

Side Letter Agreement Between

MDUSD & Teamsters Local 856

Regarding

The Job Description Update

For Members Working as Network Technicians

MDUSD and Teamsters entered into this agreement on October 18, 2022.

This agreement is subject to Board agreement. This Side Letter Agreement is non-precedential and is not intended to affect any other job classification. It is intended to modify the 2020-2023 MDUSD-Teamster Agreement, which sunsets on 6-30-22, in relation to the Salary Schedule and Article 2 - Coverage.

MDUSD and Teamsters conducted a job description update process this past summer for Network Technicians I, II and III positions. All employees in these positions were surveyed as to their current job duties. Specific employees mutually identified by both parties were interviewed in regard to their current job duties. This led to a clear understanding of the job duties Network Technician I, II, and III employees were currently doing.

As part of a different reorganization process instituted by the I.T. Department, new job duties were given to Network Technician II and III job positions and with agreement of both parties, the job titles were updated. All of the above resulted in the attached job descriptions.

MDUSD and Teamsters agree that the Network Technician I job description will be updated, as attached, with the new title of I.T. Support Specialist and with no change in the Salary Schedule.

MDUSD and Teamsters agree that the Network Technician II job description will be updated with new job duties assigned and with the new title of Network/Systems Administrator. Both this new salary schedule and job description are attached. Both sides agree that the Network/Systems Administrator position will have a 6.30% increase effective as of the first of the month after the date of Board Approval of this Side Letter. Additionally, both sides agree that the sole employee in the current position of Telecommunications Technician will also be moved to the position of Network/Systems Administrator, and the Telecommunications Technician position will be abolished after this move is completed.

MDUSD and Teamsters agree that the Network Technician III job description will be updated with new job duties assigned and with the new title of Senior Network/Systems Administrator. Both this new salary schedule and job description are attached. Both sides agree that the Senior Network/Systems Administrator position will have a 19.35% increase spread over 3 years in the following manner. All Senior Network/Systems Administrators will be moved down two steps on the new salary schedule (in a cell 8.2% higher than their current salary) effective as of the first of the month after the date of Board Approval of this Side Letter. This will allow Senior Network/Systems Administrators to increase a step both of the following years.

All Teamster members affected by these specific changes will retain their seniority Date. No changes from this Side Letter will be retroactive. The positions of Network Technician I, Network Technician II and Network Technician III will be abolished after the affected employees are moved into the new job title positions.

New Names & Salary Schedule for I.T. Support Specialist, Network/Systems Administrator and Senior Network/Systems Administrator

			Step 1	Step 2	Step 3	Step 4	Step 5
I.T. Support Specialist	549 hourly rate		27.75	29.12	30.57	32.12	33.72
NETEC1-217	annual (217)	217	48,174	50,552	53,070	55,760	58,538
NETEC1	annual (260)	260	57,720	60,570	63,586	66,810	70,138
Network/Systems Administr:	599 hourly rate		34.13	35.84	37.63	39.51	41.49
NETEC2-217	annual (217)	217	59,256	62,219	65,330	68,597	72,027
NETEC2	annual (260)	260	70,999	74,548	78,276	82,190	86,299
Senior Network/Systems Ad	629 hourly rate		42.25	44.37	46.59	48.91	51.36
NETEC3	annual (260)	260	87,888	92,283	96,897	101,742	106,829

District:

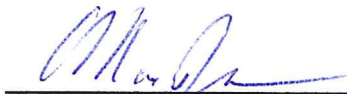


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10/19/22

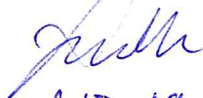
Teamsters:



10-19-22



10-19-22



10-19-22



10-19-22

Mt. Diablo Unified School District

I.T. Support Specialist

Summary Definition

Under general supervision, provides comprehensive Tier I technical support for schools and District sites as assigned; configures, deploys, and manages computer devices and other technologies; diagnoses and troubleshoots basic network problems; and performs related work as required.

Directly Responsible To

Director of Technology and Innovation or other designated IT Manager.

Example of Duties

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Prepare, configure, enroll, deploy, troubleshoot, and repair staff and student computer devices and technology equipment. **E**
2. Monitor work order tickets resolving them in a timely fashion, prioritizing them as appropriate and escalating as necessary. **E**
3. Utilize management and monitoring tools to validate network, system, and endpoint functionality. Diagnose, troubleshoot and escalate issues to a higher level. **E**
4. Use professional judgment to prioritize the order in which technology and network issues will be addressed in the absence of direction or supervision. **E**
5. Liaise with site administrators and staff to inform priority order for repairs incorporating the administrator's priority order and the work order ticket priority for repairs or network issues. **E**
6. Document work order ticket completion with notes, and correspond professionally with clients. **E**
7. Verify the backup of servers and update servers as needed. **E**
8. Regularly check communication channels, such as email, direct messaging, and collaborative communication tools, including to see if there are any pertinent issues that require immediate attention. **E**
9. Manage multiple communication channels and mediums to identify, triage, prioritize, document and communicate about technology issues and client requests as appropriate. **E**
10. Communicate with administrators and teachers effectively and professionally utilizing current communication tools and in person conversations. **E**
11. Analyze issues, complaints, concerns, and apply logic and troubleshooting skills to discovering and implementing appropriate solutions. **E**
12. Train district staff to enhance their expertise and knowledge in your areas of responsibility. **E**
13. Review and update personal technical skills and knowledge.
14. Process, document, and inventory obsolete equipment for E-waste.
15. Follow, implement, or create written and verbal instructions and procedures related to job functions.

16. Develop familiarity with district devices, networks and systems.
17. Maintain technical documentation and reporting.
18. Establish relationships with administrators and teachers as a representative of the Technology Department in order to build trust with them.
19. Performs other related duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to two years experience in a technical support role, trade school, military training, internship, college coursework or work experience with computers, networks, switches, servers, and customer service. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in troubleshooting user device and software issues.

Licenses and Certificates

- A valid California Driver's License (required)
- Industry Certificates

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance to context.
- Basic networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Computer troubleshooting techniques and strategies.

Skills in

- Interest in working with technology and a drive to continue to learn and update technical skills.
- Communication and customer service.
- Use of productivity software.
- Working independently and collaboratively.

Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.

Physical Abilities

- Lift, carry, push, pull or guide up to 50 pounds individually or more than 50 pounds with assistance
- Work variable hours
- Attend meetings and activities that require long periods of sitting or movement.
- Use a computer for extended periods of time.

- Eyesight or corrected eyesight for performing job functions that require a high level of finger dexterity.
- Ability to work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment.

Hazards

Exposure to varied weather conditions, driving in difficult traffic conditions and working in extreme temperature environments. Work is often performed in cramped, elevated, dusty, cluttered, outdoor and unclean environments.

M&O, Salary Range 549

Board Approval Expected 10-26-22

MT. DIABLO UNIFIED SCHOOL DISTRICT

Mt. Diablo Unified School District

Network/Systems Administrator

Summary Definition

Under general supervision, designs, installs, and administers District technology systems, networks, and infrastructure; provides and/or coordinates escalated technical support for technology problems above Tier I; diagnoses and troubleshoots network problems; and performs related work as required.

Directly Responsible To

Director of Technology and Innovation or other designated IT Manager.

Example of Duties

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Administer and manage district technology systems and programs as assigned. **E**
2. Provide tiered support to Network Technician I's at assigned sites/locations. **E**
3. Performs or assists with on-site installation, preventive maintenance, troubleshooting and component-level repair of computers, telecommunications equipment, network equipment, surveillance and associated equipment, and related peripherals as assigned. **E**
4. Utilize monitoring services and techniques regularly for assigned systems and address issues. Identify trends and proactively identify solutions in assigned areas of expertise. **E**
5. Regularly check communication channels, such as email, direct messaging, and collaborative communication tools, including to see if there are any pertinent issues that require immediate attention. **E**
6. Respond to tickets on a daily basis for user access and issues for tiered # issues as appropriate. **E**
7. Document work order ticket completion with notes, and correspond professionally with clients. **E**
8. Monitor and proactively respond to network and system issues. **E**
9. Serve as a technology liaison between and within district departments, district teams, schools, and other stakeholders. **E**
10. Communicate and create relationships with site and department staff and vendors. **E**
11. Troubleshoot, diagnose, and repair staff and student devices and other technologies escalated to Tier II response. **E**
12. Train and mentor IT staff and train district staff to enhance their expertise and knowledge. **E**
13. Communicate district technology policies and practices to site/district staff as appropriate. **E**
14. Track, analyze, and respond to district technology inventory issues. **E**
15. Develop, implement, and manage the interoperability of district systems. **E**
16. Conduct preventive maintenance, identification of issues, troubleshooting, termination, and repair of cabling infrastructure. **E**
17. Use industry standard tools and systems for the installation, management, testing and repair of deployed technologies and infrastructure. **E**

18. Determine specifications, purchasing recommendations, configuration, deployment, management, administration, updating, troubleshooting, and repair of servers and equipment in assigned areas of responsibility. E
19. Create and maintain technical documentation and reporting.
20. Work with vendors to identify and communicate needs and specifications, obtain and validate quotes. Coordinate and facilitate installations with vendors.
21. Manage assigned projects. Utilizes project management principles and practices as appropriate.
22. Performs other related duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to trade school, military training, internship, college coursework or work experience with computers, networks, switches, servers, and customer service. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in network management and troubleshooting user device and software issues. Three years experience as a network or systems administrator.

Licenses and Certificates

- A valid California Driver's License (required)
- Industry Certificates

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance to context.
- Complex networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Computer troubleshooting techniques and strategies.

Skills in

- Interest in working with technology and a drive to continue to learn and update technical skills.
- Communication and customer service.
- Use of productivity software.
- Working independently and collaboratively.

Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.

Physical Abilities

- Lift, carry, push, pull or guide up to 50 pounds individually or more than 50 pounds with assistance.

- Work variable hours.
- Attend meetings and activities that require long periods of sitting or movement.
- Use a computer for extended periods of time.
- Eyesight or corrected eyesight for performing job functions that require a high level of finger dexterity.
- Ability to work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment.

Hazards

Exposure to varied weather conditions, driving in difficult traffic conditions and working in extreme temperature environments. Work is often performed in cramped, elevated, dusty, cluttered, outdoor and unclean environments.

M&O, Salary Range 597

Board Approval Expected 10-26-22

MT. DIABLO UNIFIED SCHOOL DISTRICT

Mt. Diablo Unified School District

Senior Network/Systems Administrator

Summary Definition

Under general supervision, designs, installs, and administers complex District technology systems, networks, and infrastructure; provides and/or coordinates technical support for complex technology problems escalated to the highest level; diagnoses and troubleshoots complex network and systems problems; and performs related work as required.

Directly Responsible To

Director of Technology and Innovation or other designated IT Manager.

Example of Duties

E: Essential Functions (Incumbents may perform any combination of the essential functions shown below. This position is not intended to be an exhaustive list of duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements).

1. Manages assigned networks, systems, and servers such as operating systems, Active Directory domain, server infrastructure, wired/wireless network infrastructure, cloud infrastructure, virtual infrastructure, backups and backup systems, information and cyber security systems and infrastructure, web filtering and other various application systems. **E**
2. Serves as the most senior administrator for assigned networks/systems. **E**
3. Utilize the work order system to monitor and respond to tickets on a daily basis for issues requiring the highest systems/server/network response in your role as the highest level of expertise in areas as assigned. **E**
4. Utilize monitoring services and techniques regularly for assigned systems and address issues. Identify trends and proactively identify solutions in assigned areas of expertise. **E**
5. Use industry standard tools and systems for the installation, management, testing and repair of deployed technologies and infrastructure. **E**
6. Escalate issues to vendors while maintaining ownership of the issue or de-escalate the issue to Network Tech I or Network Tech II as appropriate. **E**
7. Identify and respond to hardware, software, network infrastructure incidents or failures as needed. **E**
8. Determine specifications, purchasing recommendations, configuration, deployment, management, administration, updating, troubleshooting, and repair of servers and equipment in assigned areas of responsibility. **E**
9. Develop, utilize and share processes and procedures to ensure the confidentiality, integrity, availability, and effective and efficient operation of all assigned hardware, server resources, networks, and systems. **E**
10. Upgrade, update, and patch assigned network equipment, servers and other systems on a routine basis and urgently as required. **E**
11. Develop, implement, and manage the interoperability of district systems. **E**

- 12. Create and maintain appropriate documentation of procedures, network infrastructure, and systems to best facilitate troubleshooting, maintenance, and upgrades. E
- 13. Manage assigned projects. Utilize project management principles and practices as appropriate. E
- 14. Communicate with and create relationships with site and department staff and vendors, and other departments. E
- 15. Work with vendors to identify and communicate needs and specifications, obtain and validate quotes. Coordinate and facilitate installations with vendors.
- 16. Coordinate information and cyber security and incident responses with affected stakeholders. Keep up to date with trends in usage, information security bulletins, and training in assigned areas of expertise.
- 17. Train and mentor IT staff to enhance their expertise and knowledge.
- 18. When required, lead a team and assign tasks which complement the team members' strengths and complete the task as efficiently and as effectively as possible.
- 19. Performs other related duties as assigned.

DESIRABLE QUALIFICATIONS

Training and Experience: A combination of training and experiences equivalent to trade school, military training, internship, college coursework or work experience with computers, networks, switches, servers, and customer service. Ability to explain technology using nontechnical language. Ability to adapt to all levels of technology including legacy levels of technology found in school districts. Experience in network management and troubleshooting user device and software issues. Experience in a data center environment. Five years experience as a network or systems administrator.

Licenses and Certificates

- A valid California Driver's License (required)
- Up to date training, certificates and/or experience in your assigned area of responsibility.

Knowledge of

- Ability to think strategically about complex issues as they arise, including weighing competing options and acknowledging the importance of context.
- Advanced networking concepts and architecture.
- Common operating systems and computer software and hardware.
- Customer service principles.
- Advanced computer troubleshooting techniques and strategies.
- A combination of knowledge and skills in networking and domain administration.
- Knowledge of scripting and task automation tools and techniques.

Skills in

- Interest in working with technology and a drive to continue to learn and update technical skills.
- Communication and customer service.
- Use of productivity software.
- Working independently and collaboratively.
- Ability to learn from others and train other staff.
- Advanced analytical and troubleshooting skills.
- Self motivated and ability to work both independently and collaboratively.

Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; occasional climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed under some temperature extremes and under conditions with some exposure to risk of injury and/or illness.

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- Work variable hours.
- Attend meetings and activities that require long periods of sitting or movement.
- Use a computer for extended periods of time.
- Eyesight or corrected eyesight for performing job functions that require a high level of finger dexterity.
- Ability to work with a diversity of individuals and/or groups and utilize a variety of types of job-related equipment.

Hazards

Exposure to varied weather conditions, driving in difficult traffic conditions and working in extreme temperature environments. Work is often performed in cramped, elevated, dusty, cluttered, outdoor and unclean environments.

M&O, Salary Range 629
Board Approval Expected 10-26-22
MT. DIABLO UNIFIED SCHOOL DISTRICT