LOS ANGELES UNIFIED SCHOOL DISTRICT  
PERSONNEL COMMISSION  
AGENDA / ORDER OF BUSINESS  

Council Meeting  
TUESDAY, DECEMBER 10, 2019  
10:00 A.M., HEARING ROOM 12-113  
BEAUDRY BUILDING, 12th FLOOR

Personnel Commission Meeting  
THURSDAY, DECEMBER 19, 2019  
3:00 P.M., BOARD ROOM  
BEAUDRY BUILDING, 1ST FLOOR


2. Approval of minutes of the meetings of November 21, 2019.

3. Receipt of minutes of the meeting of December 5, 2019.

CONSENT ITEMS

4. Ratification of Reclassification by Director’s Approval: APPROVED
   
a. Various positions in the Division of Special Education, from Special Education Trainee ($17.83519-22.21376/hr.) to Special Education Assistant ($19.87546-24.75835/hr.) effective December 2, 2019. (RDA 1663, Instructional Assistance Series)

5. Approval of revised Class Description recommended, effective December 19, 2019: APPROVED
   
   IT Customer Support Representative

6. Authorization of Field of Competition in forthcoming examinations: APPROVED

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Customer Support Representative ($25.74397-32.10111/hr.)</td>
<td>Promotional for all regular or retired employees of the District who meet the entrance qualifications specified in the Class Description and who have served at least 130 paid days in regular status in the Classified Service or have permanent status in the Certificated Service.</td>
</tr>
<tr>
<td>Class Description dated December 19, 2019.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Recommendation</th>
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</thead>
<tbody>
<tr>
<td>Parent Education Support Assistant ($14.77250-20.51552/hr.)</td>
<td>Open; also promotional for all regular or retired employees of the District who meet the entrance qualifications specified in the Class Description and who have served at least 130 paid days in regular status in the Classified Service or have permanent status in the Certificated Service. Dual Certification.</td>
</tr>
<tr>
<td>Parent Education Support Assistant (Spanish) ($15.13264-20.87566/hr.)</td>
<td></td>
</tr>
<tr>
<td>Class Description dated August 31, 2015.</td>
<td></td>
</tr>
</tbody>
</table>
7. a. Title Change for the class of Sticker Operator. (Case 11832) **APPROVED**

b. Approval of class description recommended, effective December 19, 2019: **APPROVED**

   Moulder Operator

c. Authorization of Field of Competition in forthcoming examinations: **APPROVED**

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moulder Operator</td>
<td>Open.</td>
</tr>
<tr>
<td>($37.78000/Flat rate)</td>
<td></td>
</tr>
</tbody>
</table>

   Class Description dated December 19, 2019.

8. Amendment to Case 9354 - Establishment of the classified classes of Out-of-School Program Worker and (Restricted) and Out-of-School Program Supervisor and (Restricted). (Case 9354-A) **APPROVED**

9. Public Comment

   a. Public employee discipline

   b. Examination Appeals

      **NOTE:** Public comment is for the purpose of hearing issues that are not addressed in staff or Hearing Officer reports. This time should **not** be used to attempt to re-hear the case. Speakers are requested to limit their comments to 1 -1 ½ minutes with a maximum of 3 minutes for multiple speakers on the same side of an issue. It is preferable that individuals wishing to address these cases do so by submitting a written statement to staff by the close of business on the Thursday preceding the Commission hearing.

10. Recess to Closed Session in Accordance with Provisions of the Government Code (Section 54957) to Consider:

    a. Disciplinary Appeals
       ➢ Teacher Assistant

    b. Examination Appeals
       ➢ Administrative Secretary to the General Counsel
       ➢ Assistant Contract Administrative Analyst
       ➢ Food Service Manager I
       ➢ Zones of Choice Facilitator (Spanish Language)

11. Reconvene Regular Session and report of actions taken in Closed Session.
12. Consideration of the recommendation of the Hearing Officer on the Disciplinary Appeal for:

Teacher Assistant (Case TA0043)

13. Consideration of the recommendation of staff on the Examination Appeals for:

   Administrative Secretary to the General Counsel (Case 0039)
   Assistant Contract Administrative Analyst (Case 0040)
   Food Service Manager I (Case 0041)
   Zones of Choice Facilitator (Spanish Language) (Case 0042)

Requests for disability related modifications or accommodations shall be made 24 hours prior to the meeting to the Administrative Secretary in person or by calling (213) 241-7840.
IT CUSTOMER SUPPORT REPRESENTATIVE

DEFINITION

Provides first-level technical support to school and office personnel regarding software and hardware problems or Information Technology Division supported applications; coordinates the repair, replacement and maintenance of electronic/computer or computer equipment, networked devices and related information technologies; diagnoses problems and researches solutions; and uses diplomacy and interpersonal skills to extract pertinent information and assist callers.

TYPICAL DUTIES

Provides first-level Helpdesk services for client problems and support.

Receives and records trouble call ticket information (customer information and problem description) into the customer service management information system for tier I logging and support.

Provides technical support and records incident details (such as customer contact, incident specifications, resolution or referral information) into the District’s IT Service Management system.

Provides first-call problem resolution when appropriate.

Works with other team members to resolve problem tickets.

Communicates trouble call status to customer.

Provides status to call center management on mission critical application outages.

Provides Helpdesk support for new systems and special projects.

Uses Knowledge Base component of help desk system to diagnose system malfunctions or application issues.

Enters problem resolution information into Helpdesk system, closes the problem, and informs the customer when the problem is resolved.

May dispatch District field support personnel to customer site.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement and maintenance or provide other Information Technology Division applications support.

The IT Customer Support Supervisor is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

SUPERVISION

General supervision is received from the Manager or Deputy Director of IT Customer Support Services. Technical direction is received from a IT Customer Support Supervisor. No supervision is exercised.
CLASS QUALIFICATIONS

Knowledge of:

- Best Customer Service practices and the measurement (metrics) of those practices
- Various office software applications, including Word, Excel, Access, and PowerPoint
- Information Technology services and how they are provided
- Concepts and uses of personal computer, mainframe computer, and tablet operating systems
- General office practices and procedures

Ability to:

- Work independently, exercise initiative and good judgment
- Analyze data and draw logical conclusions
- Plan, organize, track and coordinate work to meet deadlines
- Multi-task, function in a fast-paced unstructured environment with frequent changes
- Remain calm and pleasant under stressful situations
- Enter relevant data into a computer while conversing on the telephone
- Organize files and maintain accurate records
- Work effectively with other District employees, students, and the public
- Communicate effectively orally and in writing
- Listen and communicate effectively with customers

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in computer science.

Experience:

One year of experience within the past five years in the operation of a computer hotline or help desk system, utilizing a multi-processing operating system receiving calls per day regarding computer and communications infrastructure (mainframes, client-server, LAN and WAN, Microsoft Windows or Apple OS, office productivity tools, telecommunications network, and mobile computing devices) or Information Technology Division supported software applications. A Microsoft Certified Professional Certificate (MCP) and/or experience working with PC hardware and software problem diagnosis and repair is preferable.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
12-19-19
JAP

District Notification Date: 10-04-19
Union Notification Date: 10-04-19
TO: THE PERSONNEL COMMISSION

FROM: KARLA M. GOULD, PERSONNEL DIRECTOR

SUBJECT: TITLE CHANGE FOR THE CLASS OF STICKER OPERATOR

RECOMMENDATIONS:

It is recommended that, effective December 19, 2019:

I. The following class and positions be reclassified, for the purpose of title change only:

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Title</td>
<td>Proposed Title</td>
</tr>
<tr>
<td>Sticker Operator (3453)</td>
<td>Moulder Operator (3453)</td>
</tr>
</tbody>
</table>

BASIS OF RECOMMENDATION:

The proposed change in the class title will better reflect current industry terminology as it relates to the equipment used. The class descriptions with changes are submitted for approval in conjunction with this report.

Status of Incumbent(s): None
STICKERMoulder OPERATOR

DEFINITION

Shapes lumber to specified requirements in fabricating a variety of moldings by grinding and installing knives, balancing cutter heads, and operating a woodworking machine.

TYPICAL DUTIES

Operates a stickermoulder to manufacture moldings used for floors, railings, door casings, building sidings, windows, chalk boards, and furniture.
Grinds and sharpens knives to specifications to match drawings, patterns, and samples.
Sets up stickermoulder by installing knives and balancing cutter heads.
Fabricates templates and drawings from samples.
Prepares rough lumber for stickermoulder using saws, jointers, and planers.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The Stickermoulder Operator produces moldings by grinding detailing knives to specifications, installing knives, balancing cutter heads, and feeding and operating the stickermoulder.

A Senior Carpenter assists in managing the overall carpentry, plastering, and concrete-finishing operations in a designated maintenance and operations area.

A Mill Carpenter sets up and operates a variety of woodworking machines to cut and detail rough lumber to specified requirements for use in assembling a variety of cabinets, frames, furniture, and equipment.

A Carpenter performs rough and finish carpentry work in the alteration, repair, and construction of articles and structures of wood, fiberboard, and related materials.

SUPERVISION

General supervision is received from higher level craft personnel or a designated supervisor or manager. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Moulding machines and other mill woodworking machinery and related equipment
- Safety precautions to be observed in using multi-head woodworking machines and in a wood mill
- Qualities and characteristics of a variety of woods and wood-related products used in producing various moldings
Ability to:

- Operate and maintain a sticker machine moulder as well as a variety of woodworking machines and equipment
- Prepare accurate drawings from samples
- Read and work from sketches, drawings, and blueprints
- Follow oral and written instructions

Special Physical Requirement:

- Safely lift and carry tools and materials that weigh up to 100 pounds
- Ability to stand, walk, bend, crawl, climb, reach overhead, crouch, kneel, balance, push, and pull tools and materials safely

ENTRANCE QUALIFICATIONS

Education

Graduation from high school or equivalent evidence of educational proficiency at the high school level.

Experience

Three years of experience that includes grinding knives and setting up and operating a sticker machine moulder.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance Requirements are representative of the minimum level of knowledge, skill and/or abilities. To the extent permitted by the law, management retains the discretion to add or change typical duties of the position at any time, as long as such addition or change is reasonably related to the existing duties.

Revised
12-19-19
LV
LOS ANGELES UNIFIED SCHOOL DISTRICT

TO: THE PERSONNEL COMMISSION

FROM: KARLA M. GOULD, PERSONNEL DIRECTOR

SUBJECT: AMENDMENT TO CASE 9354 – ESTABLISHMENT OF THE CLASSIFIED CLASSES OF OUT-OF-SCHOOL PROGRAM WORKER AND (RESTRICTED) AND OUT-OF-SCHOOL PROGRAM SUPERVISOR AND (RESTRICTED)

RECOMMENDATION

It is recommended that the effective date of the report in case 9354 be amended from November 21, 2019 to January 1, 2019 to comply with Assembly Bill 2160, Part-time Playground Positions.

BACKGROUND:

The establishment report of the classifications of Out-of-School Program Worker and (Restricted) and Out-of-School Program Supervisor and (Restricted) was recently ratified on the November 21, 2019 Personnel Commission meeting. The amendment to the report will document the effective date as intended by Assembly Bill 2160. The Bill deleted the provisions exempting part-time playground positions from the classified service, thereby making those positions a part of the classified service.

KG/RGK

c: Classified Employment Services Branch
Files Unit