

CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION

Name of Person Submitting Request:	Rick Hrdlicka		
Program or Service Area:	Campus Technology Services		
Division:	Office of the President		
Date of Last Program Efficacy:	Fall 2011		
What rating was given?	Continuation		
Current number of Classified Staff:	FT:	7	PT: 0
Position Requested	Fulltime Secretary II		
Strategic Initiatives Addressed:	Access Campus Culture and Climate Institutional Effectiveness Partnerships Student Success Technology		

1. Provide a rationale for your request.

The CTS Department was created by bringing together technical staff from across the campus. However a secretary position was never provided. The department needs a secretary to function professionally and efficiently. Many of the tasks that could be performed by a secretary are being completed by the technical staff and the manager of the department. With a secretary the technical staff would be able to concentrate on projects and helpdesk tickets and the manger could concentrate on higher level tasks.

The secretary would be responsible for:

- Maintaining inventory of hardware and software.
- Processing timesheets
- Invoicing, purchase requisitions, and tracking project progress.
- First point of contact for the campus and vendors
- Answer questions about policies and procedures.
- Keeping the Department Web Page up to date.
- Supporting the Campus Technology Committee.

We are asking for a Secretary II because we need a secretary that is technically inclined and can work without constant direction. From Job Description:

Secretary II - This is the journey level classification in the secretarial series. Employees within this class are distinguished from the Secretary I by the performance of the full range of general administrative and complex secretarial duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

See full job Description on the District website here:

http://www.sbccd.org/~media/Files/SBCCD/District/HR%20%20Documents/HR%20Job%20Description-s-%20Classified/Secretary%20I_II.doc

2. Indicate how the content of the latest Program Efficacy Report and/or most current EIS data support this request. How is the request tied to program planning? (*reference the page number(s) where the information can be found on Program Efficacy*).

Our 2011/2012 Program Efficacy report at the bottom of Page 21 (Challenges) discusses our computer to technician ratio at 330:1. This is way above the industry standard of between 75:1 and 150:1. We would really like to have more technical staff to address this. However we believe that a secretary would be of big assistance in relieving technical staff to support our computer systems and users. Right now the current staff is busy doing tasks that could be completed by a secretary.

Hiring a secretary would be more economical than hiring a computer Technician or Technology Support Specialist. See the annual pay scales below for comparison:

Job Title	Step A	Step B	Step C	Step D	Step E
Secretary II	35,536	37,308	39,168	41,124	43,176
Computer Tech	40,202	42,216	44,328	46,548	48,876
Tech Support Spec I	49,001	51,456	54,024	56,724	59,556
Tech Support Spec II	54,079	56,784	59,628	62,604	65,736

3. Indicate if there is additional information you wish the committee to consider (*for example: regulatory information, compliance, alternative or ongoing funding sources, updated efficiency and/or student success data or planning etc*).

The CTS department supports the goals of the Campus Technology Plan. The lack of a secretary impedes the department in meeting those goals.

The Campus Strategic Initiatives are all supported by the technology on this campus. Today's society requires that we are all computer literate and lifelong learners. Students, the community, faculty, managers, and staff all walk on this campus with expectations related to the technology that we have available. The CTS department is instrumental in providing that technology.

4. What are the consequences of not filling this position?

Technology is always changing and requires constant update and maintenance. The staff in CTS needs secretary support so they can concentrate on supporting the campus community.

Not filling this position will result in:

1. CTS Technical Staff and Director doing work that a secretary could do.
2. Long waits to get computer support which will result in lost work time for computer users.
3. Fewer working computers in labs.
4. Less preventative maintenance performed on computers.
5. The current minimum response time to most requests is two days. It can take up to two weeks to fill some computer support requests.
6. Computer replacement requests can take much longer up to three months.
7. Requests for changes to computer labs will be fulfilled less often.