Summary Justifications for 2016-17 GU001 District Operations Position Additions

<u>Associate Vice Chancellor Educational Services</u>

The 2016-17 proposed budget contains the addition of a position similar to the AVC of Educational Services has existed in KCCD in the past and offered essential support to the Educational Services operations for all colleges. Carried out by a former BC president (Dr. John Collins), the work of what would now become the AVC, Ed Services included meeting regularly with college Vice Presidents of Student Services, college Student Services Deans and Directors to coordinate district wide student support services, initiatives, categorical funding and other projects. In this role, the administrator facilitated dialog on key district-wide student services issues, reviewed and managed the sending of categorical state-level reports, and initiated action by colleges' Student Services Divisions as required due to changes in California legislation, Education Code or KCCD Board Policy.

KCCD's AVC of Educational Services also plays a critical role in filling the void in technology selection, acquisition, training, and implementation for software to meet instructional and student services operational needs. While KCCD's IT department ensures that technology solutions are compatible with our operational systems, practices and practices, no one was coordinating the implementation of technology solutions with an eye toward the instructional and student services requirements. The AVC of Educational Services leads this charge, bringing together the right mix of instructors, student services personnel, technology workers and vendors to meet the needs of our district. Integral in this process is the requirement that the AVC, Educational Services work with all participants to find a unified solution that both meets the needs of three campuses and can mitigate the workload on an IT Department that is most often stretched too thin.

Finally, now that KCCD has moved to the Community College League of California Board Policy language and format, the AVC of Educational Services oversees the transition of district policy and procedures related to Section 5, Student Services. This effort includes coordination of policy restructure with recommendations being vetted by the AVC through participatory governance groups before being presented to the Board of Trustees for adoption.

<u>IT Customer Support Manager</u>
With the ever increasing dependence on Technology as a driver for innovation and productivity across areas such as instruction, enrollment management, public safety, business services, facilities and human resources, the importance of providing effective IT support for existing and new technology services is paramount. To the users of Technology, the IT Customer Support operation is the face of IT and how well (or not so well) this support works has a direct correlation with users' perception of IT.

The District Office and the College IT directors strongly believe that delivering excellent IT support at KCCD requires a dedicated IT management resource to focus on and drive the key elements of this support operation such as:
- Developing and maintaining Self-Help information such as KB articles and FAQs
- Managing KCCD's outsourced "First-Point-of-Contact" IT support vendor; this includes call quality assurance, high problem resolution rates, timely problem resolution and escalation procedures for critical or complex problems.
- Coordinating problem resolution efforts across the outsourced support vendor, District Office IT staff and College IT staff.

- Ongoing management, assessment and improvement of local Tech Support provided for District Office end-users.
- Driving standardization across key IT areas such as workstation images resulting in fewer problems and quicker problem resolution for problems that do occur.
- Identifying chronic IT problems requiring root cause analysis and more in-depth correction efforts.
- Identifying and addressing end-user IT Professional Development needs.
- Developing, planning, scheduling, overseeing and delivering workshops, seminars, and other forms of training in support of technology fluency for all KCCD employees.

A System Support Analyst and System Support Specialist report to this position.

ERP Manager (Replacement for Retiring Assistant Director of IT position)
As part of the district office IT reorganization, the ERP manager position was formulated to provide more focused leadership for one of KCCD's mission critical system: Banner. In addition to being the primary strategist for Banner and related systems, this position will plan, organize, direct and oversee the daily operations for the Banner and Database systems. The Banner ERP Analysts and Database Administrators will report to this position.

Systems Administrator
A new Systems Administrator is needed because IT has taken on or is being asked by the College IT Directors to take on support for new systems used at all the Colleges such as EMS, Pay-4-Print and IT Asset Management. In addition to taking on support for these new systems, this position would support district wide technology such as Servers, Storage, Microsoft solutions, Backup and Recovery systems and related infrastructure. The College IT Directors recommended and support adding this position to DO IT to properly support these systems in a more responsive and sustainable manner

Network Engineer
A new Network Engineer position is needed to increase effort and focus on ensuring that District wide networks are reliable, secure, fast and big enough to handle the onslaught of very important services such as Facilities' HVAC, Video Surveillance, Door Locks, Emergency Communications and Wi-Fi expansion to name a few.   This position would support district wide Network Technologies such as Network Switches, Wi-Fi, Cabling, Wide Area Networks and related services. Adding this position would also allow an existing Senior Network Engineer to further increase their focus and time on IT Security infrastructure projects which are critical to protecting KCCD's IT assets. The College IT Directors support the addition of this position to DO IT.

Accounting Technician
A new Accounting Technician position is required due to the absorption of new duties formerly performed by IT staff that have retired.   These duties are as follows: a)Payroll Processing (p-warrants); b)Vendor Payments (b-warrants); c)Financial Aid Disbursements; d)Student Bills; e) Due Diligence letters; f) Sample Checks for Auditors and g) EOY: 1098Ts and 1099.   In addition, the position will also allow for necessary fiscal controls to be addressed, increase ability to perform reconciliations in a more

timely manner and provide backup for other Accounting Technicians throughout the District on an as needed basis.

Executive Director of District Public Relations and Communications
The KCCD Chancellor's Office oversees all operations of the Kern Community College District and is the hub for far-reaching operations of the district including internal and external communication. This purpose includes ensuring compliance with local, state, and federal laws in regards to communication with, for example, external stakeholders like service area residents; bond oversight committee members; taxpayers; business leaders; employees; and local, state and national governmental officials.

Besides addressing the communication needs identified above, the executive director of district communications & external relations position serves as a tangible force to achieve Strategic Goal #5: Strengthen Organizational Effectiveness. This goal specifies that our district will increase trust and create a collaborative culture. Effective, consistent and strategic internal and external communication is part of the mission critical nature of the chancellor's office and the KCCD Strategic Plan. Employing a full-time executive director enables our district to communicate more effectively with internal and external audiences and becomes a natural focal point for others who seek information about our district, its policies and its programs.

Please note that the funding of this position is contingent upon the results of the 50% Law compliance calculation done on the 2016-17 tentative budget.