UNIT MODIFICATION PETITION

DO NOT WRITE IN THIS SPACE: Case No.

INSTRUCTIONS: A petition for unit modification must be filed with the appropriate PERB regional office (see PERB's Regulation 32075). A petition which is not jointly filed must be served on all parties. Proof of service must accompany the petition. Attach additional sheets if more than one exclusive representative and/or more than one established unit is affected by the unit modification petition, or if additional space is required. Individual employees MAY NOT file a unit modification petition.

1. EMPLOYER (Name, address and telephone number)
   Regents of the University of California
   1111 Franklin St., 8th Floor
   Oakland, CA 94607
   (510) 987-9800 Ext.
   Email (optional): allison.woodall@ucop.edu
   Employer's agent to be contacted: Allison Woodall
   Title: Deputy General Counsel
   Address and telephone, if different:

2. EXCLUSIVE REPRESENTATIVE (Name, address and telephone number)
   University Professional & Technical Employees
   CWA Local 9119
   1330 Broadway, Suite 1450
   Oakland, CA 94612
   (510) 272-0169 Ext.
   Email (optional): aziaja@leonardcarder.com
   Agent to be contacted: Andrew Ziaja
   Title: Attorney
   Address and telephone, if different:

3. TYPE OF PETITION
   This petition is filed pursuant to PERB Regulation(s): 32781(a)(1), (b)(2) and (b)(3)

4. PETITION FILED BY: (Check one only.)
   ☑ Exclusive Representative
   □ Both (or all) Parties
   □ Employer

5. APPROXIMATE NUMBER OF EMPLOYEES IN THE UNIT:
   3,900

6. NUMBER OF EMPLOYEES INVOLVED IN THE MODIFICATION REQUEST:
   290

7. DESCRIPTION OF ESTABLISHED UNIT:
   Technical Unit (TX)

Los Angeles Regional Office
700 N. Central Ave., Suite 200
Glendale, CA 91203-3219
(818) 551-2822

Sacramento Regional Office
1031 18th Street, Suite 102
Sacramento, CA 95811-4124
(916) 322-3198

San Francisco Regional Office
1330 Broadway, Suite 1532
Oakland, CA 94612-2514
(510) 622-1016

(Cont'd on reverse)
8. DATE EXCLUSIVE REPRESENTATIVE WAS RECOGNIZED OR CERTIFIED: December 1, 1994

9. IF A CURRENT WRITTEN AGREEMENT/MEMORANDUM OF UNDERSTANDING EXISTS COVERING THE ESTABLISHED UNIT(S), INDICATE:
   AGREEMENT/MOU EFFECTIVE DATE: December 20, 2013   EXPIRATION DATE: September 30, 2017

10. DESCRIPTION OF THE UNIT MODIFICATION REQUESTED:
    See attached.

11. STATEMENT OF REASONS FOR THE REQUEST TO MODIFY THE UNIT(S):
    See attached.

12. ANY OTHER ORGANIZATION(S) KNOWN TO HAVE AN INTEREST IN REPRESENTING ANY EMPLOYEES COVERED BY THIS PETITION:
    Name of Organization: 
    Address: 
    Telephone: ( )

DECLARATION

I (we) declare that the statements herein are true to the best of my knowledge and belief.

NAME OF PETITIONING PARTY: University Professional & Technical Employees

SIGNATURE OF AUTHORIZED REPRESENTATIVE: 
Title: Attorney  Date: 12/22/2016

NAME OF PETITIONING PARTY: 
SIGNATURE OF AUTHORIZED REPRESENTATIVE: 
Title:  Date: 

NAME OF PETITIONING PARTY: 
SIGNATURE OF AUTHORIZED REPRESENTATIVE: 
Title:  Date: 

NAME OF PETITIONING PARTY: 
SIGNATURE OF AUTHORIZED REPRESENTATIVE: 
Title:  Date: 

PERB-1405 (4/06)
ATTACHMENT TO UNIT MODIFICATION PETITION

10. Description of the Unit Modification Requested

University Professional and Technical Employees, CWA Local 9119 ("UPTE" or "Union") requests that PERB modify the System-wide Technical Unit ("TX Unit") at the University of California ("UC" or "University"). UPTE is the TX Unit's exclusive representative.

Specifically, pursuant to PERB regulation 32781(a)(1), (b)(2) and (b)(3), UPTE requests the addition of three newly-created titles to the TX Unit:

- Systems Administrator I (7302U)
- Systems Administrator II (7303U)
- Systems Administrator III (7304U)

None of these three titles existed when the TX Unit was originally determined. (See Unit Determination for Technical Employees of the University of California (1982) PERB Dec. No. 241-H, pp. 1C-11, Appx. A pp. 9-17 [appended hereto as Exhibit A].)

UPTE first learned of the three-level Systems Administrator ("Sysadmin") series through the implementation of a new job-classification system at UC called Career Tracks. UC apparently is implementing Career Tracks at multiple campuses throughout the UC system. During the implementation process, UPTE learned that the Job Parameters and Scope of the Sysadmin job titles are overlapping with those of the Computer Resource Specialist ("CRS") and other titles, which UPTE represents in the TX Unit. UPTE also learned, in any event, that the Sysadmins' work indisputably warrants placement in the TX Unit.

UC has apparently implemented Sysadmin titles at eight locations—Agriculture and Natural Resources Division, Berkeley, San Francisco, Davis, San Diego, Santa Cruz, Merced, and the Office of the President ("UCOP"), involving perhaps as many as 290 Sysadmin positions. Sysadmins perform work within the scope of the TX Unit, and Sysadmins share a strong community of interest with other TX unit members. By this petition, UPTE requests that PERB modify the TX Unit to include the Sysadmin series.

11. Statement of the Reasons for the Request to Modify the Unit

The University uses a common summary definition for all three levels of the Sysadmin series:

Involves developing and maintaining the security of data and systems as the primary responsibility of the position. Plans, designs, develops, implements and maintains systems and programs to insure the integrity, reliability and security of data and systems.
(Exhibits B, C, D). As discussed below, related technical duties are performed by titles within the TX Unit, including by Computing Resource Specialists ("CRSs"). Sysadmins are likewise technical employees who share a community of interest with the TX Unit.

A. The History of the TX Unit Supports Inclusion of Sysadmins

PERB first determined the TX Unit in 1982. In its unit determination decision, PERB held that technical employees throughout the University system (excluding [Lawrence Livermore National Laboratory] and the UC health facilities) share a sufficient community of interest that a systemwide unit is appropriate. University employees placed within this unit are governed by a centralized personnel policy, classification scheme, and wage and benefits plan. They are involved in the University's basic teaching and research mission. Employees may readily transfer between campuses. Moreover, they are bound by a common legislative budget process, which allocates wage increases to University employees on a systemwide basis. . . . A systemwide unit, by definition, avoids fragmentation of employee groups and unnecessary proliferation of units.

(Exhibit A, p 10.) PERB's establishment of a systemwide TX Unit tracked the NLRB's settled practice of creating separate units of technical employees, based on their "separate and distinct community of interest . . . flowing from training, skills, certification, registration, or licensing," which other employees do not possess." (Id. at pp. 7-8 [quoting Barnert Memorial Hospital Association abn Barnert Medical Center (1975) 217 NLRB 775, 777].)

PERB described the TX Unit as encompassing "[t]he University's technical employees [who] are nonprofessional employees whose work involves the use of independent judgment and the exercise of specialized skills, often gained through advanced education or training. Technical employees are very often licensed, certified, or registered as a requirement of employment." (Exhibit A, p 7.) PERB's discussion of a disputed title, Machinists, provides further depth as to the nature of the work encompassed by the TX Unit:

Although employees in the [Machinists series] complete a state-certified apprenticeship program and thus achieve journeyman status, they are given extensive on-the-job training in which they acquire scientific and technical knowledge of metallurgy, metrology, design and vacuum processes. With this knowledge, materials fabrication division machinists are capable of designing or modifying machinery to fit special scientific requirements.

(Id. at p. 15, 16 [adopting same reasoning for Machinists in the technical unit at Lawrence Livermore National Laboratory as those Machinists placed within the UC systemwide technical unit].) At the time PERB first determined the TX Unit in 1982, it included several closely pertinent titles, including Computer Operator (Senior) Digital Computer Operator (Trainee, Senior, Principal), Computing Technician (Senior, Principal), Electronics Technician
(Apprentice, Senior, Principal), Electronics Specialist, Scientific Data Analyst (Senior, Principal). (Exhibit A, Appendix A, p. 9-17.)

In 1994, UPTE collected sufficient cards to become the exclusive representative for the TX Unit. In 1997, UPTE negotiated a first contract that was ratified by the membership. UPTE thereafter bargained two subsequent contracts. During this entire history, Sysadmin titles did not exist at any UC location.

The work now performed by Sysadmins is not new. Since 1991, as discussed below in greater detail, CRS employees have maintained and analyzed computing systems, including local area networks.

In 2007, UC created yet another series to perform overlapping work: Technical Support Analysts (“TSAs”). TSAs perform duties including computing systems and network support, much like CRSs, but primarily in a centralized “helpdesk” environment. For the TSA I and TSA II positions, the parties bargained and agreed on placement within the TX Unit (the parties also agreed on salary ranges, pay, and step-levels). In April of 2009, UPTE and UC settled PERB Case No. SF-UM-674-H, a Unit Modification Petition filed by UPTE. That settlement agreement placed the initially excluded TSA III positions within the TX Unit.

UPTE then learned in 2015 that UC had begun to implement a series closely paralleling TSAs: Business Technical Support Analysts (“BTSAs”). BTSAs differed little functionally from TSAs, also performing computing and network support in a helpdesk environment. In 2016, UC conceded that this work was bargaining unit work, which ultimately led to the inclusion of BTSAs in the TX Unit in PERB Case No. SF-UM-765-H.

B. Employees in All Three of the Sysadmin Titles Perform Technical Work As Defined By PERB in Creating the Systemwide TX Unit

All three of the Sysadmin titles perform duties fitting within PERB’s definition of technical work. PERB defined “[t]he University’s technical employees ...] nonprofessional employees whose work involves the use of independent judgment and the exercise of specialized skills, often gained through advanced education or training. Technical employees are very often licensed, certified, or registered as a requirement of employment.” (Exhibit A, p. 7.) The job descriptions for the Sysadmin titles each tracks this description.

The University defines the Sysadmin I title generally as “Entry-level professional with limited or no prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on developmental assignments that are initially routine in nature, requiring limited judgment and decision making.” (Exhibit B.) The Sysadmin I title is further defined as “Learns to use systems administration concepts. Applies campus policies and procedures to resolve routine issues. Works on problems of limited scope. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained.” (Id.) The duties performed by the Sysadmin I title are as follows:

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- Learns to implement basic system enhancements (software and hardware updates) that will improve the performance and reliability of the system.
- Learns to analyze and support operating systems, databases, utilities and Internet/intranet-related tools.
- Conducts routine programming tasks.
- Under direct supervision, administers standardized security policies to control access to systems.
- Learns to perform basic systems programming and systems support activities.

(Id)

The University defines the Sysadmin II title generally as "Professional who applies acquired job skills policies, and procedures to complete substantive assignments/projects/tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action." (Exhibit C.) The Sysadmin II title is further defined as

Uses professional concepts; works on systems problems of moderate scope where analysis of situations or data requires a review of a variety of factors. Has internal and some external contacts. Normally receives general instructions on routine work, with detailed instructions provided on new project assignments and initiatives. Exercises judgment within defined procedures and practices to determine appropriate action.

(Id.) The duties performed by the Sysadmin II title are as follows:

- Applies professional concepts to implement network communications and solutions.
- Under general supervision, implements system enhancements (software and hardware updates) that will improve the performance and reliability of the system.
- Under general supervision, manages centralized computer servers.
- Analyzes, installs, modifies and supports operating systems, databases, utilities and Internet/intranet-related tools.
- Applies professional concepts to conduct systems programming and systems support activities.
- Operates campus' internal data communications systems, including LANs and WANs.
- Under general supervision, implements networked systems.
- Assists with execution of security control to prevent hackers from infiltrating campus information.
- Assists with maintenance of security systems for routers and switches.
- Applies professional concepts to administer security policies to control access to systems.

(Id.)
Lastly, the University defines the Sysadmin III title generally as an “Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems/issues of diverse scope and determines solutions.” (Exhibit D.) The duties performed by the Sysadmin III title are as follows:

- Defines, designs and implements network communications and solutions.
- Proposes and implements system enhancements (software and hardware updates) that will improve the performance and reliability of the system.
- Manages centralized computer servers and makes recommendations for purchase or upgrade of new computer hardware.
- Performs complex analysis to acquire, install, modify and support operating systems, databases, utilities and Internet/intranet-related tools.
- Performs complex systems programming and systems support activities.
- Conducts programming tasks.
- Operates campus’ [sic] complex internal data communications systems, including LANs and WANs.
- Plans, designs and implements networked systems.
- Performs complex security control activities to prevent hackers from infiltrating campus information.
- Maintains complex security systems for routers and switches.

(Id.)

C. The Presence of CRS Titles Within the TX Unit Confirms That the Three Sysadmin Titles Belong in the TX Unit

The presence of CRS titles, first established in 1991, within the TX Unit demonstrates that a range of computing and network systems work encompassing Sysadmin work is performed by TX Unit members. The UC systemwide Series Concept states that

Computer Resource Specialists provide a wide range of technical and consultative services related to the acquisition, use, and maintenance of computer and/or network software and hardware and the development of computer applications. Computer Resource Specialists provide consulting services requiring knowledge of new enhancements, developments, and diagnostic tools in personal computer software.

Incumbents typically install and maintain hardware and software systems; utilize and manipulate computer software to create formats, screens, menus and reports; analyze existing systems; analyze problems to effect computer-oriented solutions; confer with users; recommend hardware/software acquisitions; and provide training in computer usage.

(Exhibit E.) The two CRS levels are defined as follows:

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Level 1
Under supervision, incumbents perform computer-related tasks requiring knowledge of the general principles and methods of computer systems. Incumbents perform routine system maintenance tasks; consult on general system features such as use of standard commands, editing features, and utilities; assist users with general programming tasks and help to debug syntax and simple logic errors; create and produce reports, menus and screens using database software. Incumbents may assist users in setting up equipment such as terminals, computers, graphics equipment and printers; routinely convert files; run downloading programs; and troubleshoot network hardware and software.

Level 2
Under supervision, incumbents perform systems tasks requiring knowledge and skills of the principles and methods of computer systems and may have supervisory responsibility for provision of computer support within an organizational unit. Incumbents assist with the design, development, analysis, maintenance, and documentation of customized computer applications. Typical responsibilities include advising and training users in the utilization of software packages; installation and testing of software packages requiring standard techniques; and coding, testing, and debugging of routine applications. Incumbents may perform routine systems analysis and supervise the operation of a local area network.

(Id.)

Many employees in CRS titles furthermore currently maintain servers and other systems that form the “behind the scenes” end of computing systems that are used by administrators, researchers, and all manner of other University employees. The University essentially agrees that CRS and Sysadmin duties overlap one another, having notified UPTE in December 2016 that it plans to reclassify a CRS to Sysadmin position at UC Davis. (Exhibit F.) The TX Unit therefore embraces a wide range of technology-support work, which demonstrates that inclusion of all three Sysadmin titles is appropriate.

D. The Presence of TSA and BTSA Titles Within the TX Unit Further Confirms That the Three Sysadmin Titles Belong in the TX Unit

The duties performed by the three Sysadmin titles align with many of those performed by TSAs and BTSAs. UC has consistently agreed at multiple points that TSAs and BTSAs perform technical work under PERB’s definition, first in 2007 with the inclusion of the TSAs, and next in 2016 with the inclusion of the BTSAs.

According to the Series Parameters, all three levels of the TSA series perform “HelpDesk Services” and “Desktop & Network Support” in a “heterogeneous desktop environment with support provided through automation, remote access, by local personnel or as part of a
centralized technical unit utilizing a mixture of service delivery methods." (Exhibit G, "Parameter – UCOP Attachment A.) The University differentiates between the three levels of the TSA series as follows:

**Level 1**
Applies standard principles, processes and procedures to resolve issues of moderate complexity. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained and problems resolved, escalating issue to next level of service as appropriate.

**Level 2**
Applies technical principles, processes and concepts in the field as well as general knowledge from other related disciplines and company policies and procedures to resolving problems. Provides technical solutions to a wide array of moderate to complex issues where an analysis of situations or data requires review of a variety of factors.

**Level 3**
Applies skills as a seasoned, experienced professional with a full understanding of industry practices, company policies and procedures as well as full knowledge of other related disciplines in developing technical solutions to complex issues in creative and effective ways.

(Id.)

According to the BTSA Job Standards, the University defines the three levels of the BTSA series in a manner essentially similar to each corresponding level of the TSA series:

**Level 1**
Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making.

**Level 2**
Applies professional business/technical support concepts to resolve hardware, software and networking issues of moderate scope and complexity for a broad range of applications where analysis of situations or data requires a review of a variety of factors. Within defined procedures and practices, determines appropriate action.

**Level 3**
Applies skills as a seasoned, experienced business/technical support professional with a full understanding of industry practices and unit/department policies and procedures, computing policies and business needs to provide technical solutions to a wide range of issues. Demonstrates effective judgment in selecting methods and techniques for obtaining solutions. Evaluates and tests new technologies including performing simple to moderate cost/benefit analyses.
The presence of TSA and BTSA titles within the TX Unit further confirms that Sysadmins perform technical work and share a community of interest with TX Unit members. They accordingly belong in the TX Unit.

E. Each of the Three Sysadmin Titles Belongs in the TX Unit Under PERB Law

This unit modification petition seeks to integrate Sysadmin Levels I, II, and III into the TX Unit. UPTE's requested modification of the TX Unit is appropriate for multiple reasons under PERB law, including but not limited to the following:

Job Duties and Qualifications

The job descriptions and qualifications of the Sysadmin series set out duties that fit within PERB's settled definition of technical work, first established in the 1982 Unit Determination. (Exhibit A, p. 7.) Sysadmins perform duties that overlapping and interrelate with those performed in other TX Unit series, including CRS, TSA, and BTSA. Like Sysadmins, all of these series provide support for software, network, and related computing systems and devices. They also ensure the operation of such systems and devices for individuals and groups of computer users. Both classifications perform essentially the same technical work: acquiring, implementing, maintaining, programming, and supporting computing and network systems in University settings. (See Cal. Gov. Code § 3579(a); see, e.g., Fontana Unified School District (2004) PERB Dec. No. 1623; Kings County Office of Education (1990) PERB Dec. No. 801; Fairfield-Suisun Unified School District (1983) PERB Dec. No. 370.)

Impact on Meet-and-Confer Relationships


No Other Appropriate Unit

There is no other unit in which the Sysadmins would more appropriately belong. Thus, failure to place them in the TX Unit would effectively deprive them of the opportunity for union representation as guaranteed under HEERA. Integrating Sysadmins into the TX Unit would end the current circumstance in which a group of employees are excluded from any appropriate unit without any justification. (See Cal. Gov. Code § 3579(a); see, e.g., Fontana Unified School District (2004) PERB Dec. No. 1623; Kings County Office of Education (1990) PERB Dec. No. 801; Fairfield-Suisun Unified School District (1983) PERB Dec. No. 370.)
Other Community-of-Interest Factors
Based upon all other factors (including but not limited to similar terms and conditions of employment), all three levels of Sysadmins share a strong community of interest with their counterparts in CRS titles, as well as with the other members of the TX Unit. Indeed, there are no significant differences between Sysadmins and other analogous TX Unit employees. Any differences that do exist are similar in nature to differences that already exist within the TX Unit. No differences are significant enough to warrant exclusion from the TX Unit. (See Cal. Gov. Code § 3579(a); see also, e.g., Fontana Unified School District (2004) PERB Dec. No. 1623; Kings County Office of Education (1990) PERB Dec. No. 801; Fairfield-Suisun Unified School District (1983) PERB Dec. No. 370.)

Change in Circumstances
Although not a required factor, modification of the TX Unit is furthermore appropriate because circumstances have changed. The titles at issue in this unit modification petition did not exist when PERB initially made its determinations regarding the TX Unit and other bargaining units at the University. (See Unit Determination for Technical Employees of the University of California (1982) PERB Dec. No. 241-H, pp. 10-11, Appx. A pp. 9-17 [Exhibit A].)
PROOF OF SERVICE

I am employed in Alameda County. I am over the age of eighteen (18) years and not a party to the within action. My business address is 1330 Broadway, Suite 1450, Oakland, California 94612. On December 22, 2016 I served the following document(s):

UNIT MODIFICATION PETITION

by placing a true copy thereof enclosed in a sealed envelope and served in the manner and/or manners described below to each of the parties herein and addressed as below or stated on the attached service list:

<table>
<thead>
<tr>
<th>Public Employment Relations Board</th>
<th>Allison Woodall</th>
</tr>
</thead>
<tbody>
<tr>
<td>San Francisco Regional Office</td>
<td>UC Office of the President</td>
</tr>
<tr>
<td>1330 Broadway, Ste. 1532</td>
<td>Deputy General Counsel, Labor Relations</td>
</tr>
<tr>
<td>Oakland, CA 94612</td>
<td>1111 Franklin St., 8th Floor</td>
</tr>
<tr>
<td></td>
<td>Oakland, CA 94607</td>
</tr>
</tbody>
</table>

X  BY REGULAR MAIL:    I caused such envelope to be deposited in the mail at my business address, addressed to the addressee(s) designated. I am readily familiar with LEONARD CARDER, LLP's practice for collection and processing of correspondence and pleadings for mailing. It is deposited with the United States Postal Services on that same day in the ordinary course of business.

X  BY HAND DELIVERY:  I caused such envelope(s) to be delivered by hand to the addressee(s) designated.

BY UPS NEXT DAY AIR:  I caused such envelope(s) to be delivered via overnight mail by UPS Next Day Air.

BY FACSIMILE:  I caused said document(s) to be transmitted to the telephone number(s) of the addressee(s) designated.

BY EMAIL:  I caused said document(s) to be transmitted to the email address of the addressee(s) designated.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. Executed at Oakland, California, on December 22, 2016.

Shayana Gois
In the Matter of:  

UNIT DETERMINATION FOR TECHNICAL  
EMPLOYEES OF THE UNIVERSITY OF  
CALIFORNIA PURSUANT TO CHAPTER 744  
OF THE STATUTES OF 1978 (HIGHER  
EDUCATION EMPLOYER-EMPLOYEE  
RELATIONS ACT)  

Case Nos. SF-RR-1002 et al.  

PERB Decision No. 241-H  

September 30, 1982  

Appearances: Robert J. Bezemek, Attorney (VanBourg, Allen, Weinberg & Roger) for United Health Care Employees, SEIU; Hirsch Adell and Glenn Rothner, Attorneys (Reich, Adell & Crost), and Les Chisholm for American Federation of State, County and Municipal Employees, AFL-CIO; Christine A. Bologna, Attorney, Wayne Heine and Gerald B. Radeleff for California State Employees' Association; Patrick J. Szymanski, Attorney (Beeson, Tayer, Kovach & Silbert) for Brotherhood of Teamsters and Auto Truck Drivers, Local No. 70; Jerrold C. Schaefer and Judith Droz Keyes, Attorneys (Corbett, Kane & Berk) for the Regents of the University of California.

Before: Tovar, Jaeger, Morgenstern and Jensen, Members.

I.

INTRODUCTION

The Higher Education Employer-Employee Relations Act (hereafter HEERA or Act)1 became effective July 1, 1979, as a result of legislation enacted by the California Legislature in 1978. The legislation granted jurisdiction over the HEERA to

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*Chairperson Gluck did not participate in this Decision.

1The HEERA is codified at Government Code section 3560 et seq. All statutory references hereafter are to the Government Code unless otherwise indicated.
the Public Employment Relations Board (hereafter PERB or Board). Its terms extend the opportunity for collective negotiations to, amongst others, employees of the University of California (UC or University) and their designated representatives.² As an initial step in the representational process, PERB has authority to determine the appropriate units for employees of UC.³

Pursuant to rules and regulations adopted by the Board,⁴ various employee organizations filed petitions with the Board describing the units they believed to be appropriate. Parties to the instant case then participated in the unit determination hearing conducted by a PERB hearing officer who thereafter transmitted the entire record along with his unit recommendations to the Board itself for decision.

Based on the evidence and the briefs submitted by the parties as well as the hearing officer's recommendations, the Board has determined that the following units are appropriate:

²In addition to providing exclusive representation of employees in appropriate units by employee organizations, HEERA also makes it unlawful for the employer or the employee organization to commit certain acts, requires the employer and the exclusive representative to meet and confer in good faith and endeavor to reach an agreement on matters within the scope of representation.

³Subsection 3563(a).

⁴PERB rules and regulations regarding HEERA are codified at California Administrative Code, title 8, section 51000 et seq.
Lawrence Livermore National Laboratory Technical Unit;
Systemwide Technical Unit;
Patient Care Technical Unit.

The specific unit composition of these units is discussed infra in Parts III and IV of this Decision. The issue of exclusion of particular classifications based on supervisory, managerial, or confidential status will be dealt with in a separate decision.⁵

II.

UNIT CRITERIA

The Legislature mandated that the Board consider various criteria in determining an appropriate unit of employees for purposes of meeting and conferring under provisions of the MEERA. Those criteria are set forth in section 3579 of the Act which, in pertinent part, provides:

(a) In each case where the appropriateness of a unit is an issue, in determining an appropriate unit, the board shall take into consideration all of the following criteria:

(1) The internal and occupational community of interest among the employees, including, but not limited to, the extent to which they perform functionally related services or work toward established common goals, the history of employee representation with

⁵See Unit Determination for Employees of the Regents of the University of California (9/4/81) PERB Order NO. Aa-114-H.
the employer, the extent to which such employees belong to the same employee organization, the extent to which the employees have common skills, working conditions, job duties, or similar educational or training requirements, and the extent to which the employees have common supervision.

(2) The effect that the projected unit will have on the meet and confer relationships, emphasizing the availability and authority of employer representatives to deal effectively with employee organizations representing the unit, and taking into account such factors as work location, the numerical size of the unit, the relationship of the unit to organizational patterns of the higher education employer, and the effect on the existing classification structure or existing classification schematic of dividing a single class or single classification schematic among two or more units.

(3) The effect of the proposed unit on efficient operations of the employer and the compatibility of the unit with the responsibility of the higher education employer and its employees to serve students and the public.

(4) The number of employees and classifications in a proposed unit, and its effect on the operations of the employer, on the objectives of providing the employees the right to effective representation, and on the meet and confer relationship.

(5) The impact on the meet and confer relationship created by fragmentation of employee groups or any proliferation of units among the employees of the employer.
(b) There shall be a presumption that professional employees and nonprofessional employees shall not be included in the same representation unit. However, the presumption shall be rebuttable, depending upon what the evidence pertinent to the criteria set forth in subdivision (a) establishes.

(c) There shall be a presumption that all employees within an occupational group or groups shall be included within a single representation unit. However, the presumption shall be rebutted if there is a preponderance of evidence that a single representation unit is inconsistent with the criteria set forth in subdivision (a) or the purposes of this chapter.

(d) Notwithstanding the foregoing provisions of this section, or any other provision of law, an appropriate group of skilled crafts employees shall have the right to be a single, separate unit of representation. Skilled crafts employees shall include, but not necessarily be limited to, employment categories such as carpenters, plumbers, electricians, painters, and operating engineers. The single unit of representation shall include not less than all skilled crafts employees at a campus or at a Lawrence Laboratory.

(f) The board shall not determine that any unit is appropriate if it includes, together with other employees, employees who are defined as peace officers pursuant to subdivisions (d) and (e) of Section 830.2 of the Penal Code.

In structuring units of UC employees, we have examined the evidence in light of the statutory directive of section 3579, and have sought to place employees with an internal occupational community of interest in an appropriate unit. We
have considered the effect various unit configurations would have on the meet and confer relationships in terms of both the employer's interest in efficient operation of the educational system and in terms of the employees' interest in effective representation. As we originally stressed in the State employee unit determination decision and reiterated in the California State University and Colleges unit determination decision:

... unit determination criteria cannot be reviewed in isolation from one another; indeed, there is substantial interplay among the various criteria. Therefore, all of the factors involved in a given situation must be balanced against one another. The result of any such balancing process is that in a particular factual setting some criteria are emphasized over others while in a different setting the weight given the same criteria may be altered.

Consistent with our decision in Joint Hearing Order (7/16/80): HEERA-UC Unit Determination Phase II, Professional and Operations Hearings (9/29/80) PERB Order No. Ad-101-H, in determining whether to grant or reject the petitions of the parties, the Board has considered both the parties' formal requests and modifications of those positions as indicated by their briefs.

6See Unit Determination for the State of California (SEERA) (11/7/79) PERB Decision No. 110-S; Unit Determination for Employees of the CSUC (HEERA) (Professional) (9/22/81) PERB Decision No. 173-H; and Unit Determination for Employees of the CSUC (HEERA) (Nonprofessional) (11/17/81) PERB Decision No. 176-H.
III.

UNITED GRANTED

The Board finds that the creation of the following three technical units at the University of California is appropriate: a Lawrence Livermore National Laboratory (LLNL) Technical Unit, a Systemwide Technical Unit, and a Patient Care and Technical Unit. Employees in all of these units share an internal community of interest which distinguishes them from other categories of operations employees, such as clerical or service employees.

The University's technical employees are nonprofessional employees whose work involves the use of independent judgment and the exercise of specialized skills, often gained through advanced education or training. Technical employees are often licensed, certified, or registered as a requirement of employment. As the Board indicated in Marin Community College District (6/26/78) PERB Decision No. 55, at p. 8:

Performance in [technical] positions entails considerable responsibility and involves the performance of relatively complex assignments, ... as contrasted to performance of the more routine paperwork and bookkeeping tasks performed by clerical employees.

The National Labor Relations Board (NLRB) has long found that separate units of technical employees are appropriate, since technical employees enjoy a "separate and distinct community of interest ... flowing from training, skills,
certification, registration, or licensing," which other employees do not possess. Barnert Memorial Hospital Association dba Barnert Medical Center (1975) 217 NLRB 775, 777 [89 LRRM 1083, 1087].

LLNL Technical Unit

The California State Employees' Association (CSEA) petitioned for a unit of all technical employees at LLNL. We find the petitioned-for unit appropriate. Employees at LLNL have a community of interest sufficiently distinct from employees at the rest of the University to warrant granting them a separate unit. Every party addressing this issue has agreed that employees at LLNL should be granted separate units.7

Unlike the rest of the campuses, LLNL is almost entirely federally funded. It is governed based upon the provisions of a contract between the University and the Department of Energy (DOE). This agreement substantially affects the personnel policies of LLNL, requiring the University to obtain DOE approval for many policy changes. Planning at LLNL, unlike the rest of the University, requires coordination with DOE and is

7In granting CSEA's petition for a Technical Unit at LLNL, we deny the petition of Teamsters, Local 70 for a unit composed of firefighters and associated personnel at LLNL. Teamsters, Local 70 has presented insufficient evidence that firefighters at LLNL share a sufficiently distinct community of interest to justify granting them a separate unit apart from other technical employees at LLNL.
accomplished separately from the University's systemwide planning process. Most significantly, because of LLNL's federal funding, it is not subject to the state budget process.

Employees at Lawrence Livermore are also distinguished from employees at the rest of the University by the unique nature of the work they do. The primary activity of LLNL is nuclear weapons research. No similar research is carried on at the University's other facilities, including the Lawrence Berkeley Laboratory (LBL).

Employees at LLNL must obtain, as a condition of employment, a DOE "Q-clearance," the highest security clearance. In order to obtain a Q-clearance, the applicant's background is investigated by the FBI or the Federal Civil Service Commission. This process takes approximately four to eight months. In addition, all LLNL employees receive a security manual.

Finally, LLNL has an employment classification scheme separate from the rest of the University. While these classifications are parallel to systemwide classifications, they too are subject to DOE approval. Moreover, some of the classifications are unique to LLNL.

Taken together, this evidence establishes a strong community of interest amongst LLNL technical employees, which differentiates them from other University employees.
Systemwide Technical Unit

The American Federation of State, County and Municipal Employees (AFSCME) and the California State Employees' Associations petitioned for a systemwide unit of technical employees at the University's nine campuses and the Lawrence Berkeley Laboratory. We grant these petitions, absent those classifications which we have placed in our patient care and technical unit, discussed infra.

We find that technical employees throughout the University system (excluding LLNL and the UC health facilities) share a sufficient community of interest that a systemwide unit is appropriate. University employees placed within this unit are governed by a centralized personnel policy, classification scheme, and wage and benefits plan. They are involved in the University's basic teaching and research mission. Employees may readily transfer between campuses. Moreover, they are bound by a common legislative budget process, which allocates wage increases to University employees on a systemwide basis.

For these reasons, we find that a systemwide technical unit will facilitate the collective negotiation process as well as promote the efficient operations of the University. A systemwide unit, by definition, avoids fragmentation of employee groups and unnecessary proliferation of units.

*CSEA petitioned for a systemwide technical unit excluding LBL and LLNL. Since we are including LBL in the systemwide technical unit, we are able to grant both AFSCME's and CSEA's petitions.
We include the Lawrence Berkeley Laboratory within the systemwide technical unit, despite the fact that it is subject to the same system of federal funding as LLNL (see discussion supra). However, unlike LLNL employees, LBL employees share a greater community of interest with other employees of the University. LBL is geographically contiguous with the Berkeley campus, and employees of both LBL and UCB are drawn from the same regional labor market. Employees from UCB and LBL can readily transfer between the two sites, and some employees work part-time at both facilities. Unlike LLNL employees, LBL employees do not work on military research projects, and thus do not require a security "Q" clearance.

Despite the fact that the Lawrence Berkeley Laboratory is federally funded through a contract with DOE, job classifications at LBL follow the University's centralized system rather than an independent system, as is in use at LLNL. In addition, wage rates at LBL do not require DOE approval, as is the case at LLNL.

Patient Care Technical Unit

United Health Care Employees (SEIU Locals 102, 250 and 434) petitioned for a systemwide unit composed of technical employees at the University's health care facilities as well as allied patient care service and clerical employees. We grant this petition, finding that the employees within this unit
share a strong community of interest which warrants the creation of a separate patient care unit.

Employees in this unit are primarily technicians involved in providing health services to patients at the University's medical centers, student health facilities, and hospitals. These employees are directly concerned with the delivery of health care services, and thus perform tasks not directly related to the University's basic educational mission. Hence, these employees share an internal community of interest which separates them from technical employees in other units we have created. In addition, we include in the patient care technical unit those classifications of hospital clerical and service employees who have direct contact with patients and work closely with, or are under the supervision of, patient care technical or professional employees.

Patient care employees work exclusively in hospitals or clinics. There is no work-related contact between these employees and employees in similar classifications at nonpatient work sites. They are subject to working conditions which distinguish them from other UC technical, service, or clerical employees. They work closely with health care professionals, delivering primary patient services. Many of these classifications are staffed round-the-clock and are routinely exposed to medical emergencies. They are required to have specialized knowledge and training peculiar to the
hospital setting, and to apply that knowledge in direct or indirect patient care contexts.

Another factor which persuades us to establish a separate patient care and technical unit is the administrative autonomy of the University medical facilities. The University's hospitals and student health centers are financed primarily through patient and student fees and government funds. Although they are ultimately under the control of systemwide administration, the evidence establishes that they are run relatively independently. For example, university hospitals develop personnel policies and procedures independent of those developed systemwide. Such policies and procedures are suited to the delivery of patient care services to the public rather than the teaching of students or the development of research projects.

The creation of a separate patient care technical unit is consistent with the University's present organizational structure, which separates hospital classifications from other technical classifications systemwide. Thus, the patient care technical unit we are establishing will promote the efficient operation of the University's hospitals, clinics, and medical centers without disrupting in any way the University's existing classification structure. While not determinative, both NLRB and previous Board decisions support the establishment of separate patient care units. (Barnert Memorial Hospital,
supra, Unit Determination for the State of California (11/7/79) PERB Decision No. 110-S.)

Taken as a whole, the above evidence convinces us that a separate patient care and technical unit is consistent with the criteria set forth in section 3594 and should be established.

IV.

DISPUTED CLASSIFICATIONS

LLNL Technical Unit

Machinists (900 Series)

We find it appropriate to place employees in the machinist classifications at Lawrence Livermore in the LLNL technical unit. CSEA petitioned for the placement of these employees in the LLNL technical unit, and the University supports their placement there.9

Employees in the machinist classifications at LLNL work in the materials fabrication division of the Laboratory, which performs machine fabrication work for scientific research projects. These employees work directly with, and under the supervision of, Laboratory scientific personnel. They perform no routine or nonscientific machine work. Although employees

9The Alameda County Building and Construction Trades Council petitioned for the inclusion of employees in the LLNL machinist classifications in their proposed LLNL skilled crafts unit. We have determined that it is inappropriate to place these employees in a skilled crafts unit. Unit Determination for Skilled Crafts Employees of the University of California (9/30/82) PERB Decision No. 242.
in the 900 series complete a state-certified apprenticeship program and thus achieve journeyman status, they are given extensive on-the-job training in which they acquire scientific and technical knowledge of metallurgy, metrology, design and vacuum processes. With this knowledge, materials fabrication division machinists are capable of designing or modifying machinery to fit special scientific requirements. Thus, despite the fact that these employees possess training similar to that of skilled crafts employees in the private sector, their advanced technical knowledge and the highly specialized nature of the work they perform convince us that they are more appropriately placed in a technical unit.

Technicians (727 series)

CSEA petitioned for, and the University supports, the inclusion of employees in the technician classifications at LLNL in the LLNL technical unit. The Alameda County Building and Construction Trades Council argues that certain employees in this classification who perform metal plating work should be included in the skilled crafts unit.\(^{10}\)

Employees in the technician series assist in the development of scientific research projects at LLNL. They are

\(^{10}\text{We have previously concluded that it is appropriate to place employees in the technician series at LLNL who perform metal plating work in the LLNL skilled crafts unit. Unit Determination for Skilled Crafts Employees of the University of California, supra.}\)
required, as a condition of employment, to have at least an associate degree in a scientific or technical subject. They share a close community of interest with other technical employees. We find, in reviewing the record, that there has been insufficient evidence presented to rebut the presumption contained in subsection 3579(c) against the splitting of occupational groups. We thus find that those employees within the technician series who perform metal plating work, along with all other employees in that series, are appropriately placed in the LLNL technical unit.

Systemwide Technical Unit
LBL Machinists (785.0-787.3)

APSCME petitioned for, and the University supports, the inclusion of employees in the LBL machinists series in the systemwide technical unit. For the reasons discussed above with regard to the LLNL machinists, we find that LBL machinists are appropriately placed in the systemwide technical unit.

Patient Care Technical Unit

Development Technician (1707-74)
Electronics Technician (8301-8304)
Laboratory Mechanicin (8651-8654)

SEIU petitioned for, and we find appropriate, the placement of those employees in the above classifications, who work in

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\(^{11}\) In its petition requesting a systemwide unit composed of all technical employees in the University, APSCME did not specifically list LBL classifications. Since it petitioned for a unit of all technical employees, we assume this omission to have been inadvertent.
the University's health care facilities, in the patient care technical unit. This placement requires us to split classifications, but we find that evidence rebuts the presumption set forth in subsection 3579 (c) against the splitting of occupational groups.

All of the employees in the above classifications work at the University's patient care facilities. They are involved in the fabrication, maintenance and repair of medical instruments. They interact with, and are often under the supervision of, other patient care technical employees or health care professionals. They have no interaction with employees in their own classification who work at nonpatient care facilities. Many incumbents enter patient and operating rooms to observe and monitor equipment, and have specialized knowledge related to the development and maintenance of medical equipment. On the basis of this evidence, we find that employees in these classifications at the University's patient care facilities have a sufficiently independent community of interest to rebut the presumption set forth in subsection 3597(c). We note, in so finding, that the University has presented no evidence to indicate that the placing of these employees in the patient care technical unit will adversely affect the efficient operations of its health care facilities. On the contrary, the evidence indicates that the inclusion of these employees in the patient care technical unit will
facilitate effective collective bargaining and the efficient
delivery of patient care services.

Hospital Laboratory Technicians (8973-8976)

SEIU petitioned for, and we find appropriate, the placement
of employees in the above classifications in the patient care
technical unit. The University argues that they should be
excluded from the technical unit because they are professional
employees.

Hospital laboratory technicians (HLT's) work in the
University's health care facilities, where they administer and
analyze test results intended to assist in the diagnosis and
treatment of patient illnesses. A college degree with a
science major, or equivalent education or experience, is
required for the entry level classification.

Prior to 1966, the HLT series included several categories
of employees. In 1966, the clinical laboratory technologist
(CL T) series was split off from the HLT series. In 1972, the
staff research associate classification was split off from the
HLT series. All parties agree that employees in the CLT series
are professionals since they have separate licensing
requirements, pay scales and duties. The University argues
that, because employees in the present HLT series share a
common origin with these other classifications, they are not
technical employees.
The majority of employees in this series perform routine laboratory work, involving little or no independent judgment. Hospital laboratory technicians, unlike clinical laboratory technologists, are by law not permitted to perform tests requiring professional judgment. There was evidence introduced that a minority of employees in this classification do some work involving independent analysis of test results. For example, at the UC Davis Medical Center, HLT's in the cytopathology laboratory review slides to check for normal cells. Although these HLT's initially use independent judgment in making their determinations, a doctor, pathologist, or clinical laboratory technologist must review slides found to be abnormal and makes a diagnosis based upon that review.

Similarly, at the UCLA pulmonary function laboratory, HLT's administer blood function and lung gas tests. Although these tests require employees to draw blood from patients and attach monitors to them, the results of the tests are analyzed by a computer and do not require independent analysis by the employee. Hence, even when performing these more complicated functions, employees in the HLT series do not exercise the degree of independent judgment usually found amongst professional employees.

Thus, viewing the evidence in its totality, we find HLT's are appropriately placed in the patient care technical unit.
Community Health Program Representative Series (9324-9326)

SEIU petitioned for these employees to be included in the patient care technical unit. We decline to place these employees in the unit since there is insufficient evidence in the record to indicate what the job duties of these employees are.

Field Work Assistant (9366)

SEIU petitioned for employees in the above classification to be included in the patient care technical unit. We decline to place these employees in the unit, as there is insufficient evidence in the record to indicate that they share a community of interest with health care employees.

ORDER

Upon the foregoing Decision and the entire record in this matter, the Public Employment Relations Board ORDERS that:

(1) The following units are appropriate for the purpose of meeting and conferring in good faith pursuant to Government Code section 3560 et seq.

Lawrence Livermore National Laboratory Technical Unit;
Systemwide Technical Unit;
Patient Care Technical Unit.

The inclusions in the above-described units, by job classification, are set forth in Appendix A attached hereto.

(2) Any technical errors in this ORDER shall be presented to the director of representation who shall take appropriate action thereon in accordance with this Decision.

20
(3) Each of the units found appropriate shall exclude managerial, supervisory, and confidential employees of the University.

(4) The Board hereby ORDERS a representation election in each of these units and the General Counsel is hereby directed to proceed in accordance with California Administrative Code, title 8, part 3, division 4.

By The BOARD
651.0 Firefighter Trainee
651.1 Firefighter
651.2 Fire Lieutenant
651.3 Fire Captain
727.0 Technician
727.1 Technician, Senior
727.2 Technician, Principal
727.3 Technical Specialist
733.0 Technician/Draftsman Trainee
734.0 Draftsman
734.1 Draftsman, Senior
734.2 Draftsman, Design
734.3 Designer
735.0 Engineering Assistant
735.1 Engineering Assistant, Senior
735.2 Assistant Technical Coordinator
735.3 Assistant Technical Coordinator, Senior
736.1 Electronic Fabrication Technician I
736.2 Electronic Fabrication Technician II
736.3 Electronic Fabrication Technician III
736.4 Electronic Fabrication Technician IV
749.1 Photographic Specialist I
749.2 Photographic Specialist II
749.3 Photographic Specialist III
749.4 Photographic Specialist IV
752.0 Digital Computer Operator, Trainee
752.1 Digital Computer Operator
752.2 Digital Computer Operator, Senior
752.3 Digital Computer Operator, Principal
753.0 Printer I
753.1 Printer II
753.2 Printer III
753.3 Printer IV
754.0 Print Room Operator
754.1 Print Room Operator, Senior
754.2 Print Room Operator, Principal
754.3 Print Room Camera Operator
755.0 Technical Illustrator I
755.1 Technical Illustrator II
755.2 Technical Illustrator III
755.3 Technical Illustrator IV
756.1 Programming Technician
756.2 Programming Technician, Senior
756.3 Programming Technician, Principal
910.0 Machinist, Apprentice (Classroom Instruction)
910.1 Machinist Apprentice
910.3 Mechanical Shop Helper
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8914 Mental Health Practitioner
8916 Senior Vocational Nurse
8917 Vocational Nurse
8918 Special Duty Vocational Nurse
8919 Senior Emergency Trauma Technician
8920 Emergency Trauma Technician
8922 Senior Nursing Aide
8925 Senior Psychiatric Technician
8926 Psychiatric Technician
8928 Senior Orthopedic Technician
8929 Orthopedic Technician
8930 Senior Surgical Technician
8931 Surgical Technician
8933 Senior Urology Technician
8934 Urology Technician
8941 Principal
Technician
8942 Senior Echocardiographic Technician
8943 Echocardiographic Technician
8945 Principal Phonocardiographic Technician
8946 Senior Phonocardiographic Technician
8947 Phonocardiographic Technician
8961 Principal Electrocardiographic Technician
8962 Senior Electrocardiographic Technician
Electrocardiographic Technician
Principal Ultrasound Technologist
Senior Ultrasound Technologist
Ultrasound Technologist
Hospital Laboratory Technician IV
Hospital Laboratory Technician III
Hospital Laboratory Technician II
Hospital Laboratory Technician I
Principal Nuclear Medicine Technician
Senior Nuclear Medicine Technician
Nuclear Medicine Technician
Associate Chief Nuclear Medicine Technologist
Senior Nuclear Medicine Technologist
Nuclear Medicine Technologist
Nuclear Medicine Technologist Trainee
Senior Dosimetrist
Dosimetrist
Associate Chief Radiation Therapy Technologist
Senior Radiation Therapy Technologist
Radiation Therapy Technologist
Radiation Therapy Technologist Trainee
Associate Chief Radiologic Technologist
Lead Principal Radiologic Technologist
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SYSTEMWIDE TECHNICAL UNIT

4031 Lifeguard
4121 Senior Resident Advisor
4122 Resident Advisor
4125 Head Resident
4126 Resident Assistant
4131 Resident Advisor-Language House Class
4812 Senior Computer Operator
4813 Computer Operator
5202 Fire Captain
5203 Fire Lieutenant
5204 Fire Fighter
5205 Fire Specialist
5211 Senior Student Fire Fighter
5212 Student Fire Fighter
5213 Student Fire Fighter Trainee
6102 Senior Artist
6103 Artist
6107 Art Model
6111 Principal Illustrator
6112 Senior Illustrator
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<td>Interpreter/Translator for the Deaf</td>
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<tr>
<td>5693</td>
<td>Translator - Nontechnical</td>
</tr>
<tr>
<td>6694</td>
<td>Translator - Technical</td>
</tr>
</tbody>
</table>

10
7002 Senior Construction Inspector
7003 Associate Construction Inspector
7004 Assistant Construction Inspector
7101 Principal Drafting Technician
7102 Senior Drafting Technician
7103 Drafting Technician
7141 Principal Environmental Health & Safety Technician
7142 Senior Environmental Health & Safety Technician
7143 Environmental Health & Safety Technician
7161 Principal Engineering Aid
7162 Senior Engineering Aid
7163 Engineering Aid
7170 Development Technician V
7171 Development Technician IV
7172 Development Technician III
7173 Development Technician II
7174 Development Technician I
8191 Principal Cryogenic Technician
8192 Senior Cryogenic Technician
8193 Cryogenic Technician
8223 Wastewater Treatment Plant Operator
8262 Upholstery Supervisor
8263 Upholsterer
8272 Senior Accelerator Operator
8273 Accelerator Operator
<table>
<thead>
<tr>
<th>Code</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>8281</td>
<td>Principal Accelerator Mechanical Technician</td>
</tr>
<tr>
<td>8282</td>
<td>Senior Accelerator Mechanical Technician</td>
</tr>
<tr>
<td>8283</td>
<td>Accelerator Mechanical Technician</td>
</tr>
<tr>
<td>8291</td>
<td>Principal Television Technician</td>
</tr>
<tr>
<td>8292</td>
<td>Senior Television Technician</td>
</tr>
<tr>
<td>8293</td>
<td>Television Technician</td>
</tr>
<tr>
<td>8295</td>
<td>Sound Technician</td>
</tr>
<tr>
<td>8301</td>
<td>Principal Electronics Technician</td>
</tr>
<tr>
<td>8302</td>
<td>Senior Electronics Technician</td>
</tr>
<tr>
<td>8303</td>
<td>Electronics Technician</td>
</tr>
<tr>
<td>8304</td>
<td>Electronics Technician Trainee</td>
</tr>
<tr>
<td>8311</td>
<td>Principal Laboratory Glassblower</td>
</tr>
<tr>
<td>8312</td>
<td>Senior Laboratory Glassblower</td>
</tr>
<tr>
<td>8313</td>
<td>Laboratory Glassblower</td>
</tr>
<tr>
<td>8314</td>
<td>Laboratory Glassblower Trainee</td>
</tr>
<tr>
<td>8322</td>
<td>Senior Telescope Technician</td>
</tr>
<tr>
<td>8323</td>
<td>Telescope Technician</td>
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<tr>
<td>8330</td>
<td>Communications Officer</td>
</tr>
<tr>
<td>8331</td>
<td>Assistant Communications Officer</td>
</tr>
<tr>
<td>8333</td>
<td>Senior Marine Radio Officer</td>
</tr>
<tr>
<td>8334</td>
<td>Marine Radio Officer</td>
</tr>
<tr>
<td>8352</td>
<td>First Assistant Engineer</td>
</tr>
<tr>
<td>8353</td>
<td>Second Assistant Engineer</td>
</tr>
<tr>
<td>8354</td>
<td>Third Assistant Engineer</td>
</tr>
<tr>
<td>8358</td>
<td>Senior Floating Laboratory Crewmember</td>
</tr>
</tbody>
</table>
8359  Floating Laboratory Crewmember
8363  Marine Electrician
8364  Utility Marine Electrician
8381  Boatswain
8382  Able Seaman
8383  Ordinary Seaman
8392  Oiler
8393  Wiper
8394  General Marine Helper
8396  Principal Marine Mechanician
8397  Senior Marine Mechanician
8398  Marine Mechanician
8399  Marine Mechanician Helper
8651  Principal Laboratory Mechanician
8652  Senior Laboratory Mechanician
8653  Laboratory Mechanician
8654  Laboratory Mechanician Helper
8662  Senior Petrological Technologist
8663  Petrological Technologist
8761  Principal Optical Technician
8762  Senior Optical Technician
8773  Piano Technician
9514  Senior Inhalation Chamber Technician
9515  Inhalation Chamber Technician
9521  Animal Resources Manager
9522 Animal Resources Supervisor
9523 Principal Animal Technician
9524 Senior Animal Technician
9525 Animal Technician
9534 Animal Health Technician IV
9535 Animal Health Technician III
9536 Animal Health Technician II
9537 Animal Health Technician I
9601 Laboratory Assistant IV
9602 Laboratory Assistant III
9603 Laboratory Assistant II
9605 Laboratory Assistant I
9622 Scanner II
9623 Scanner I
9632 Principal Museum Preparator
9633 Senior Museum Preparator
9634 Museum Preparator
9717 Diving Officer
374.3 Accelerator Operations Supervisor
386.0 Technical/Scientific Coordinator
386.1 Technical/Scientific Coordinator, Senior
644.0 Firefighter
644.1 Fire Lieutenant
645.0 Firefighter Trainee
716.1 Lead Technician
725.0 Mechanical Technician, Apprentice
725.1 Mechanical Technician
725.2 Mechanical Technician, Senior
725.3 Mechanical Technician, Principal
725.4 Mechanical Specialist
728.0 Technician/Drafter Trainee
729.0 Drafter
729.1 Drafter, Senior
729.2 Drafter, Design
729.3 Designer
730.0 Engineering Assistant
730.1 Engineering Assistant, Senior
730.2 Assistant Technical Coordinator
730.3 Assistant Technical Coordinator, Senior
740.1 Radiation Safety Technician
740.2 Radiation Safety Technician, Senior
740.3 Radiation Safety Technician, Principal
741.0 Health-Safety Technician, Trainee
741.1 Health-Safety Technician
741.2 Health-Safety Technician, Senior
741.3 Health-Safety Technician, Principal
741.4 Health-Safety Technician Specialist
744.1 Animal Technician I
744.2 Animal Technician II
744.3 Animal Technician III
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>757.0</td>
<td>Digital Computer Operator Trainee</td>
</tr>
<tr>
<td>757.1</td>
<td>Digital Computer Operator</td>
</tr>
<tr>
<td>757.2</td>
<td>Digital Computer Operator, Senior</td>
</tr>
<tr>
<td>757.3</td>
<td>Digital Computer Operator, Principal</td>
</tr>
<tr>
<td>759.3</td>
<td>Computing Technician</td>
</tr>
<tr>
<td>759.4</td>
<td>Computing Technician, Senior</td>
</tr>
<tr>
<td>759.5</td>
<td>Computing Technician, Principal</td>
</tr>
<tr>
<td>770.0</td>
<td>Electronics Technician, Apprentice</td>
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<tr>
<td>770.1</td>
<td>Electronics Technician</td>
</tr>
<tr>
<td>770.2</td>
<td>Electronics Technician, Senior</td>
</tr>
<tr>
<td>770.3</td>
<td>Electronics Technician, Principal</td>
</tr>
<tr>
<td>770.4</td>
<td>Electronics Specialist</td>
</tr>
<tr>
<td>781.1</td>
<td>Graphic Arts Technician</td>
</tr>
<tr>
<td>781.2</td>
<td>Senior Graphic Arts Technician</td>
</tr>
<tr>
<td>781.3</td>
<td>Principal Graphic Arts Technician</td>
</tr>
<tr>
<td>782.1</td>
<td>Scientific Data Analyst</td>
</tr>
<tr>
<td>782.2</td>
<td>Scientific Data Analyst, Senior</td>
</tr>
<tr>
<td>782.3</td>
<td>Scientific Data Analyst, Principal</td>
</tr>
<tr>
<td>785.1</td>
<td>Machinist, Apprentice</td>
</tr>
<tr>
<td>786.1</td>
<td>Machine Shop Assistant I</td>
</tr>
<tr>
<td>786.2</td>
<td>Machine Shop Assistant II</td>
</tr>
<tr>
<td>786.3</td>
<td>Machinist</td>
</tr>
<tr>
<td>786.4</td>
<td>Precision Machinist</td>
</tr>
<tr>
<td>787.3</td>
<td>Assembly Machinist</td>
</tr>
<tr>
<td>795.1</td>
<td>Research Technician</td>
</tr>
<tr>
<td>Code</td>
<td>Position</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>795.2</td>
<td>Research Technician, Senior</td>
</tr>
<tr>
<td>795.3</td>
<td>Research Technician, Principal</td>
</tr>
<tr>
<td>795.4</td>
<td>Research Specialist</td>
</tr>
<tr>
<td>797.1</td>
<td>Technical Illustrator I</td>
</tr>
<tr>
<td>797.2</td>
<td>Technical Illustrator II</td>
</tr>
<tr>
<td>797.3</td>
<td>Technical Illustrator III</td>
</tr>
<tr>
<td>797.4</td>
<td>Technical Illustrator IV</td>
</tr>
<tr>
<td>758.1</td>
<td>Photographic Specialist I</td>
</tr>
<tr>
<td>758.2</td>
<td>Photographic Specialist II</td>
</tr>
<tr>
<td>758.3</td>
<td>Photographic Specialist III</td>
</tr>
<tr>
<td>758.4</td>
<td>Photographic Specialist IV</td>
</tr>
<tr>
<td>JOB FIELD:</td>
<td>Information Technology</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>JOB FAMILY:</td>
<td>Systems/Infrastructure Admin</td>
</tr>
<tr>
<td>JOB CATEGORY:</td>
<td>Professional</td>
</tr>
<tr>
<td>JOB TITLE:</td>
<td>Systems Administrator 1</td>
</tr>
<tr>
<td>JOB FAMILY SUMMARY:</td>
<td>Involves developing and maintaining the security of data and systems as the primary responsibility of the position. Plans, designs, develops, implements and maintains systems and programs to insure the integrity, reliability and security of data and systems.</td>
</tr>
<tr>
<td>JOB CODE:</td>
<td>7302U</td>
</tr>
<tr>
<td>PERSONNEL PROGRAM:</td>
<td>PSS</td>
</tr>
<tr>
<td>SALARY GRADE:</td>
<td>20</td>
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<tr>
<td>FLSA:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>JOB LEVEL:</td>
<td>Entry</td>
</tr>
<tr>
<td>GENERIC SCOPE:</td>
<td>Entry-level professional with limited or no prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on developmental assignments that are initially routine in nature, requiring limited judgment and decision making.</td>
</tr>
<tr>
<td>CUSTOM SCOPE:</td>
<td>Learns to use systems administration concepts. Applies campus policies and procedures to resolve routine issues. Works on problems of limited scope. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained.</td>
</tr>
</tbody>
</table>
| KEY RESPONSIBILITIES:| - Learns to implement basic system enhancements (software and hardware updates) that will improve the performance and reliability of the system.  
- Learns to analyze and support operating systems, databases, utilities and Internet/intranet-related tools.  
- Conducts routine programming tasks.  
- Under direct supervision, administers standardized security policies to control access to systems.  
- Learns to perform basic systems programming and systems support activities. |
| EDUCATION:           | Bachelors degree in related area and/or equivalent experience/training |
| KNOWLEDGE AND SKILLS:| - Must be able to communicate technical information in a clear and concise manner, both in writing and verbally.  
- Is acquiring knowledge, skills and abilities associated with identifying indicators of system performance and the actions needed to improve or correct performance.  
- Acquiring knowledge of the application of technology and systems to meet business needs.  
- Background check required. |
| ENVIRONMENT:         | Campus settings and various external venues       |
CAREER PATH: Systems Administrator 2
<table>
<thead>
<tr>
<th>JOB FIELD:</th>
<th>Information Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>JOB FAMILY:</td>
<td>Systems/Infrastructure Admin</td>
</tr>
<tr>
<td>JOB CATEGORY:</td>
<td>Professional</td>
</tr>
<tr>
<td>JOB TITLE:</td>
<td>Systems Administrator 2</td>
</tr>
<tr>
<td>JOB FAMILY SUMMARY:</td>
<td>Involves developing and maintaining the security of data and systems as the primary responsibility of the position. Plans, designs, develops, implements and maintains systems and programs to insure the integrity, reliability and security of data and systems.</td>
</tr>
<tr>
<td>JOB CODE:</td>
<td>7303U</td>
</tr>
<tr>
<td>PERSONNEL PROGRAM:</td>
<td>PSS</td>
</tr>
<tr>
<td>SALARY GRADE:</td>
<td>21</td>
</tr>
<tr>
<td>FLSA:</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>JOB LEVEL:</td>
<td>Intermediate</td>
</tr>
<tr>
<td>GENERIC SCOPE:</td>
<td>Professional who applies acquired job skills, policies, and procedures to complete substantive assignments/projects/tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.</td>
</tr>
<tr>
<td>CUSTOM SCOPE:</td>
<td>Uses professional concepts; works on systems problems of moderate scope where analysis of situations or data requires a review of a variety of factors. Has internal and some external contacts. Normally receives general instructions on routine work, with detailed instructions provided on new project assignments and initiatives. Exercises judgment within defined procedures and practices to determine appropriate action.</td>
</tr>
</tbody>
</table>
| KEY RESPONSIBILITIES: | - Applies professional concepts to implement network communications and solutions.  
- Under general supervision, implements system enhancements (software and hardware updates) that will improve the performance and reliability of the system.  
- Under general supervision, manages centralized computer servers.  
- Analyzes, installs, modifies and supports operating systems, databases, utilities and Internet/intranet-related tools.  
- Applies professional concepts to conduct systems programming and systems support activities.  
- Operates campus' internal data communications systems, including LANs and WANs.  
- Under general supervision, implements networked systems.  
- Assists with execution of security control to prevent hackers from infiltrating campus information.  
- Assists with maintenance of security systems for routers and switches.  
- Applies professional concepts to administer security policies to control access to systems. |
| EDUCATION:          | Bachelors degree in related area and/or equivalent experience/training |
| KNOWLEDGE AND SKILLS: | • Must be able to communicate technical information in a clear and concise manner, both in writing and verbally.  
|                       | • Must have basic knowledge of system performance and the actions needed to improve or correct performance.  
|                       | • Basic knowledge of the design, development and application of technology and systems to meet business needs.  
|                       | • Requires knowledge of other areas of IT.  
|                       | • Background check required.  
| ENVIRONMENT:           | Campus settings and various external venues  
| CAREER PATH:           | Systems Administrator 3  

https://jobbuilder.berkeley.edu/PrintableJob.aspx?jobId=3125
<table>
<thead>
<tr>
<th>JOB FIELD:</th>
<th>Information Technology</th>
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<tbody>
<tr>
<td>JOB FAMILY:</td>
<td>Systems/Infrastructure Admin</td>
</tr>
<tr>
<td>JOB CATEGORY:</td>
<td>Professional</td>
</tr>
<tr>
<td>JOB TITLE:</td>
<td>Systems Administrator 3</td>
</tr>
<tr>
<td>JOB FAMILY SUMMARY:</td>
<td>Involves developing and maintaining the security of data and systems as the primary responsibility of the position. Plans, designs, develops, implements and maintains systems and programs to insure the integrity, reliability and security of data and systems.</td>
</tr>
<tr>
<td>JOB CODE:</td>
<td>7304U</td>
</tr>
<tr>
<td>PERSONNEL PROGRAM:</td>
<td>PSS</td>
</tr>
<tr>
<td>SALARY GRADE:</td>
<td>23</td>
</tr>
<tr>
<td>FLSA:</td>
<td>Exempt</td>
</tr>
<tr>
<td>JOB LEVEL:</td>
<td>Experienced</td>
</tr>
<tr>
<td>GENERIC SCOPE:</td>
<td>Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems/issues of diverse scope and determines solutions.</td>
</tr>
<tr>
<td>CUSTOM SCOPE:</td>
<td>Uses skills as a seasoned, experienced systems infrastructure professional with a full understanding of industry practices and campus policies and procedures; resolves a wide range of issues. Demonstrates good judgment in selecting methods and techniques for obtaining solutions.</td>
</tr>
</tbody>
</table>
| KEY RESPONSIBILITIES: | - Defines, designs and implements network communications and solutions.  
                      | - Proposes and implements system enhancements (software and hardware updates) that will improve the performance and reliability of the system.  
                      | - Manages centralized computer servers and makes recommendations for purchase or upgrade of new computer hardware.  
                      | - Performs complex analysis to acquire, install, modify and support operating systems, databases, utilities and Internet/intranet-related tools.  
                      | - Performs complex systems programming and systems support activities.  
                      | - Conducts programming tasks.  
                      | - Operates campus' complex internal data communications systems, including LANs and WANs.  
                      | - Plans, designs and implements networked systems.  
                      | - Performs complex security control activities to prevent hackers from infiltrating campus information.  
                      | - Maintains complex security systems for routers and switches. |
| EDUCATION:          | Bachelors degree in related area and/or equivalent experience/training |

- Must be able to communicate technical information in a clear and concise manner among varying levels in the organization.
<table>
<thead>
<tr>
<th>KNOWLEDGE AND SKILLS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Has thorough knowledge, skills and abilities associated with identifying systems-related issues and actions needed to improve or correct performance.</td>
</tr>
<tr>
<td>• Has knowledge of the design, development and application of technology and systems to meet business needs.</td>
</tr>
<tr>
<td>• Has skills associated with adapting equipment and technology to serve user needs.</td>
</tr>
<tr>
<td>• Background check required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ENVIRONMENT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus settings and various external venues</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CAREER PATH:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Systems Administrator 4</td>
</tr>
</tbody>
</table>
UCnet: UC Systemwide Series Concepts / Job Specifications

Job Name

University of California Series Concepts

Class Specifications - F.10
Computer Resource Specialist II - Supervisor - 4802
Computer Resource Specialist II - 4804
Computer Resource Specialist - Supervisor - 4803
Computer Resource Specialist I - 4805

July, 1991

SERIES CONCEPT

Computer Resource Specialists provide a wide range of technical and consultative services related to the acquisition, use, and maintenance of computer and/or network software and hardware and the development of computer applications. Computer Resource Specialists provide consulting services requiring knowledge of new enhancements, developments, and diagnostic tools in personal computer software.

Incumbents typically install and maintain hardware and software systems; utilize and manipulate computer software to create formats, screens, menus and reports; analyze existing systems; analyze problems to effect computer-oriented solutions; confer with users; recommend hardware/software acquisitions; and provide training in computer usage.

The series consists of two levels based on varying degrees of responsibility; the size, nature, and/or complexity of the computing environment; and the level of technical and programming skill required for computer applications.

This series is not intended for positions that use computers as a tool (e.g., for data analysis, data retrieval, report writing). Such positions should be classified according to their primary functional responsibility.

CLASS CONCEPTS

Computer Resource Specialist II
Computer Resource Specialist II - Supervisor

Under supervision, incumbents perform systems tasks requiring knowledge and skills of the principles and methods of computer systems and may have supervisory responsibility for provision of computer support within an organizational unit. Incumbents assist with the design, development, analysis, maintenance, and documentation of customized computer applications.

Typical responsibilities include advising and training users in the utilization of software packages; installation and testing of software packages requiring standard techniques; and coding, testing, and debugging of routine applications. Incumbents may perform routine systems analysis and supervise the operation of a local area network.

Computer Resource Specialist I
Computer Resource Specialist I - Supervisor
Under supervision, incumbents perform computer-related tasks requiring knowledge of the general principles and methods of computer systems. Incumbents perform routine system maintenance tasks; consult on general system features such as use of standard commands, editing features, and utilities; assist users with general programming tasks and help to debug syntax and simple logic errors; create and produce reports, menus and screens using database software. Incumbents may assist users in setting up equipment such as terminals, computers, graphics equipment and printers; routinely convert files; run downloading programs; and troubleshoot network hardware and software.

MINIMUM QUALIFICATIONS

Minimum qualifications: Incumbents are expected to possess the skills, knowledge, and abilities essential to the successful performance of the duties assigned to the positions. Positions allocated to the supervisory titles must meet the criteria for supervision as defined in the Supplemental Guidelines for Supervisory classes (SAM 12).

NOTE: Specific qualification requirements are approved by the Personnel Manager in accordance with the provisions of Staff Personnel Policies 210.8 and 210.9 for Computer Resource Specialist I and Computer Resource Specialist
December 16, 2016

Joaquin Chavez  
UPTE –CWA 9119, Local 6  
1772 Picasso Avenue, Suite C  
Davis, California 95616

RE: Proposed Reclassification – Vacancy: 4804 - Computer Resources Specialist II

Dear Mr. Chavez:

In accordance with Article 1, Agreement, Section E., Reclassifications from Unit to Non-Unit Positions, of the UC/UPTE collective bargaining agreement for the Technical Unit (TX), notice is hereby provided that Campus proposes to reclassify a unit position within the department of Human Ecology. The position is title code and title, 4804 - Computer Resources Specialist II to proposed title code and title 7303 – System Administrator 2. I have attached copies of the current and proposed position descriptions and organizational chart.

If UPTE believes this proposal violates the aforementioned collective bargaining agreement, and wishes to challenge the action, please notify this office in writing. The statement of challenge should be received at the address below no than January 16, 2017.

If there are any questions about this proposed action you may direct them to me at 530.752.9926.

Sincerely

Janice C Basson  
HR: Compensation

/jcb

Enclosure: Current and Proposed Position Description  
Organizational Chart

Cc: Eileen Barnes  
Jennifer Gatan  
PA 01052734
Position Summary

Employee Details

Employee First Name: [Redacted]
Employee Last Name: Open Position
Employee ID: [Redacted]

Classification

Payroll Title: COMPUTER RESOURCE SPECIALIST II
Payroll Title Code: 4804
Job Group: C17
Overtime Eligible: Non-Exempt (FLSA)
Employee Relations Unit: TX (Bargaining Unit)
Representation: Covered
Salary Grade: 0
Minimum Monthly Salary: [Redacted]
Maximum Monthly Salary: [Redacted]
Minimum Hourly: 25
Maximum Hourly: 34.58

Position Description

Position Number: 02002111 (Assigned when added to Library)
Dept: HUMAN ECOLOGY - 030079
Position: COMPUTER RESOURCE SPEC
HEERA/Union Representation: This position is covered by a collective bargaining unit
IMMEDIATE SUPERVISOR
Supervisor Name: Ellen Barnes
Supervisor Payroll Title: Chief Administrative Officer
Supervisor Phone Number: [Redacted]

POSITION DETAILS
Independently provide general desktop support to faculty, staff and students in all business, research and teaching needs in the Landscape Architecture + Environmental Design program within the department of Human Ecology. Responsible for troubleshooting problems w/OS, applications, connectivity/network, and security at the desktop level; providing hardware support; maintaining equipment inventory and related supplies for research and teaching needs. Update and maintain website and list-serves. Program has 60% Macs and 40% PCs.

Campus Job Scope:

The department of Human Ecology has 26.30 FTE faculty and Cooperative Extension Specialists. The position also supports satellite offices on and off campus. Human Ecology (HE) is made up of 3 programs; Community and Regional Development, Human Development, and Landscape Architecture + Environmental Design. This position is in LA + ED and housed in Hunt Hall. HE is also administered by the Cheddar Cluster and is also within the College of Ag & Environmental Sciences.

Department Specific Job Scope:

Positions Supervised:

50% PROGRAMMING/DESKTOP & NETWORK SUPPORT
-Webmster for LD+ED website.
-Maintain all LD+ED list-serves and alumni Linked in account.
-Create video files for posting on i-TunesU for research and teaching purposes.
-Maintain staff Carbonite backup services and faculty file server storage.
-Co-manage web-server shared with the Desgin program in L&S.
-Install, maintain, move and decommission all computer formats, peripherals, inkjet plotters and copy machines for departmental labs, faculty, and staff.
-Install and/or rebuild workstations including all necessary software.
-Maintain integrity of all hardware/software networking functions.
-Maintain & troubleshoot appletalk/Windows file sharing, printer sharing, and home modem/DSL/Wireless as needed.
-Assist and troubleshoot problems with network connectivity for desktops and laptops.
-Maintain firewall shared with Design & CLTC in L&S.

35% LD+ED LAB MANAGEMENT & TECHNICAL ADVISOR
-Responsible for the security, order/iness, printer consumables, department-owned loaner laptops and LCD projectors.
-Troubleshoot and supervise all lab printing.
-Assist students with printing and hardware problems as needed.
-Provide technical advice/training for MAC/PC hardware and software for faculty, students and staff specifically for the LA+ED program.

15% ADMINISTRATIVE DUTIES
-Work with Chair on IUC/IER grant proposals for equipment and teaching needs.
-Provide videotaping for new faculty recruitment seminars or student presentations when needed.
-Make all equipment purchases for program.
-Recommend/advice faculty on computer/printer needs.
-Manage site licenses & secure legality.
-Supervise program IT students.
-Work in tandem with Hart Hall HE programs as additonal support and backup as needed.
-Attend monthly CAO/IT meetings to stay informed of new IT changes for campus.

Essential Responsibilities:
- Maintain the program equipment inventory database.
- Decommission and salvage obsolete equipment; assist with annual physical inventory reporting as needed.
- Responsible for all equipment repairs and replacements.
- Other projects as assigned.

Physical Demands:
- Sit at computer for extended periods of time.
- Lift packages up to 50#.
- Work occasional overtime including evenings and weekends as required for IT/network purposes.

Work Environment:
- Travel to satellite offices on and off campus as needed.
- Occasional travel to attend training activities or events.
- Attend meetings.

Background Check Required:

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity checks.

Yes

QUALIFICATIONS

- Extensive knowledge of desktop and laptop MAC/PC and 3rd party hardware.
- Experience with webmaster work, email softwares, Adobe, MS and Apple softwares, Vectorworks, AutoCAD, ArcGIS.
- Knowledge/experience with network communication needs such as Ethernet, NAMs, hubs, wireless connections and VLANs.
- Experience with video and LCD projectors
- Experience with firewalls and UC security protocols.
- Experience with printer, plotters, and copy machines.
- Supervising experience to oversee/direct students.

Minimum Qualifications:

- Experience providing technical support and consulting services to clients via telephone, email and in-person.
- Strong written and oral communication skills to explain technical issues in non-technical terms, write documentation, and provide instructions to non-technical & technical audiences.

Preferred Qualifications:

- Interpersonal communication skills to clearly and effectively interact with all individuals.
- Knowledge of website maintenance.
- Knowledge of updating and establishing list-serves.
- Experience with various email applications.
SIGNATURES

Employee
I have read this position description and understand its contents.

Date

Supervisor
This position description accurately describes the essential responsibilities assigned to this position.

Date

Department Head
This position description accurately describes the essential responsibilities assigned to this position.

Date
Position Information

Dept: HUMAN ECOLOGY - 030079
Position Number: 02002111
(Assigned when added to Library)
Employee First Name: 
Employee Last Name: Open Position
Employee ID: 
Position: Desktop Support Specialist
(Working Title)
Payroll Title: COMPUTER RESOURCE SPECIALIST II

IMMEDIATE SUPERVISOR

Supervisor Name: Ellen Barnes
Supervisor Payroll Title: Chief Administrative Officer
Supervisor Phone Number: 

POSITION DETAILS

Under general supervision of the Department of Human Ecology IT Operations Manager, provides first-tier computer and network technical support services within the Department of Human Ecology (HE). Applies IT professional concepts, departmental and campus policies and procedures to resolve a variety of moderately complex issues in one or more IT areas of specialization. Works on problems of moderate scope where analysis of situation or data requires a review of a variety of factors.

Job Summary:

This position will assist in the development, maintenance and administration of all aspects of HE's computing infrastructure including servers, network firewalls and end-user systems, as well as assist with non-computer technology such as projections and recordings. Provide knowledge of network topology, Active Directory, security, systems integration and systems virtualization. Assist in the recommendation, design, development, and implementation of network related hardware and software applications. Manage Windows and Apple network domain accounts and file shares. Assist with and maintain printers and large format plotters and use of a laser cutter. Assist a large user population consisting of faculty, staff, and students with computing related matters. Assist the HE IT Operations Manager prioritize and respond to requests for assistance. Coordinate the task assignments of the IT student assistants.
Campus Job Scope:
(HR only)

The System Administrator 2 position manages systems and services for a diversity of faculty, researchers, staff, and students within the Department of Human Ecology (HE), which includes the Community and Regional Development, Human Development and Family Studies, and Landscape Architecture and Environmental Design programs. This position will support IT and other associated technical needs for approximately 40 Senate and Federation faculty and multiple professional researchers, emeritus faculty, lecturers, and students. It also will help maintain various networks and IT infrastructure at multiple locations on and off campus.

Department Specific Job Scope:

Positions Supervised:
(List payroll title and # of FTE)

none

50% OPERATIONS AND TECHNICAL SUPPORT
Plan, design, code, test, debug, implement, maintain, troubleshoot, and document programs, scripts and websites according to departmental guidelines. Evaluate, install, modify and support operating systems, software, utilities and/or tools. Evaluate, rebuild, and upgrade servers and peripherals suffering hardware failure, virus attack, system instability, or antiquated components. Perform routine maintenance of server equipment. Communicate with providers of technical services and supplies. Arrange for disposal of server hardware, clean-up hard drives, and evaluate functional status of components. Handle server/network problem reports and equipment malfunctions promptly to maintain a high level of function of services. Maintain inventory of servers (location, hardware configuration, and component upgrades), software (upgrade history, licenses), and ancillary equipment and supplies. Track history of problems and user-specific issues. Assist with training and supervision of student employees, emergency hires and new tech staff. Collaborate with coworkers for mass deployment of new equipment and services. Suggest hardware, software, development and operations related policy and procedures. Participate in planning, design, implementation, maintenance and periodic testing of continuity of operations/emergency management plans. Assist in departmental IT strategic planning. Cross-train in all technical areas to provide fully redundant support.

30% USER SUPPORT/CONSULTANCY
Provide first-tier computer and network support at various locations. Research, troubleshoot, and provide solutions for users reporting technical problems pertaining to Windows and Apple computer systems, data network infrastructure services, and associated software and hardware. Provide information, assistance, and training to faculty, staff and students in the use and function of various IT/computer hardware, operating systems, software and applications and specialized equipment including plotters and a laser cutter. Create reports and training documents. Set up and maintain user accounts and access privileges. Analyze user problems and needs, suggest hardware and software solutions and implement as directed. Develop user interface designs. Plan and implement hardware and software upgrades for computing and
communication devices. Modify various departmental websites using either the campus CMS or basic HTML. Work with users and IT staff for the successful delivery of major projects. Maintain accurate incident response documentation. Provide other support services assigned by the HE IT manager.

15% NETWORK AND SYSTEMS ADMINISTRATION
Participate in systems administration support for Windows and Linux servers in both physical and virtual environments. Provide systems monitoring, diagnosis, and configuration. Assist with Active Directory planning, design, implementation, patch management, file/print system management, bug fix, account and resource management, backup/recovery, layered product management, security management and operational support. Perform system hardware installation and apply operating system updates, patches and configuration changes. Assist in planning, designing, and maintaining systems documentation. Diagnose operational, hardware, system problems; coordinate solutions as appropriate. Purchase, configure and deploy servers. Investigate, analyze, and resolve network hardware and software problems for implementation of secure, cost-effective solutions.

5% RESEARCH, EDUCATION, AND CAMPUS SERVICE
Research and document solutions for technical problems. Research new technologies to support and advise clients. Represent HE IT services in communications with College and campus IET and outside departments. Participate in IT related meetings and work groups and serve on IT related committees.

- Frequent handling, lifting, and maneuvering of computer equipment weighing approx. 50 lbs.
- Sit at a computer workstation for extended periods of time.
- Extensive use of keyboards and computer mouse.
- Read fine print, LCD screens and computer printouts.
- Constant noise and heat produced by many electronic computing devices in the work area.
- Work occasional overtime including nights, evenings, weekends and holidays, usually on short notice, to meet operational needs.
- Travel to various work sites on and off campus.

Physical Demands:

Work Environment:

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check Required:

This position is a critical position and subject to a background check. Employment is contingent upon successful completion of background investigation including criminal history and identity checks.

Yes
QUALIFICATIONS

- Experience providing technical support and troubleshooting computer hardware and mobile devices.
- Knowledge of network topology in a LAN environment.
- Experience installing, managing, and configuring operating systems (Unix/Linux, Windows/Windows Server, and Mac OS X).
- Experience with network switches and routers and LAN protocols (Ethernet/Wi-Fi).
- Experience with Microsoft Active Directory infrastructure and domain services (AD DS, AD LDS, DNS, DHCP, DFS/NFS/SMB, Group Policy).
- Experience with web servers (Apache) and web development.
- Experience performing needs analysis, planning, design, procurement, testing, implementation, administration, troubleshooting, problem resolution, integration and capacity planning with Windows servers and with network hardware and software.
- Experience using common business applications (Excel, PowerPoint, Word, Acrobat, Web Browsers), email clients (Outlook, Apple Mail, Thunderbird), as well as web-based apps.
- Knowledge of graphic/modeling design software and associated computer need such as ArcGIS, Rhino, Adobe Suite, AutoCAD, 3D studio Max, etc.
- Experience with cloud computing concepts and applications (IaaS, PaaS, SaaS, Office 365, GDrive).
- Experience with Web CMS (WordPress, Joomla, Drupal).
- Skill to analyze user problems and needs, suggest hardware and software solutions, and implement solutions; to provide information, assistance, and training to users in the use and function of IT and communications hardware, operating systems, software, and applications.
- Interpersonal communication skills to clearly and effectively interact with individuals of varying ages, cultural backgrounds and perspectives, and provide information to clarify situations, resolve problems and provide training/guidance to other staff members.
- Knowledge of campus IT systems such as the Advising Appointment System, PrePurchasing, Mothra/IAM, CAS, Campus LDAP, IET, Banner, PPS in the context of the Department of Human Ecology.
- Experience supporting CAD, GIS, and other design/architecture specific software.
- Knowledge of network security and best practices.
- Knowledge of relational database management systems (Access, MySQL, Oracle, PostgreSQL, etc.) and structured query language.
- Written and oral communication skills to explain technical issues in non-technical terms, write documentation, and provide instructions to non-technical and technical audiences.
- Experience with virtualization (hardware, OS, application, service, storage and network).

Preferred Qualifications:

Experience with at least one command or scripting language, such as batch/shell scripting or interpreted high-level language scripting (e.g. PowerShell, JavaScript, Python, Perl, Ruby, etc.).
**EXPECTATIONS**

Job Expectations: Read and follow the UCD Principles of Community.

**Decision Details**

<table>
<thead>
<tr>
<th>Approved Payroll Title Code:</th>
<th>7303</th>
</tr>
</thead>
<tbody>
<tr>
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<td>SYS ADM 2</td>
</tr>
<tr>
<td>Salary Grade:</td>
<td>PSS21</td>
</tr>
<tr>
<td>Overtime Eligible:</td>
<td>Non-Exempt</td>
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<tr>
<td>(FLSA)</td>
<td></td>
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<tr>
<td>Approved MSP Salary Grade:</td>
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</tr>
<tr>
<td>Minimum Monthly Salary:</td>
<td></td>
</tr>
<tr>
<td>Maximum Monthly Salary:</td>
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<td>Minimum Hourly:</td>
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<td>Employee Relations Unit:</td>
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<tr>
<td>(Bargaining Unit)</td>
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<td>Employee Relations Code:</td>
<td>E All Others - Not Confidential</td>
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<tr>
<td>Representation:</td>
<td>Uncovered</td>
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<tr>
<td>HEERA/Union Representation:</td>
<td>This position is not represented by a collective bargaining unit</td>
</tr>
<tr>
<td>(for Job Requisition)</td>
<td></td>
</tr>
<tr>
<td>Class Movement:</td>
<td>Upward</td>
</tr>
<tr>
<td>Union Modification:</td>
<td>From Covered to Uncovered</td>
</tr>
</tbody>
</table>
**PARAMETER – UCOP ATTACHMENT A**

**Field:** Information Technology  
**Job Family:** Desktop Technology  
**Category:** Operational and Technical

**Job Summary:** Provides technical analysis and support for all activities related to desktop computer systems, networks and related peripherals. Overall position focus is upon user support through the development and maintenance of the desktop computing environment. Analysts install, configure, upgrade and troubleshoot desktop systems, workstation, service, network, and operating and other software and devices and establish and maintain passwords, data integrity and file system security in a heterogeneous desktop environment; identify, apply patches, upgrades and other software via automated distribution to the organization's computers, monitor desktop usage, track user requests and incident reports and provide timely resolution of problems or escalate issue to the next tier of support as appropriate and replace and dispose of obsolete equipment.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Technology Support Analyst I</th>
<th>Technology Support Analyst II</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade</td>
<td>Non-Exempt</td>
<td>Non-Exempt</td>
</tr>
<tr>
<td>FLSA</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Scope:** Applies standard principles, processes and procedures to resolve issues of moderate complexity. Follows standard practices and procedures in analyzing situations or data from which answers can be readily obtained and problems resolved, escalating issue to next level of service as appropriate.  
Applies technical principles, processes and concepts in the field as well as general knowledge from other related disciplines and company policies and procedures to resolving problems. Provides technical solutions to a wide array of moderate to complex issues where an analysis of situations or data requires review of a variety of factors.

**Essential Functions and Duties:**

<table>
<thead>
<tr>
<th>HelpDesk Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Assigns tickets for technical support, referring tickets to appropriate service level.</td>
</tr>
<tr>
<td>• Provides basic support by email, ticket solution or phone.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Desktop &amp; Network Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Screens, troubleshoots and diagnoses desktop hardware failures and software conflicts using tools provided and other documentation as necessary in resolving or reproducing technical issues. Escalate unresolved issues to next level of service as appropriate.</td>
</tr>
<tr>
<td>• Assists in the installation of new and upgrades existing stand-alone and networked desktop hardware and software.</td>
</tr>
<tr>
<td>• Set up printers and resolve basic connectivity and configuration issues.</td>
</tr>
<tr>
<td>• Recommend methods for optimizing both &quot;stand alone&quot; and networked PC system operation.</td>
</tr>
<tr>
<td>• Set up network and desktop user logons and reset passwords as needed.</td>
</tr>
<tr>
<td>• Set up network and desktop user logons and reset passwords as needed.</td>
</tr>
<tr>
<td>• Trains users in the utilization of standard software.</td>
</tr>
<tr>
<td>• Contributes to developing procedure documentation for both in-house and broader distribution.</td>
</tr>
</tbody>
</table>

|                                                                                           |
| • Assigns tickets for technical support, referring tickets to appropriate service level. |
| • Provides mid-level support by email, ticket solution or phone.                         |

|                                                                                           |
| • Screens, troubleshoots and resolves diagnostic, setup and configuration issues for all desktop hardware and software requiring a more advanced knowledge of server systems and management tools or with passwords, user logons and email account set up. Escalates unresolved issues to next level of service as appropriate. |
| • Installs new and upgrades existing stand-alone and networked desktop hardware and software. |
| • Provides advanced troubleshooting support for complex network and database connectivity issues |
| • Installs software and provide support for mobile-based devices                         |
| • Interface with other internal technical groups in support of end user services.        |
| • Assists in the maintenance of standard desktop images and deploys new applications.    |
| • Set up administrative logons and email security.                                      |
| **Education/Training**                          | 1-2 years related experience with A.A.  
Microsoft Certified Desktop Support Technician (MCDST) or A+ or other industry-accepted equivalent  
Prior customer service experience | 2 or more years of related experience with B.A.  
Microsoft Certified Systems Administrator (MCSA) or other industry-accepted equivalent  
Prior customer service experience |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Knowledge &amp; Skills</strong></td>
<td>Knowledge and application of technical principles, theories, and concepts as well as accepted company policies and standard industry practices and procedures appropriate to resolve routine issues or provide assistance in the resolution of issues of moderate complexity.</td>
<td>Complete understanding and wide application of technical principles, theories, and concepts in the field. General knowledge of other related disciplines and industry practices appropriate to resolve moderate to complex issues.</td>
</tr>
<tr>
<td><strong>Environment</strong></td>
<td>Heterogeneous desktop environment with support provided through automation, remote access, by local personnel or as part of a centralized technical unit utilizing a mixture of service delivery methods</td>
<td>Heterogeneous desktop environment with support provided through automation, remote access, by local personnel or as part of a centralized technical unit utilizing a mixture of service delivery methods</td>
</tr>
</tbody>
</table>
PARAMETER – UCOP ATTACHMENT A

<table>
<thead>
<tr>
<th>Field:</th>
<th>Information Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Family:</td>
<td>Desktop Technology</td>
</tr>
<tr>
<td>Category:</td>
<td>Professional</td>
</tr>
</tbody>
</table>

**Job Summary**

Provides technical analysis and support for all activities related to desktop computer systems, networks and related peripherals. Overall position focus is upon user support through the development and maintenance of the desktop computing environment. Analysts install, configure, upgrade and troubleshoot desktop systems, workstation, service, network, and operating other software and devices and establish and maintain passwords, data integrity and file system security in a heterogeneous desktop environment; identify, script, modify, test and apply patches, upgrades and other software for automated distribution to the organization’s computers as well as configures and customizes software applications based upon user needs, developing and distributing related procedures and documentation. Tracks user requests and incident reports and provide timely resolution of problems; consults with users and recommends hardware and software solutions including new acquisitions and upgrades. May provide assistance with administration of incident tracking software, conduct training programs to educate the organization’s computer users about basic and specialized applications or develop and manage IT and infrastructure projects.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Technology Support Analyst III</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade</td>
<td></td>
</tr>
<tr>
<td>FLSA</td>
<td>Exempt</td>
</tr>
</tbody>
</table>

**Scope**

Applies skills as a seasoned, experienced professional with a full understanding of industry practices, company policies and procedures as well as full knowledge of other related disciplines in developing technical solutions to complex issues in creative and effective ways.

**Essential Functions and Duties:**

**HelpDesk Services**
- Assigns or oversees ticket assignments for technical support, ensuring referral to appropriate level of service. Provides advanced support by email, ticket solution, phone or in-person.
- Assists with helpdesk software administration including customization design, database management, workflow, escalation, notification design and report creation and distribution to management.

**Desktop & Network Support**
- Screens, diagnoses and resolves all desktop and network hardware and software related issues that cannot be solved at lower service levels.
- Oversees the installation of new and upgrades of existing stand-alone and networked desktop hardware and software and resolves escalated issues.
- Interfaces with internal and external technical groups and vendors in support of end user services.
- Set up directory services and assist with server administration for network and connectivity issues with direct end user impacts.
- Mentors and provides team and technical leadership to technical support staff including during troubleshooting and training on new and existing products.

**Scripting and Documentation**
- Develops standard desktop images and tests with non-standard software, security updates and develops appropriate documentation. Creates scripts to deploy patches and other software.
- Configures and customizes software applications based upon user needs.
- Create issues resolution processes and documentation.

**Project Management & Client Consultation**
- Develops and manages projects to configure, upgrade existing or implement new desktop technologies.
- Consults with users and recommends hardware/software acquisitions/upgrades to support user needs.
- Researches and evaluates new desktop hardware and software; recommends system and infrastructure improvements and enhancements.
- Researches, analyzes and evaluates industry technical standards, security issues and efficiency. Communicates organizational desktop...
<table>
<thead>
<tr>
<th><strong>Parameter</strong></th>
<th><strong>Details</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Education/Training</td>
<td>3 or more years related experience with B.A. Microsoft Certified Systems Administrator (MCSA) or Microsoft Certified Systems Engineer (MCSE) or other industry-accepted equivalent. Prior customer service experience.</td>
</tr>
<tr>
<td>Knowledge &amp; Skills</td>
<td>Extensive technical knowledge and expertise and full knowledge of other related disciplines and industry practices appropriate to resolve difficult and complex issues.</td>
</tr>
<tr>
<td>Environment</td>
<td>Heterogeneous desktop environment with support provided through automation, remote access, by local personnel or as part of a centralized technical unit utilizing a mixture of service delivery methods.</td>
</tr>
</tbody>
</table>
TECHNOLOGY SUPPORT ANALYST

Class Titles:

Technology Support Analyst I
Technology Support Analyst II
Technology Support Analyst III

Series Concept

Technology Support Analysts provide technical support for all activities related to desktop computer systems and related peripherals. Overall position focus is upon user support through the development and maintenance of the desktop computing environment. Services and support are typically provided through automation, remote access, by local personnel or as part of a centralized technical unit utilizing a mixture of service delivery methods.

Technology Support Analysts: Install, configure, upgrade and troubleshoot desktop systems, workstation, service, network, and operating and other software and devices and establish and maintain passwords, data integrity and file system security in a heterogeneous desktop environment; identify, modify, test and apply patches, upgrades and other software for automated distribution to the organization’s computers, customize and configure software applications based upon user needs, monitor desktop usage, track user requests and incident reports and provide timely resolution of problems or escalate issue to the next tier of support as appropriate; recommend hardware and software solutions including new acquisitions and upgrades and replace and dispose of obsolete equipment. May provide assistance with administration of incident tracking software, conduct training programs to educate the organization’s computer users about basic and specialized applications and participate in or manage development of IT and infrastructure projects.

The series is distinguished from the Programmer/Analyst and Systems Programmer classes in that incumbents are focused upon desktop systems and end user support rather upon programming tasks (applications development or systems programming). The Technology Support series is distinguished from the Computer Resource Specialist series by the advanced nature of technical and analytical skills required, the size, nature and complexity of the information technology environment supported and by the planning and organizational activities in which incumbents are involved.

Minimum requirements:?

Work requires application of technical skills normally acquired through professional training and certification or an equivalent combination of education and experience.

September 21, 2007
<table>
<thead>
<tr>
<th>Key Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support IT infrastructure and operations, including monitoring, performance tuning, and maintenance of hardware and software.</td>
</tr>
<tr>
<td>Ensure the availability, performance, and security of the IT infrastructure and its components.</td>
</tr>
<tr>
<td>Monitor and maintain the IT infrastructure to ensure optimal performance and reliability.</td>
</tr>
</tbody>
</table>

**Custom Scope**

- Support IT infrastructure and operations, including monitoring, performance tuning, and maintenance of hardware and software.
- Ensure the availability, performance, and security of the IT infrastructure and its components.
- Monitor and maintain the IT infrastructure to ensure optimal performance and reliability.

---

**General Scope**

- Support IT infrastructure and operations, including monitoring, performance tuning, and maintenance of hardware and software.
- Ensure the availability, performance, and security of the IT infrastructure and its components.
- Monitor and maintain the IT infrastructure to ensure optimal performance and reliability.

---

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>MSP</td>
<td>Support IT infrastructure and operations, including monitoring, performance tuning, and maintenance of hardware and software.</td>
</tr>
<tr>
<td>AD/AD</td>
<td>Ensure the availability, performance, and security of the IT infrastructure and its components.</td>
</tr>
<tr>
<td>Help Desk</td>
<td>Monitor and maintain the IT infrastructure to ensure optimal performance and reliability.</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Role Summary</th>
<th>Job Family</th>
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</thead>
<tbody>
<tr>
<td>Professional</td>
<td>Information Technology</td>
</tr>
<tr>
<td>Manager</td>
<td>Business Technology Support</td>
</tr>
<tr>
<td>Expert</td>
<td>Intermediate</td>
</tr>
<tr>
<td>--------</td>
<td>--------------</td>
</tr>
<tr>
<td>Advanced</td>
<td>English</td>
</tr>
</tbody>
</table>

**Key Points**

- Improved access to government services
- Enhanced digital literacy for citizens
- Increased efficiency in service delivery
- Reduced waiting times for service requests
- Enhanced data security and privacy
- Improved responsiveness to public feedback
- Increased transparency in government operations

**Procedures**

1. Conduct needs assessment for digital literacy programs
2. Develop a curriculum that includes digital literacy skills
3. Implement training sessions for government officials
4. Provide digital literacy training for the public
5. Monitor and evaluate the impact of digital literacy programs

**Requirements**

- Basic computer skills
- Good communication skills
- Knowledge of digital literacy concepts
- Ability to design and implement training programs
- Familiarity with government services and procedures

**Summary**

By implementing digital literacy programs, we can ensure that all citizens have equal access to government services, regardless of their location or socioeconomic status.
<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Task 1</td>
<td>Description of Task 1</td>
</tr>
<tr>
<td>Task 2</td>
<td>Description of Task 2</td>
</tr>
<tr>
<td>Task 3</td>
<td>Description of Task 3</td>
</tr>
</tbody>
</table>

**Key Skills**
- Analytical thinking
- Technical proficiency
- Strong communication skills

**Job Summary**
- Provide technical documentation and training on the latest business trends and developments, including emerging technologies and best practices.
- Conduct data analysis and report on the effectiveness of training programs, identifying areas for improvement.
- Interact with various stakeholders, including management, team members, and clients, to effectively convey training and technical information.

**Categories**
- Business Strategy
- Operations
- Technology

**Industry**
- Technology
<table>
<thead>
<tr>
<th>Position</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Support Specialist</td>
<td>Bachelor's degree in Computer Science or related field required. Experience</td>
</tr>
<tr>
<td></td>
<td>in IT support roles and 3-5 years in related field. Must be proficient in</td>
</tr>
<tr>
<td></td>
<td>Microsoft Office Suite and have knowledge of Microsoft Windows, Linux, and</td>
</tr>
<tr>
<td></td>
<td>macOS. Must also be able to support hardware, software, and network issues.</td>
</tr>
</tbody>
</table>

**Knowledge and Skills**

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Knowledge of Microsoft Windows, Linux, and macOS
- Experience in supporting hardware, software, and network issues
- Strong problem-solving and decision-making skills

**Responsibilities**

- Provide IT support to office users
- Resolve technical issues and provide solutions
- Maintain hardware and software inventory
- Conduct regular system backups
- Collaborate with other IT staff to ensure smooth operations

**Qualifications**

- Bachelor's degree in Computer Science or related field
- 3-5 years of experience in IT support roles
- Proficient in Microsoft Office Suite
- Knowledge of Microsoft Windows, Linux, and macOS
- Experience in supporting hardware, software, and network issues

**Employment History**

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Position</th>
<th>Duration</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Company</td>
<td>IT Support Specialist</td>
<td>2017-2020</td>
<td>City, State</td>
</tr>
<tr>
<td>CDXY Corp</td>
<td>IT Support Specialist</td>
<td>2015-2017</td>
<td>Another City, State</td>
</tr>
</tbody>
</table>

**Salary**

- Entry Level: $40,000 - $50,000
- Intermediate: $50,000 - $60,000
- Experienced: $60,000 - $75,000

**Benefits**

- Medical and dental insurance
- 401(k) plan
- Paid time off
- Professional development opportunities
<table>
<thead>
<tr>
<th>Job Title: Junior IT Support Technician</th>
<th>Career Path 1:</th>
<th>Career Path 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Education and Experience</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bachelor's Degree in Computer Science</td>
<td></td>
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<tr>
<td>1-2 years of experience</td>
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</tbody>
</table>

**Skills and Competencies**

- Troubleshooting hardware and software issues
- Proficiency in Microsoft Office Suite
- Excellent written and verbal communication skills
- Ability to work independently

**Responsibilities**

- Install and configure new hardware and software
- Respond to IT support requests from users
- Maintain and update IT systems

**Company Culture**

- Team-oriented environment
- Competitive salary and benefits
- Opportunities for professional development

**Job Summary**

Junior IT Support Technician is responsible for providing support to users within the organization. This includes troubleshooting issues, installing new hardware and software, and maintaining IT systems. The position requires strong technical skills and the ability to work independently and as part of a team.