

MEMORANDUM OF UNDERSTANDING
BETWEEN
CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION AND ITS RIVERSIDE
CHAPTER #506
AND THE
RIVERSIDE UNIFIED SCHOOL DISTRICT

January 19, 2018


This Memorandum of Understanding (MOU) is entered by the California School Employees Association and its Chapter #506 (CSEA) and the Riverside Unified School District (District).

On January 19, 2018, the District and CSEA met and agreed to the following:

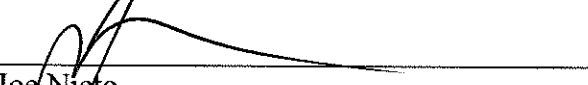
1. The Help Desk Analyst position will be restructured into new classifications of Help Desk Analyst I, Help Desk Analyst II and Help Desk Analyst III.
2. In accordance with Article I – Recognition, of the collective bargaining agreement the attached restructured job classifications of Help Desk Analyst I, Help Desk Analyst II and Help Desk Analyst III will be included in the classified bargaining unit.
3. Appendix A will be revised to include the restructured job classifications of Help Desk Analyst I, Help Desk Analyst II and Help Desk Analyst III.
4. The Help Desk Analyst I classification will be effective December 1, 2017.
5. The Help Desk Analyst II and Help Desk Analyst III classifications initial recruitment will be open to internal candidates only.
6. The restructured job classifications of Help Desk Analyst I will be paid at Range 36, Help Desk Analyst II will be paid at Range 38 and Help Desk Analyst III will be paid at Range 40 on the classified bargaining unit salary schedule.

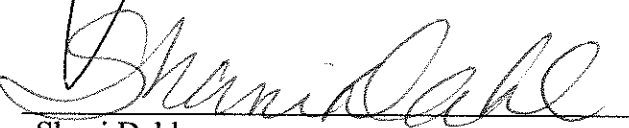
This MOU is a tentative agreement and shall not be finalized until the completion of CSEA's policy 610 review process.

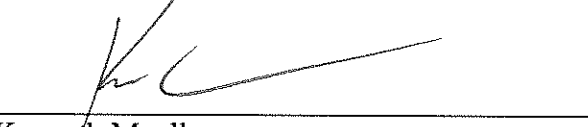
For the District:

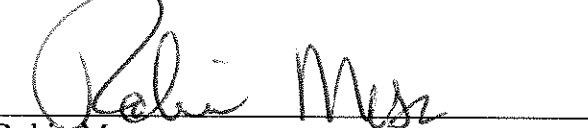
 1-30-18

Kyle Ybarra Date
Assistant Superintendent, Personnel and
Leadership
Riverside Unified School District


_____
Joe Nieto

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Shani Dahl

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Kenneth Mueller

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Robin Mesa

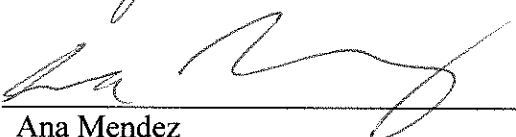
For the CSEA:

 1-30-18

Raquel Ruiz Date
Labor Relations Representative
CSEA

_____
Daniel S. Rudd

_____
Caralyn Alldis

_____
Ana Mendez

_____
Bernie Holt

_____
Peggy Ritch

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ANALYST (RANGE 33)

BASIC FUNCTION:

Under the direction of an assigned supervisor, is responsible for supporting all computing systems, hardware and software, throughout the District. The position installs, supports and maintains approved hardware and software to ensure that District staff has the necessary computing and networking capabilities available through the use of their workstations, peripherals, and servers. Provide technical support and training for a variety of District software systems including but not limited to student, state reporting and business data systems.

REPRESENTATIVE DUTIES:

Installs and tests hardware and software systems, components, and upgrades. *E*

Manages services contracted with outside suppliers, such as estimating time and materials for major upgrades and repairs. *E*

Analyze data issues on a variety of data systems, including but not limited to our student system, business systems, state reporting systems and instructional systems. *E*

Develop and conduct training sessions on the use of various District hardware and software systems. *E*

Oversees the warranty and return merchandise authorization processes for new equipment. *E*

Answer phones and assist users as needed. *E*

Solves all level-one problem calls placed to the Help Desk with as little on-site time as possible. *E*

Solves the majority of level-two problem calls placed to the Help Desk and handles remaining problems as required. *E*

Logs problems, actions taken, and final resolution into the Help Desk Management System. *E*

Verifies workstation inventory and configuration data, and records exceptions as required. *E*

Reviews proposals for new systems or the enhancement, improvement and/or replacement of existing systems, as directed. *E*

Provides input to the standards and procedures affecting the proper use of hardware and software computing systems within the District. *E*

Monitors closely the customers with recurring problems and makes recommendations to management. *E*

Informs management of potential problems before they occur and communicates possible solutions. *E*

Performs all responsibilities within the guidelines of District policies, regulations, and procedures. *E*

Performs related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

Riverside Unified School District standard workstation products and operating systems.

Riverside Unified School District standard security, network, virus protection, and other related products.

Personal computer workstation and server based peripherals.

Student information systems.

California state reporting standards and requirements.

Ability to:

Diagnose and differentiate between hardware and software problems.

Prioritize, set schedules, and meet timelines for assigned service requests.

Recover lost files, convert data across multiple file formats, and download updates such as drivers from the Internet.

Learn new technologies and stay abreast of changes in the industry.

Provide a high level of customer service.

Instruct users on ways to avoid their most common problems such as sharing files, routing output to shared peripherals, navigating the desktop, backing up their system, and managing their passwords.

Read, analyze, and interpret general business periodicals, technical procedures, and product licenses.

Respond to inquiries or complaints from customers or members of the business community.

Interpret a variety of instructions furnished in written, oral, or diagram form.

EDUCATION AND/OR EXPERIENCE:

Associate Degree in Computer Science. Three (3) to five (5) years related experience in hardware and software computing systems, or an equivalent combination of education and experience. The minimum experience requirement can include any combination of student system/state reporting experience and desktop/portable computing system experience. Experience with Windows or Mac based office suites, internet browsers, and e-mail is required.

*Reviewed by Reclassification Committee and
Revised Effective 4/14/2011
E = Essential Duties*

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Three (3) years of direct support of student information systems and/or California state reporting systems is also desirable.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

Environment:

Office environment with frequent travel between District sites.

Drive a vehicle to conduct work.

Physical Abilities:

Seeing to perform activities.

Hearing and speaking to exchange information.

Reaching overhead, above the shoulders and horizontally, bending at the waist, kneeling or crouching to service equipment.

Dexterity of hands and fingers to operate a computer keyboard, mouse, and pointing devices.

Lifting to move equipment.

Hazards:

Exposure to electrical power supplies.

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ANALYST I (Range 36)

BASIC FUNCTION:

Under the direction of an assigned supervisor, Help Desk Analyst 1 will perform a variety of Technical assignments in the area of software, hardware and training.

REPRESENTATIVE DUTIES:

Installs and maintains operating systems such as Windows based PC's, Mac OS based computers, Android based computers, and iOS devices including desktops, laptops, cell phones, tablets and Chrome devices. *E*

Installs and maintains office automation software. *E*

Configures and sets up external devices such as projectors, interactive projectors, electronic boards, document cameras, and other external devices for classroom computers. *E*

Troubleshoots and resolves problems with PC hardware, software and peripherals. *E*

Provides technical support and formalized training to stakeholders for computer operations and applications, including the installation of new hardware and software. *E*

Provides coverage of telephones, answers technical questions, identifies problems, solves problems and enters work request into an automated work order system. *E*

Configures network and stand-alone printers, adds printers, print devices, and troubleshoots printing problems. *E*

Diagnoses defects in equipment operation and performs skilled work in repair of such equipment. *E*

Performs software troubleshooting of approved district software applications, projector software, and other interactive board software. *E*

Troubleshoots hardware issues for interactive boards, desktop and laptop computers, apple computers, chrome devices, and printers not classified as business machines. *E*

Provides recommendations to sites when parts for repairs or new equipment needs to be ordered and works with vendors to track parts and/or equipment ordered. *E*

Provides technical support, help and/or solutions for any new/approved district systems/applications such as the Student Information System (SIS), 'in-house' developed applications and office automation software. *E*

Uses various support programs such as remote connection software to provide technical support to district users. *E*

Creates and develops instructional material pertaining to SIS support and district approved applications. *E*

Develops and documents internal technical procedures pertaining to SIS support and other district-approved applications. *E*

Evaluates and tests new application programs and provides feedback as requested. *E*

Resolves network communication problems related to remote site equipment, routers, switches, data and telephone lines, servers, and wireless devices. *E*

Installs, maintains and modifies Local Area Network (LAN) and Wide Area Network (WAN) software applications. *E*

Sets up, installs, replaces and maintains computers and server related equipment, including remote communication hardware and software. *E*

Assembles data communication cables and interfaces. *E*

Sets up, configures and installs network equipment including servers, routers, Voice Over Internet Protocol (VOIP) systems and battery backups. *E*

Monitors and maintains district servers including Central Processing Unit (CPU) usage, disk usage and system performance. *E*

Maintains district endpoint management software to distribute monthly updates. *E*

Maintains district backup systems, enterprise virus solutions and user accounts through Active Directory. *E*

Provides backup to other technical support personnel and performs all responsibilities within the guidelines of district policies, regulations and procedures.

Notifies management of potential problems before they occur and communicates possible solutions.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

RUSD policies and procedures as related to District functionality

Principles and practices of information technology

Proper methods of storing equipment, materials and supplies

Record keeping techniques

Hardware and software record retrieval and storage systems

Computer hardware and software operating systems, databases and applications.

Data network protocols and concepts

Technical understanding of data network hardware and software products

Ability to:

Learn and adapt to any changes in the technology industry

Recommend the appropriate hardware and software for schools to make good choices

Provide work direction and guidance to others

Analyze user needs and develop effective technical solutions

Communicate information technology procedures and requirements to users

Maintain routine records

Provide telephone coverage and technical support

Utilize automated work order system to enter and manage work requests

Perform routine equipment maintenance

Operate computers and peripheral equipment properly and efficiently

Execute a variety of computer procedures according to detailed instructions

Work independently with little direction

Diagnose and resolve hardware and software problems

Instruct users on ways to avoid their most common problems

Prioritize, set schedules, and meet timelines

Respond appropriately to inquiries or complaints from customers

Learn and interpret District policies, procedures and rules

Maintain a professional customer service attitude

Maintain effective working relationships with others

Install hardware and software

Exercise good judgement

Communicate effectively both orally and in writing

E=Essential Function

Revised 1-19-18

Understand and follow oral and written directions

EDUCATION AND EXPERIENCE:

Associate Degree in Computer Science or related field preferred. High School Diploma or equivalent and three (3) years related experience in hardware and software computing systems, or an equivalent combination of education and experience. The minimum experience requirement can include any combination of student system/state reporting experience, networking, programming, computer operations and desktop/portable computing system experience. Experience with Windows, Mac and Google based office suites, internet browsers and email is required.

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Three (3) years of direct support of student information systems and/or California state reporting systems is also desirable.

WORKING CONDITIONS\ENVIRONMENT:

Office environment with Travel between district sites
Drive a vehicle to conduct work
May be required to use a personal vehicle
May be required to use a District vehicle

PHYSICAL ABILITIES;

Seeing to perform activities
Hearing and speaking to exchange information
Dexterity of hands, wrists and fingers to operate equipment
Lifting up to 50 lbs. to move equipment
Reaching overhead, above the shoulders and horizontally
Bending at the waist
Kneeling or crouching to service equipment
Sitting for extended periods of time

HAZARDS:

Exposure to electrical power supplies

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License
Must have access to a vehicle with valid automobile insurance

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ANALYST II (Range 38)

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Help Desk Analyst II position will perform a variety of technical assignments in the area of software, hardware and training.

REPRESENTATIVE DUTIES:

Installs and maintains operating systems such as Windows based PC's, Mac OS based computers, Android based computers, and iOS devices including desktops, laptops, cell phones, tablets and Chrome devices. *E*

Installs and maintains office automation software. *E*

Configures and sets up external devices such as projectors, interactive projectors, electronic boards, document cameras, and other external devices for classroom computers. *E*

Troubleshoots and resolves problems with PC hardware, software, peripherals and equipment. *E*

Trains, supports, and assists District staff on the proper operation of the district computer systems. *E*

Provides technical support and formalized training to stakeholders for computer operations and applications, including the installation of new hardware and software. *E*

Provides coverage of telephones, answers technical questions, identifies problems, solves problems and enters work request into an automated work order system. *E*

Configures network and stand-alone printers, adds printers, print devices, and troubleshoots printing problems. *E*

Diagnoses defects in equipment operation and performs skilled work in repair of such equipment. *E*

Performs software troubleshooting of approved district software applications, projector software, and other interactive board software. *E*

Troubleshoots hardware issues for interactive boards, desktop and laptop computers, apple computers, chrome devices, and printers not classified as business machines. *E*

Provides recommendations to sites when parts for repairs or new equipment needs to be ordered and works with vendors to track parts and/or equipment ordered. *E*

Provides technical support, help and/or solutions for any new/approved district systems/applications such as the Student Information System (SIS), 'in-house' developed applications and office automation software. *E*

Uses various support programs such as remote connection software to provide technical support to district users. *E*

Creates, develops and provides formalized training of network services software/hardware responsibilities and instructional materials pertaining to SIS support and district approved applications. *E*

Develops and documents internal technical procedures pertaining to SIS support and other district approved applications. *E*

Evaluates and tests new application programs and provides feedback as requested. *E*

E=Essential functions

Revised 1-19-18

Resolves network communication problems related to remote site equipment, routers, switches, data and telephone lines, servers, and wireless devices. *E*

Installs, maintains and modifies Local Area Network (LAN) and Wide Area Network (WAN) software applications. *E*

Sets up, installs, replaces and maintains computers and server related equipment, including remote communication hardware and software. *E*

Assembles data communication cables and interfaces. *E*

Sets up, configures and installs network equipment including servers, routers, Voice Over Internet Protocol (VOIP) systems and battery backups. *E*

Monitors and maintains district servers including Central Processing Unit (CPU) usage, disk usage and system performance. *E*

Maintains district endpoint management software to distribute monthly updates. *E*

Maintains district backup systems, enterprise virus solutions and user accounts through Active Directory. *E*

Provides backup to other technical support personnel.

Works with site personnel to maintain department website.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

RUSD policies, regulations and procedures as related to district functionality

Principles and practices of information technology

Proper methods of storing equipment, materials and supplies

Record keeping techniques

Hardware and software record retrieval and storage systems

Computer hardware and software operating systems, databases and applications

Data network protocols and concepts

Technical understanding of data network hardware and software products

State reporting process and its interaction with the SIS

Ability to:

Learn and adapt to any changes in the technology industry

Recommend the appropriate hardware and software for schools to make good choices

Provide work direction and guidance to others

Analyze user needs and develop effective technical solutions

Communicate information technology procedures and requirements to users

Maintain routine records

Provide telephone coverage and technical support

Utilize automated work order system to enter and manage work requests

Perform routine equipment maintenance

Operate computers and peripheral equipment properly and efficiently

Execute a variety of computer procedures according to detailed instructions

Work independently with little direction

Diagnose and resolve hardware and software problems

Instruct users on ways to avoid their most common problems

E=Essential functions

Revised 1-19-18

- Prioritize, set schedules, and meet timelines
- Respond appropriately to inquiries or complaints from customers
- Learn and interpret district policies, procedures and rules
- Maintain a professional customer service attitude
- Maintain effective working relationships with others
- Install hardware and software
- Exercise good judgement
- Communicate effectively both orally and in writing
- Understand and follow oral and written directions
- Read and use technical procedure manuals and media
- Maintain accurate records
- Follow oral and written instructions

EDUCATION AND EXPERIENCE:

Associate Degree in Computer Science or related field and four (4) years related experience in hardware and software computing systems. Additional experience may be substituted for education on a year-for-year basis. The minimum experience requirement can include any combination of student system/state reporting experience, networking, programming, computer operations and desktop/portable computing system experience. Experience with Windows, Mac and Google based office suites, internet browsers and email is required.

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Four (4) years of direct support of student information systems and/or California state reporting systems is also desirable.

WORKING CONDITIONS/ENVIRONMENT:

- Office environment with travel between district sites
- Drive a vehicle to conduct work
- May be required to use a personal vehicle
- May be required to use a District vehicle

Physical Abilities:

- Seeing to perform activities
- Hearing and speaking to exchange information
- Dexterity of hands, wrists and fingers to operate equipment
- Lifting up to 50 lbs. to move equipment
- Reaching overhead, above the shoulders and horizontally
- Bending at the waist
- Kneeling or crouching to service equipment
- Sitting for extended periods of time

Hazards:

- Exposure to electrical power supplies

LICENSES AND OTHER REQUIREMENTS:

- Valid California Driver's License
- Must have access to a vehicle with valid automobile insurance

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: HELP DESK ANALYST III (Range 40)

BASIC FUNCTION:

Under the direction of an assigned supervisor, the Help Desk Analyst III position will lead various Technology Services projects, will provide overall analysis for various application projects, field projects, and networking projects.

REPRESENTATIVE DUTIES:

Provides overall analysis for various projects, including projects for networking, applications and the field. *E*

Assists management with overall project planning, priority setting and development and maintenance of project schedules. *E*

Installs, tests and evaluates third-party software, diagnoses problems and provides updates and serves as a district resource for training and evaluation of software. *E*

Trains all new analysts and serves as contact for all technical questions. *E*

Installs and maintains networks hardware/software communication lines, diagnoses communication problems, tests software and troubleshoots problems. *E*

Provides hardware and software resource management including file structure, database maintenance, telecommunications management and configures monitor networks. *E*

Assists users with a variety of questions regarding computer issues. *E*

Provides for system security and maintains user accounts providing access to specified systems. *E*

Provides technical expertise on various matters regarding computer hardware and software and keeps abreast of emerging technology. *E*

Provides proper documentation for assigned projects, maintains operational documentation and assures compliance to standards. *E*

Provides formalized training to users as necessary in new or revised systems and on-going orientation to existing district technology assets. *E*

Develops and deploys standards, methodologies, and best practices for applications deployment, business process improvement, application interfaces, and reports. *E*

Provides proper documentation for assigned programs, maintains computer run manuals and assures correct operations of programs. *E*

Assists with research of applications software products and services, and coordinates feasibility studies for applications software and system products under consideration for purchase. *E*

Take the lead on communication between departments and divisions. *E*

Provide user support for Technology Services developed programs. *E*

Work with management to develop, establish and implement student experiences in the department, e.g. student tech help squads, job shadows and internships.

Participate in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

Knowledge of:

All aspects of Technology Services including Client/Server computing environment
Overall analysis techniques and system configuration design methods
Principles and techniques of systems and procedures analysis, design and documentation
Operation, capabilities and limitation of computer equipment
Interpersonal skills using tact, patience and courtesy
Oral and written communication skills
Providing work direction and guidance to others
Project management and implementation plans

Ability to:

Analyze user needs and develop effective systems and programs
Set priorities and lead assignments for technology services personnel
Provide work direction and guidance to technology services personnel
Train others on new systems
Communicate effectively both orally and in writing
Understand and follow oral and written directions
Prepare clear, complete and concise reports and records
Meet schedules and time lines
Establish and maintain cooperative and effective working relationships with others
Develop leadership in others

EDUCATION AND EXPERIENCE:

Associate Degree in Computer Science or related field and four (4) years related experience in hardware and software computing systems. Additional experience may be substituted for education on a year-for-year basis. The minimum experience requirement can include any combination of student system/state reporting experience, networking, programming, computer operations and desktop/portable computing system experience. Experience with Windows, Mac and Google based office suites, internet browsers and email is required.

Classes and/or certification in one or more of the Riverside Unified School District core technologies is desirable. Six (6) years of direct support of student information systems and/or California state reporting systems is also desirable.

WORKING CONDITIONS/ENVIRONMENT:

Office environment with travel between district sites
Drive a vehicle to conduct work
May be required to use a personal vehicle
May be required to use a District vehicle

Physical Abilities:

Seeing to perform activities
Hearing and speaking to exchange information
Dexterity of hands, wrists and fingers to operate equipment
Lifting up to 50 lbs. to move equipment
Reaching overhead, above the shoulders and horizontally
Bending at the waist
Kneeling or crouching to service equipment
Sitting for extended periods of time

E= Essential functions

Revised 1-19-18

Hazards:

Exposure to electrical power supplies

LICENSES AND OTHER REQUIREMENTS:

Valid California Driver's License

Must have access to a vehicle with valid automobile insurance.