtual machine management, storage, identity and access management (IAM), and hybrid cloud integration with on-premises systems.
- Cloud security principles, including access control, monitoring for misconfigurations and anomalies, and alignment with organizational security policies in a hybrid environment.
- Advanced systems administration, network design, and security practices in a hybrid (on-premises and cloud) environment, including LAN/WAN architecture, VLAN segmentation, wireless network security, switching, and routing protocols.
- Network performance monitoring, troubleshooting methodologies, and tools for diagnosing and resolving connectivity, throughput, and reliability issues across campus and distributed environments.
- Current trends and advancements in cloud-based enterprise systems and higher education-specific access security.
- District cybersecurity procedures and protocols.
- Automated image and software deployment technologies and processes.
- User account administration, including interaction with authentication systems.
- General principles of implementation and operation of voice, video, storage, and data platforms as they relate to enterprise, instructional, and collaboration technologies.
- New trends and developments in computer and network technology.
- Training techniques sufficient to train staff and communicate with a diverse audience.
- Principles and practices of technology project management, including planning, scheduling, task coordination, and stakeholder communication.

- Technology asset management practices, including hardware and software lifecycle management, inventory tracking, procurement processes, and licensing compliance.
- Research methods and analysis techniques.
- Interpersonal skills that encourage collaboration and conflict resolution among technical staff, vendors, and end users.
- Principles and practices of sound business communication.
- Federal, state, and local laws and regulations governing the area of assignment.

Skills and Abilities to:

- Obtain accurate and complete information from end users, in person, by telephone, or through electronic means to identify their needs and problems and develop responses and solutions.
- Perform and/or coordinate complex tasks and projects related to the installation, maintenance, and upgrading of computing equipment, infrastructure, and systems.
- Provide technical guidance to staff and students employees engaged in IT support activities; coordinate work tasks and review student employee work as assigned. Administer and maintain cloud-based infrastructure and services across platforms such as AWS and Azure, including configuration, access management, security monitoring, and integration with on-premises systems in a hybrid environment.
- Support, configure, implement, maintain, and troubleshoot LAN/WAN, wireless, and network security infrastructure; diagnose and resolve complex network performance, connectivity, and configuration issues across campus and distributed environments.
- Develop and maintain automation scripts (PowerShell and other languages) to streamline system administration, software deployment, patch management, and configuration propagation across cloud and on-premises systems.
- Plan, coordinate, and track assigned technology projects from initiation through completion, ensuring tasks, timelines, and stakeholder expectations are managed effectively.
- Coordinate technology asset lifecycles, including procurement, deployment, tracking, licensing compliance, and end-of-life disposition.
- Facilitate communication and follow-up among various IT functional areas to ensure the timely resolution of escalated issues and project-related tasks.
- Adapt to changing technologies and learn the functionality of new equipment and systems.
- Troubleshoot, diagnose, and resolve computer hardware, software, and network connectivity problems and make modifications and repairs.
- Understand, analyze, review, monitor, manage, and mitigate technology issues related to system access controls in higher education.
- Understand network protocols and cybersecurity risks and threats in a higher education environment and assist with detection, mitigation, and documentation of security incidents and issues in alignment with District practices.
- Analyze and solve technical problems independently within established procedures and management direction.
- Develop and deliver presentations and technical training to peers and colleagues.
- Interpret and communicate complex rules, regulations, policies, and procedures effectively.
- Apply and explain laws, rules, regulations, policies, and procedures regarding assigned work.
- Communicate effectively, both orally and in writing.
- Operate a computer and use standard business software.
- Provide technical guidance to, coordinate, and review assigned work of student workers engaged in IT support activities.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and employees attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution with the degree or major coursework in computer science, information systems, or a related field, and three (3) years of technology support experience
- Or an associate degree from an accredited institution in computer science, information systems, or a related field, and four (4) years of experience in technology support, including user support or systems administration;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Experience with large, networked environments.
- Experience with hybrid cloud environments.
- Experience with organization-level user support
- Experience with network or systems administration experience
- Experience with cross-systems troubleshooting

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to fifty (50) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard; bending at the waist, kneeling, or reaching to retrieve and file records. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: IT Support Technician	Position Number:
Department/Site: Information Technology Resources	FLSA: Non-Exempt
Reports to: Director of Technical Services/or assigned administrator	Salary Range: 34

DESCRIPTION:

Under general supervision, the IT Support Technician provides technical support and assistance across District technology systems and services, including technology service-desk operations, support request intake and triage, on-site field support, and escalated issue resolution. This role troubleshoots and resolves computer hardware, software, and connectivity issues; installs, configures, and maintains end-user devices and classroom technology; supports cloud-based infrastructure and enterprise systems; assists with system administration, including user account management; and participates in software deployment, security monitoring, and related training. The IT Support Technician is a key resource for faculty, staff, and students, working with increasing independence and scope as proficiency grows.

As the foundational IT support classification in the updated series, this position combines support request intake, field support, classroom technology support, endpoint support, and routine to moderately complex technical resolution.

DISTINGUISHING CHARACTERISTICS:

The IT Support Technician performs technical analysis and combines technology support intake with hands-on field support. This position handles routine to moderate issues independently and takes on more complex tasks that require cross-system analysis or enterprise coordination from higher-level IT staff. The role includes direct end-user support and backend system assistance, such as basic cloud platform support, security monitoring, and software deployment, making it a versatile generalist role within the IT department.

The IT Support Technician is distinguished from higher-level IT classifications in that advanced systems administration, enterprise integration, complex cross-system analysis, and department-wide coordination are assigned to higher-level classifications.

REPRESENTATIVE DUTIES:

- Provides Tier I and Tier II technical support for faculty, staff, and students involving computer hardware, operating systems, standard software, network connectivity, peripherals, and instructional technology; troubleshoots and resolves issues either on-site or remotely.
- Handles technology support tickets, documents actions taken, and escalates unresolved or complex issues to higher-level IT staff or vendors; follows up until problems are fully resolved.
- Performs on-site installation, setup, relocation, and troubleshooting of computers, printers, mobile devices, classroom technology, and audio-visual equipment.
- Installs, maintains, and supports audio-visual systems in classrooms, conference rooms, and meeting spaces; sets up and monitors equipment for events, presentations, and special functions; troubleshoots connectivity and quality issues.
- Assists with deploying, imaging, patching, and updating District-owned devices; participates in testing and creating automated scripts for software deployment under established procedures, and escalates complex issues as appropriate.
- Supports user account setup, access troubleshooting, and basic administration according to established security practices; assists with authentication systems and user permissions.
- Assists with software installation and updates through remote access tools; verifies user data and system settings; ensures consistency with District databases.
- Monitors LAN/WAN network performance and security; configures print servers and related hardware; performs basic VOIP/phone system administration, including setting up new users.
- Assists in investigating security incidents and breaches, including identifying phishing scams and malware, researching suspicious IP addresses, and helping prevent fraudulent activity under established District security procedures.
- Provides basic technology training to faculty, staff, and students on email, student information systems, learning management systems, and other software; educates users about security practices.
- Assists with managing technology inventory, equipment replacement tasks, and software licensing programs; research specifications and provides quotes.
- Collaborates with vendors and contractors to deploy and set up new software; participates in testing, evaluation, and acceptance of vendor work.
- Trains and coaches student employees on technology support methods; monitors their work for accuracy, completeness, and compliance with District standards.
- Performs specialized studies and projects; prepares statistical and narrative reports, correspondence, and other written materials as assigned.
- Participates in the installation of security devices, including door access and security camera hardware and software.
- Utilizes online and other resources to stay up to date on emerging technologies; may participate in industry groups and professional training.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Personal computers, mobile devices, and standard operating systems.
- Basic networking concepts, LAN/WAN performance monitoring, connectivity troubleshooting, and device configuration.
- Standard software applications and instructional technology tools used in a higher education environment.
- Technology incident tracking and ticketing systems and IT service management workflows.
- Audio-visual equipment and classroom technology systems, including videoconferencing and collaboration platforms.
- Basic cloud platforms (AWS, Azure) and related operating systems, security tools, and hybrid environment administration.
- User account administration, including interaction with authentication systems and access control.
- General principles of voice, video, storage, and data platform operation.
- Customer service principles, technical support practices, and sound business communication.
- Research methods and analysis techniques.
- Federal, state, and local laws, and regulations governing the area of assignment.

Skills and Abilities to:

- Troubleshoot and resolve routine to moderately complex technical issues independently or with guidance.
- Obtain accurate and complete information from end users in person, by phone, or through electronic means to identify problems and develop effective solutions.
- Perform on-site installation, maintenance, and upgrade of computers, technology equipment, and infrastructure.
- Learn and support cloud-based technology systems, software management tools, user access control, and system security functions.
- Adapt to changing technologies and learn the functionality of new equipment and systems.
- Communicate clearly and effectively with students, faculty, staff, and IT colleagues, both orally and in writing.
- Recognize issues requiring higher-level Analyst, Coordinator, infrastructure, vendor, or administrator involvement and escalate appropriately.
- Apply and explain laws, rules, regulations, policies, and procedures regarding assigned work.
- Document work accurately, follow established procedures, and escalate issues appropriately.
- Establish and maintain effective working relationships in a team-based environment.
- Demonstrate sensitivity to and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and employees attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- Any combination equivalent to an associate's degree in computer science, business, or a related field from an accredited or technical school,
- Or two (2) years of experience in a customer service capacity in a technical environment;
- Or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in indoor offices, classrooms, laboratories, and campus environments, and may face frequent interruptions. Physical effort is generally light to moderate, with occasional lifting of objects weighing up to fifty (50) pounds. Duties include standing, walking, bending, and using tools and technology equipment, as well as regular use of a computer, tablet, or similar device, which involves prolonged sitting, screen time, and operating a mouse and keyboard. Compliance with all relevant safety policies and procedures is required at all times.



Position: Purchasing Technician	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Executive Director of Fiscal and Auxiliary Services	Salary Range: 22

DESCRIPTION:

Under general supervision, performs a variety of specialized duties involved in the efficient and compliant procurement of materials, supplies, data, equipment and services; reviews purchase requisitions and processes purchase orders (POs), assigns and confirms account codes, verifies authorizations, supporting documentation and other required information to ensure proper accounting for expenditures; assists in vendor verification and contract development and processing; administers and maintains the District electronic purchasing systems; performs related processing and recordkeeping functions.

REPRESENTATIVE DUTIES:

- Facilitates the efficient and effective procurement of goods and services; reviews requisitions for supplies, data, and equipment, creates POs in associated systems, assigns and distributes PO numbers, inputs requisitions, and generates and processes related documents.
- Reviews requisitions within the purchasing workflow for completeness, accuracy and compliance with established standards; confirms account codes, authorizations, and other supporting documentation to ensure proper accounting for expenditures; makes or requests corrections to purchase requisitions to conform with policies and procedures; conducts necessary follow-up and tracking to finalize purchasing transactions.
- Vets vendors through District systems, including, but not limited to, the Enterprise Resource Planning (ERP) and award management systems; reviews vendor documents and ensures proper supporting documentation including insurance coverage, business license, and business standing; creates and maintains vendor information files.
- Maintains physical and electronic records and files in support of purchasing functions and duties; sorts, prepares and files vendor documents and POs; generates procurement documents and reports using a computerized purchasing system; produces accurate and timely reports.
- Responds to telephone, email, and in-person inquiries; establishes rapport and provides other information and assistance to District personnel.

- Provides training and guidance to District personnel on purchasing procedures and forms as assigned.
- Assists with inquiries relating to orders and shipments of goods; contacts suppliers regarding incomplete and delayed orders; communicates with support staff and outside agencies to resolve issues.
- Serves as technical resource to staff members and vendors on matters pertaining to software purchasing systems, coordinates with IT for troubleshooting, creates and updates user accounts on purchasing-related systems and provides training to end-users on effective E-procurement utilization.

Other Functions:

- Assists with commercial card accounts including maintaining records, billing, cancelling, and requesting new cards for use with vendors outside of the electronic purchasing system.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Methods, procedures and terminology used in purchasing.
- Basic accounting practices and procedures and arithmetic functions.
- Common business practices related to the purchasing cycle.
- Financial and statistical recordkeeping techniques.
- Use of computers and other office equipment and standard business software.
- Direction, goals, objectives, policies, procedures and practices of the Business Office.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations and court decisions governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Review purchase requisitions and create purchase orders.
- Process and record purchasing and transactions accurately.
- Create vendor records in the procurement and payables databases and systems.
- Interpret, apply and explain rules, regulations, policies, and procedures related to purchasing goods and services.
- Plan, organize and prioritize work independently and efficiently to meet critical deadlines.
- Perform mathematical calculations with speed and accuracy.

- Analyze situations and make decisions on routine procedural matters without immediate supervision.
- Maintain confidentiality of college records.
- Communicate effectively, both orally and in writing.
- Operate a computer and use standard business software.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school diploma or equivalent,
And two (2) years of experience in purchasing, financial, or statistical recordkeeping;
- Or an equivalent combination of training and experience.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to twenty-five (25) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Senior Accountant	Position Number:
Department/Site: Business Office	FLSA: Non-Exempt
Reports to: Accounting Manager	Salary Range: 45

DESCRIPTION:

Under general supervision, performs the full range of complex, professional accounting in the review, preparation, and maintenance of a variety of District financial accounting records and reports; prepares reconciliations, projections, analyses, financial statements, and reports regarding general ledger and budget matters; assists with budget development and financial analyses; provides high-level training and support to professional accountants and business office support staff.

REPRESENTATIVE DUTIES:

- Performs the more complex accounting, financial and statistical analyses and develops schedules and financial statements; prepares, reconciles, reviews, and processes financial transactions and budget transfers in accounting systems; creates or reviews complex billing statements and invoices; advises and consults with management and District leadership concerning the accounting and financial implications of existing and projected activities; stays abreast of changing regulatory and reporting requirements.
- Assists with the training of Business Office staff and student employees; trains staff and student employees in new and revised financial and enterprise technology, processes, and procedures; assists with scheduling of audits; ensures financial records and budget submissions are accurate and conform to District, department, and program legal requirements and standards.
- Analyzes and reconciles complex accounting and financial data and reports; identifies and determines causes of discrepancies and recommends corrective and preventative measures; adjusts and corrects journal entries to complete reconciliation; examines supporting documentation to establish proper authorization in conformance with contracts and other agreements, policies, and appropriate regulations.
- Participates in the budget development process; runs budget preparatory programs to calculate projected salary and benefit costs; prepares year-end revenue projections; calculates non-payroll, general ledger accounts costs; following budget approval, reconciles, validates,

and posts budget amounts to the general ledger; updates the general ledger chart of accounts per District protocol.

- Monitors general, categorical, and restricted fund expenditures throughout the year; monitors and analyzes budget revenues and expenditures; ensures charges are made to appropriate accounts and comply with applicable state, federal, and District requirements; identifies fund errors and performs necessary corrections; prepares, reviews, and approves budget adjustments and expenditure transfers; researches, analyzes, and compiles financial data for studies and special projects.
- Produces accurate financial reports and statements; prepares trial balances and financial reports using computerized and manual systems; performs final review of all financial reports and billings and prepares finalized reports for submission to funding agencies.
- Prepare various audit schedules and financial statement footnotes; participates in year-end close activities by preparing year-end accruals and closing entries for general ledger accounts; aggregates and compiles data used to prepare Comprehensive Annual Financial and Budget Report for submission to the State Chancellor's Office; prepares quarterly reports and the annual Integrated Postsecondary Education Data System (IPEDS) report.
- Assists with preparation and represents the District during the external audit process; acts as liaison and provides approved information concerning the accounting system to auditors, financial institutions, governmental agencies, and the public; maintains current knowledge on relevant systems and accounting standards, including GAAP and IRS regulations.
- Reconciles various payroll-related accounts involving pay, benefits, taxes, or entries omitted from the Payroll system.
- Performs cost and/or rate studies and analyzes cost factors; assists in the development and recommendation of policies and procedures for financial reporting and cost analysis; prepares instructions for change implementation in the accounting system.
- Organizes and maintains control of subsidiary accounting records; records all fixed asset accounting including preparation of all depreciation and fixed asset schedules; enters capital purchases to fixed asset inventory records; reconciles capital purchases to fixed asset inventories; updates and monitors capital expenditures/forecast reports.
- Builds and maintains positive working relationships with co-workers, other district employees, students, and the public using principles of good customer service.
- Attends meetings to present fiscal information and/or to gather information required to perform functions.
- Represents the District and/or department on a variety of internal and external committees.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles, practices, and procedures of general and governmental accounting, including methods of financial accounting, control and reporting.
- Management of accounting and financial operations including the review, maintenance, and adjustment of funds, accounts, and budgets to produce accurate financial and statistical records.
- Preparation of financial statements and related comprehensive reports.
- Generally Accepted Accounting Principles (GAAP), Governmental Accounting and Financial Reporting Standards (GASB Statements), and other standards and requirements applicable to community colleges.
- Principles, practices, and procedures of internal control and audit.
- Principles and practices of categorical and restricted fund accounting, tracking, and reporting.
- Principles and practices of budget development and management particularly as they apply to community colleges.
- Research, statistical, and forecasting methods used in accounting analysis and management.
- Principles and practices of sound business communication.
- Federal, state and local laws, regulations, and court decisions governing fiscal and budget requirements of community colleges and educational institutions including Family Educational Rights and Privacy Act (FERPA) and those related to categorical programs and payroll.

Skills and Abilities to:

- Analyze, post, balance, and reconcile complex financial data and accounts in accordance with GAAP and GASB principles and legal requirements.
- Design and prepare difficult and complex financial statements and reports.
- Understand, interpret, explain and apply District accounting policies and procedures and state and federal law, codes, ordinances and regulations regulating District financial accounting, reporting, and recordkeeping.
- Coordinate complex financial and grant-related audits.
- Organize, set priorities and exercise sound, independent judgment within areas of responsibility.
- Remain knowledgeable of District policies, Business Office policies and procedures, and governmental regulations to effectively assist management, faculty, staff, students, donors and others.
- Prepare clear, concise, and comprehensive financial documents and other written materials.

- Operate a computer and use standard business software including financial and enterprise systems.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A bachelor's degree in accounting, business administration, finance, public administration, or a related field,
And five (5) years of professional accounting, financial analysis, or auditing with significant responsibility for general ledger analysis and financial statement preparation;
- Or an equivalent combination of training and experience.

PREFERRED QUALIFICATIONS:

- Experience in a public sector or educational institution accounting environment.
- A valid and up-to-date Certified Public Accountant (CPA) license.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting of objects weighing up to ten (10) pounds. Duties involve regular use of a computer, tablet, or similar device, including prolonged sitting, screen time, and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Student Success Specialist	Position Number:
Department/Site: Student Equity and Pathways	FLSA: Non-Exempt
Reports to: Dean, Student Equity and Pathways	Salary Range: 34

DESCRIPTION:

Under general supervision, provides comprehensive academic and support services to students with an emphasis on retention and academic completion; provides support to students experiencing academic challenges or those on Academic Notice and Disqualification; provides information regarding certificates, graduation, transfer and major requirements; informs students on careers and preparation necessary for achieving career goals; assists students in both one-on-one and group settings in navigating administrative processes .

REPRESENTATIVE DUTIES:

- Facilitates assisting students through program maps and meta major exploration, provides information to groups of students and/or parents regarding campus resources, technology services, clubs, policies and procedures, support services, and technology services.
- Assists in the retention and completion of currently enrolled students.
- Provides accurate and current information to students regarding transfer requirements of state colleges and universities, university system campuses, and private institutions.
- Refers students to academic, student support, and basic need programs; assists students in the completion of applications for college programs and services including intake forms and applications.
- Assists students with accessing and navigating technology including access to email, the course catalog, registration systems, the learning management system, financial information and applications, and related College systems and applications.
- Provides information and collaborates with college support programs, including faculty to support students referred via the Early Support process.
- Provide culturally relevant follow-up support services to students who are on Academic Notice and Disqualification. .
- Educates students on academic standing and the impact of falling below minimum grade point average or completion rate on academic standing; collaborates with college academic

and student support services including Counseling, Admission & Records, Financial Aid, Panther Learning Lab, Department of Supportive Programs and Services, EOPS, Basic Needs, and other internal programs and services to maximize resources and services to students.

- Conducts telephone follow-up calls, emails and texts as appropriate to reach at-risk or otherwise struggling students.
- Reviews and prepares files, transcripts, correspondence and reports for eligibility and unit completion, assisting students in gathering records in preparation to meet with a Counselor.
- Tracks and conducts studies and performs complex data analyses to evaluate the effectiveness of current programs; writes a variety of reports and makes recommendations on program enhancements/service areas; checks and ensures accuracy of the data.
- Develops information campaigns/website updates and email/text messages to direct students towards deadlines and steps towards completion.
- Assists in the planning of culturally relevant student-focused events designed to increase student success and retention.
- Serve as a liaison to academic departments, meta majors, programmatic cohorts, special programs or other areas as needed.
- Maintains current knowledge of program regulations and requirements.
- May provide work direction to student workers.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Direction, goals, objectives, policies, procedures and practices of a student support program.
- Culturally relevant and equity minded approaches to working with community college students.
- Career, educational and occupational resources, trends and opportunities.
- Program and degree requirements.
- Resources available to students and participants including college, governmental, community, and social service organizations and their functions.
- Common issues and challenges facing a diverse population of community college students.
- Transfer process, college policies, procedures and resources.
- Adult learner resources and support strategies.
- Recordkeeping techniques.
- Principles and practices of sound business communication.

- Federal, state, and local laws, and regulations governing area of assignment including Family Educational Rights and Privacy Act (FERPA).

Skills and Abilities to:

- Assess student needs and make appropriate department and campus referrals.
- Understand the transfer requirements of the UC, CSU and private institutions.
- Learn and explain community college curriculum, placement procedures, course prerequisites, transfer process, and general education requirements.
- Perform a variety of responsible work involving independent decision making.
- Understand and follow oral and written instructions.
- Work in a highly collaborative manner with peers and colleagues including faculty.
- Communicate clearly and concisely, both orally and in writing.
- Maintain confidentiality of college and student files and records.
- Compose clear, concise and comprehensive analyses, correspondence, reports, studies, agreements, presentations and other written materials from brief instructions.
- Operate a computer and use standard business software.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential student issues and situations.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

PREFERRED QUALIFICATIONS:

- Fluency in Spanish is preferred.
- A bachelor's degree in the area of assignment (e.g. meta major) is preferred.

EDUCATION AND EXPERIENCE:

- A bachelor's degree from an accredited institution, and two (2) years' experience in a student services or related function;
- Or an equivalent combination of training and experience.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in an indoor office environment and may be subject to constant interruptions. Physical effort is typically light to moderate, with occasional lifting and carrying of heavy objects. Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard. Compliance with all applicable safety policies and procedures is mandatory at all times.



Position: Warehouse Technician	Position Number:
Department/Site: Warehouse	FLSA: Non-Exempt
Reports to: Director of Facilities and Operations	Salary Range: 22

DESCRIPTION:

Under general supervision, performs day-to-day warehouse operations to ensure efficient handling, storage, and distribution of materials and supplies; maintains inventory of resources; confirms accurate receipt, storage, and timely delivery of goods to various departments; maintains records of all warehouse activities; operates standard warehouse equipment; and maintains an organized and safe warehouse environment.

REPRESENTATIVE DUTIES:

- Plans, coordinates and participates in warehouse operations to ensure incoming and outgoing mail and shipments meet the District's requirements, quality and standards and are delivered in a safe and timely manner.
- Receives and processes requisitions for supplies, materials and equipment according to established procedures; locates, pulls and fulfills internal requests for resources; organizes, labels, processes and packages parcels and delivers materials and goods to the receiving departments on and off-campus.
- Receives and inspects equipment, supplies and materials and reconciles shipments to purchase order specifications with vendors; plans and arranges for safe delivery and handling of large and heavy items, and coordinates personnel in receiving and/or delivery of equipment; identifies, reports and processes damaged goods and arranges for return of defective materials and equipment; reconciles other discrepancies with delivery of goods.
- Communicates with appropriate parties regarding shipment arrival and arranges for timely delivery of goods to departments; identifies, prioritizes and prepares shipments for delivery including tagging and assigning equipment identification numbers to fixed assets and equipment.
- Maintains accurate inventory of warehouse stock; properly stores and organizes shelves and equipment to maximize safe access and space efficiency; ensures proper handling and storage of hazardous materials and other shipments requiring special handling; rotates stock

according to standard practice and recommends reorder of supplies; maintains warehouse in a safe, clean, orderly condition and follows safety/sanitation policies and procedures.

- Schedules, picks up and delivers mail to appropriate locations; delivers mail to post office and processes pre-sort bulk mail; picks up and sends other parcels through specified modes according to District protocols and requirements.
- Operates warehouse vehicles and equipment including forklifts, pallet jacks, floor jacks, dollies, carts, hand trucks and motor vehicles to load, unload and move items in the warehouse and for delivery to various locations; inspects warehouse equipment to ensure maintenance and operational safety; coordinates repairs and maintenance of warehouse equipment per recommended schedule and as needed.
- Serves as a designated forklift operator, ensuring all material handling is performed safely and in compliance with OSHA and District safety standards.
- Oversees inventory of campus capitalized assets; receives, catalogs and controls inventory; conducts biennial (twice per year) inventory of assets in coordination with the Business Office and campus departments; assists with surplus inventory disposal.
- Creates and maintains a variety of warehouse records, files and reports for the District, including inventory, storage, retrieval and destruction activities in compliance with records security and confidentiality requirements.
- Provides day-to-day work guidance and training to student workers in the warehouse; conducts onboarding and orientation including safety training in compliance with regulations; assigns daily tasks and monitors work for safety, accuracy, and timeliness.

Other Functions:

- Communicates with various District officials, departments, vendors, and others to provide and receive information and to resolve questions and issues.
- Assists with loading and unloading of materials from delivery vehicles.
- Supports warehouse-related needs for campus construction and renovation projects.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Modern warehousing and storekeeping procedures including shipping, receiving and issuing materials, proper and orderly storage, optimum space utilization, and stock inventory procedures.
- Methods and procedures of fixed asset management tracking.
- Equipment, materials, and supplies regularly utilized by community college districts.
- Postal regulations and policies and postal metering requirements.

- Warehouse equipment operation including delivery vehicles, forklifts, carts, and pallet jacks, hand trucks, dollies and scanning devices, and basic repair of equipment.
- Safe driving techniques.
- Health and safety policies, rules and regulations and safe work practices applicable to the work including applicable OSHA regulations.
- Practices, procedures and legal requirements for handling and storing hazardous materials.
- Requirements pertaining to material safety data sheets.
- Practices and procedures of effective customer service.
- Standards and practices of proper record keeping.
- Federal, state, and local laws and regulations governing area of assignment.

Skills and Abilities to:

- Plan, coordinate, and implement warehouse operations including, but not limited to, ordering, receiving, delivering, and performing inventory for a broad variety of goods, including equipment, supplies, printed goods, records, and mail.
- Maintain the stock control system, perform physical inventory and determine minimum and maximum stock levels.
- Provide work guidance and direction to assigned student workers.
- Maintain accurate records of receipt, distribution, and inventory.
- Perform heavy physical labor.
- Authorized to securely transport and deliver checks to designated District offices in accordance with established financial controls and chain-of-custody procedures.
- Operate and maintain District mail processing equipment and accessories in accordance with the U.S. Postal Service and District policies and procedures; pick up and deliver outgoing mail to the post office, and process packages for shipment via third-party carriers, including drop-off at designated locations.
- Operate and maintain warehouse vehicles and passenger vehicles for deliveries.
- Analyze situations and make decisions on procedural matters without immediate supervision.
- Provide support to third-party forklift training providers by assisting with hands-on instruction and facilitating forklift license acquisition for training participants.
- Communicate effectively, both orally and in writing.
- Use and maintain specialized inventory and asset management software and equipment.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Demonstrate an understanding of, sensitivity to, and appreciation for the academic, ethnic, socio-economic, disability, and gender diversity of students and staff attending or working on a community college campus.

EDUCATION AND EXPERIENCE:

- A high school degree or equivalent, And one (1) year of experience in shipping, receiving, warehousing or a related field;
- Or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

- A valid driver's license and the ability to maintain insurability under the District's vehicle insurance program.
- Must obtain Forklift Operator Certification within three (3) months of hire.
- Must obtain scissor lift Certification within three (3) months of hire.

PHYSICAL EFFORT/WORK ENVIRONMENT:

- Employees perform work, with or without accommodations, in warehouse and office environments, both indoors and outdoors, and may be subject to frequent interruptions. Physical effort is typically moderate to heavy, with frequent lifting and carrying of heavy objects up to one hundred (100) pounds.
- Duties include frequent heavy physical labor such as loading and unloading deliveries and storing goods and equipment.
- Duties involve regular use of a computer, tablet, or similar device, including prolonged screen time and the use of a mouse and keyboard.
- The employee is required to drive to various campus sites and other locations as needed to conduct District business. Compliance with all applicable safety policies and procedures is mandatory at all times.