

Public Session: 1:00 p.m.

I. Organizational Functions

A.Call to Order

B.Roll Call

Commissioners	Present	Absent
Dr. Joseph Metoyer Jr., Chair	X	
Joy Abbott, Vice Chair	X	
Barbara Greenstein	X	
Deborah Jansen	X	
Lawrence Leone	X	

II. Public Comments: Non-Actionable Items from those in attendance.

III.Agenda Reports: Major Items of Business

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IV.Adjournment

Agenda Report Number	1
Subject	Classification Description Revisions and Retitle: Director of Network Services to Director of Network and Technology Services Cyclical Review
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	John Linke, Supervising Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Director of Network Services**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Director of Network Services classification was established in July 2004. This classification has been revised three times since its establishment. The most recent revision was approved in August 2019, prior to opening recruitment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. Management incumbents in phase 1 of the Information Technology classification reviews were invited to participate in a study orientation on January 29, 2025 to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The management incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by February 25, 2025.

Personnel Commission staff consulted with Calvin Madlock, Chief Director of Information Technology to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions are being proposed to clarify the class concept, distinguishing characteristics, duties performed, level of supervision received, knowledge, skills and abilities required, and minimum qualifications.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are being proposed to clarify the concept of the class, distinguishing characteristics, essential duties assigned, level of supervision received, knowledge, skills and abilities, and minimum qualifications to more accurately reflect the nature and scope of the work performed.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN
Santa Monica College	Director of Network Services	\$14,656	\$16,158	\$15,407
Foothill De Anza CCD	Associate Vice Chancellor of Networks & Client Services	\$14,028	\$19,739	\$16,883
Glendale College	Director Network, Systems, and Support Services	\$9,250	\$11,801	\$10,526
Long Beach City College	Director, Network Services	\$11,613	\$15,823	\$13,718
Pasadena City College	Director, Technical Services	\$13,384	\$15,995	\$14,690
Riverside CCD	Director, Information Technology Infrastructure & Systems	\$14,278	\$17,383	\$15,830
Santa Barbara City College	Director Information Technology Infrastructure & Systems	\$11,596	\$14,127	\$12,861
	Average	\$12,358	\$15,811	\$14,085
	25th Percentile	\$11,600	\$14,551	\$13,076
	50th Percentile	\$12,499	\$15,909	\$14,204
	70th Percentile	\$13,706	\$16,689	\$15,260
	80th Percentile	\$14,028	\$17,383	\$15,830
	90th Percentile	\$14,153	\$18,561	\$16,357
	SMC % RANK	100%	62.3%	72.5%
	SMC Difference From AVG	15.7%	2.1%	8.6%
	SMC Difference From MED	14.7%	1.5%	7.8%

The current salary range for Director of Network Services is Range A15 on the Classified Administrator Salary Schedule. In this survey, SMC is in the 73rd median percentile compared to all benchmark agencies with comparable classifications; that is, 27% of market comparables were paid higher than SMC's classification.

Based on median percentile ranking at the 73rd percentile, salary reallocation is not recommended because current salary meets the District's goal to target the 70th percentile.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS (MIN)
Chief Director of Information Technology*	Vice President of Business/Admin	A21	\$16,966	\$18,705	15.76%
Director of Network and Technology Services (proposed)	Chief Director of IT	A15	\$14,656	\$16,158	0.00%
Director of Management Information Systems***	Chief Director of IT	A15	\$14,656	\$16,158	30.82%
Management Information Systems (MIS) Manager**	Chief Director of IT	M31	\$11,203	\$13,617	0.00%
Information Systems Security Officer***	Chief Director of IT	M31	\$11,203	\$13,617	11.46%
Information Systems Engineer	Director of Network and Technology Services	56	\$10,051	\$12,218	2.40%
Network Engineer	Director of Network and Technology Services	55	\$9,815	\$11,930	

*Under review.

**Proposed to be abolished

***See separate agenda report

Cyclical review results have been sent to the incumbent, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions and retitle for Director of Network Services.

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Barbara Greenstein
Ayes	4
Nays	0
Abstentions	1
Amendments/Comments	Lawrence Leone was not present at this time of the meeting to vote.

**Santa Monica Community College District
Personnel Commission**
Director of Network and Technology Services

CONCEPT OF THE CLASS

~~Under general direction, the position in this classification directs and manages the District's network and technical support services, including enterprise computing and unified communications. Under general direction, the position directs and oversees the District's multi-site technology infrastructure, including physical, virtual, and cloud environments, operating systems, network servers, telecommunications, enterprise computing, audiovisual, and security systems. The incumbent manages user support services, coordinates cross-department technology projects, and leads the technical team while supporting strategic initiatives and aligning technology with District goals.~~

DISTINGUISHING CHARACTERISTICS

The **Director of Network and Technology Services** directs, plans and manages daily activities related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

The **Chief Director of Information Technology** serves as the senior technology administrator for the College, providing institution-wide leadership and strategic direction for all information technology functions. The position focuses on long-range planning, resource allocation, policy development, and alignment of technology services with the College's mission and strategic priorities.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

The **IT User Support Manager** plans and manages activities that facilitate District-wide end user access to personal computing hardware and cloud-based software applications through oversight of the IT help desk and management of related information systems.

ESSENTIAL DUTIES

Directs, plans, analyzes, and designs College network and infrastructure services, including local and wide area network, unified communications, and security systems; manages multifaceted technology projects, including determining project budget, timeline, and supervision of internal and external technical support services.

Directs Network Infrastructure, Operating Systems, and Technical Support Services staff in the design, implementation, administration, and maintenance of enterprise network infrastructure and desktop user support services.

Evaluates current enterprise technology projects and services, and recommends effective and feasible solutions to the current and future needs of the College.

Manages budgets, including resource planning, preparing budget recommendations and monitoring expenditures.

Implements and interprets policies and procedures developed by higher level administrators and senior management, and recommends the establishment or modification of policies and procedures.

Manages network operation and technology deployment tasks and ensures availability of critical services during and after business hours.

Manages the design, implementation and maintenance of District network infrastructure, including virtual servers, storage and applications.

Establishes departmental policies and procedures to govern functions and deliverables and ensure the effectiveness of operations.

Collaborates with IT security staff to plan, evaluate, and implement enhancements to the security of the College's complex network architecture; designs and adheres to network security standards and configurations.

Develops, recommends, and implements staff training and development programs that support individual career paths, promote employee growth, ensure continuity of operations, and foster long-term development. ~~Develops, recommends and implements staff training and development programs to provide opportunities for individual employee growth, continuity of work flow and long range development of employees.~~

Provides leadership and management to ensure reliable and efficient operations of assigned areas.

Plans, designs, and implements operational business continuity and physical disaster recovery infrastructure strategies, including colocation facilities, in adherence to established policies, processes, and standards. ~~Plans, designs and implements business continuity and disaster recovery, including colocation facility.~~

Collaborates with the Facilities Planning department to design technology infrastructure for new and existing buildings.

Collects and prepares formal documentation related to systems utilization and performs capacity planning.

Resolves operational and procedural problems consistent with organizational directives.

May direct the activities of other information technology areas.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Supervision Received:

This position receives general ~~administrative~~ direction from the Chief Director of Information Technology.

Supervision Exercised:

This position provides general supervision to information technology staff in Network Services, Technical Support Services and other assigned IT areas.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Principles and practices of supervision, including hiring, training, performance management and evaluation, and employee coaching and mentoring

Administrative management principles, practices, laws, and policies related to budget development and administration

Emerging technologies, including cloud computing services and cloud deployment platforms

Wired and wireless network architecture, voice/data communications and telephone systems

Server technology, web services, client/server technology, system operations, and support services operations

Principles and best practices of network and systems project planning and management

Systems, infrastructure, and network design and administration in a College-wide environment, including required resilience, redundancy and security to support District systems.

Mathematical principles relevant to network and systems design and administration

Skills & Abilities:

Coordinate work activities between departmental units and other campus groups using tact and persuasion; anticipate conditions, plan ahead, establish priorities, and organize and coordinate others to meet deadlines and schedules

Manage operations in a cost effective and efficient manner, which includes developing and implementing policies and procedures to meet organizational needs, and evaluating operational effectiveness

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential innovative solutions to ~~departmental and~~ District leadership

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Stay ~~abreast of~~ updated on new technologies, developments, and best practices in assigned areas of responsibility, and leverage this information to enhance program efficiency and effectiveness

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Apply mathematical reasoning and principles to complete tasks

Understand ~~and analyze~~ internal and external customers' immediate and long term needs to provide viable solutions and recommendations

Model professional integrity and ethics and deal quickly with breaches and misconduct

~~Ability to e~~Communicate effectively, both orally and in writing, with technical and non-technical staff.

Recognize practices that perpetuate inequity and respond appropriately by formulating and implementing recommendations for equity-minded practices and eliminating barriers to success in all areas of responsibility

Promote, support, educate, and hold accountable for results of equity-enhancing efforts, fostering a culture of care, inclusivity, belonging, and mutual respect

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

~~Maintain an open and approachable manner, and establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work, in a diverse, multicultural and multi-ethnic educational environment~~

~~Skill in developing techniques and methodologies to resolve unprecedented problems or situations.~~

~~Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problems resolution, influence and solicit cooperation and seek and obtain support.~~

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree in business administration, ~~Data Communications~~ information systems, information technology, computer science or a ~~closely~~ related field. A master's degree in a related field is preferred.

Experience Requirement:

Five years of professional experience in network services with responsibility for systems and network design, implementation and administration, including two years of supervisory ~~experience or lead experience~~. ~~Three (3) years of professional experience managing an enterprise network in a large scale, high demand networking environment is also required.~~

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

Current professional certification in the areas of IT management and network and systems administration is desirable.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Exempt
Personnel Commission Approval Date:	11/30/06 <u>7/21/04</u>
Class History:	Director of Network Services & Telecommunications, <u>Director of Network Services</u>
Revision Date(s):	Hay Study, November 30, 2006, 11/30/06, 9/29/15, 8/05/19, <u>10/1/25</u>

**Santa Monica Community College District
Personnel Commission
Director of Network and Technology Services**

CONCEPT OF THE CLASS

Under general direction, the position directs and oversees the District's multi-site technology infrastructure, including physical, virtual, and cloud environments, operating systems, network, servers, telecommunications, enterprise computing, audiovisual, and security systems. The incumbent manages user support services, coordinates cross-department technology projects, and leads the technical team while supporting strategic initiatives and aligning technology with District goals.

DISTINGUISHING CHARACTERISTICS

The **Director of Network and Technology Services** directs, plans and manages daily activities related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

The **Chief Director of Information Technology** serves as the senior technology administrator for the College, providing institution-wide leadership and strategic direction for all information technology functions. The position focuses on long-range planning, resource allocation, policy development, and alignment of technology services with the College's mission and strategic priorities.

The **IT Infrastructure Manager** coordinates, manages and oversees the installation, and maintenance of the District's information technology infrastructure, physical security, audio visual systems, and communications systems.

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ESSENTIAL DUTIES

Directs, plans, analyzes, and designs College network and infrastructure services, including local and wide area network, unified communications, and security systems; manages multifaceted technology projects, including determining project budget, timeline, and supervision of internal and external technical support services.

Directs Network Infrastructure, Operating Systems, and Technical Support Services staff in the design, implementation, administration, and maintenance of enterprise network infrastructure and desktop user support services.

Evaluates current enterprise technology projects and services, and recommends effective and feasible solutions to the current and future needs of the College.

Manages budgets, including resource planning, preparing budget recommendations and monitoring expenditures.

Implements and interprets policies and procedures developed by higher level administrators and senior management, and recommends the establishment or modification of policies and procedures.

Manages network operation and technology deployment tasks and ensures availability of critical services during and after business hours.

Manages the design, implementation and maintenance of District network infrastructure, including virtual servers, storage and applications.

Establishes departmental policies and procedures to govern functions and deliverables and ensure the effectiveness of operations.

Collaborates with IT security staff to plan, evaluate, and implement enhancements to the security of the College's complex network architecture; designs and adheres to network security standards and configurations.

Develops, recommends, and implements staff training and development programs that support individual career paths, promote employee growth, ensure continuity of operations, and foster long-term development. Provides leadership and management to ensure reliable and efficient operations of assigned areas.

Plans, designs, and implements operational business continuity and physical disaster recovery infrastructure strategies, including colocation facilities, in adherence to established policies, processes, and standards. Collaborates with the Facilities Planning department to design technology infrastructure for new and existing buildings.

Collects and prepares formal documentation related to systems utilization and performs capacity planning.

Resolves operational and procedural problems consistent with organizational directives.

May direct the activities of other information technology areas.

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Supervision Received:

This position receives general direction from the Chief Director of Information Technology.

Supervision Exercised:

This position provides general supervision to information technology staff in Network Services, Technical Support Services and other assigned IT areas.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Principles and practices of supervision, including hiring, training, performance management and evaluation, and employee coaching and mentoring

Administrative management principles, practices, laws, and policies related to budget development and administration

Emerging technologies, including cloud computing services and cloud deployment platforms

Wired and wireless network architecture, voice/data communications and telephone systems

Server technology, web services, client/server technology, system operations, and support services operations

Principles and best practices of network and systems project planning and management

Systems, infrastructure, and network design and administration in a College-wide environment, including required resilience, redundancy and security to support District systems.

Mathematical principles relevant to network and systems design and administration

Skills & Abilities:

Coordinate work activities between departmental units and other campus groups using tact and persuasion; anticipate conditions, plan ahead, establish priorities, and organize and coordinate others to meet deadlines and schedules

Manage operations in a cost effective and efficient manner, which includes developing and implementing policies and procedures to meet organizational needs, and evaluating operational effectiveness

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential innovative solutions to District leadership

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Stay updated on new technologies, developments, and best practices in assigned areas of responsibility, and leverage this information to enhance program efficiency and effectiveness

Interpret, apply, and explain applicable laws and regulations, and District policies and procedures

Apply mathematical reasoning and principles to complete tasks

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Model professional integrity and ethics and deal quickly with breaches and misconduct

Communicate effectively, both orally and in writing, with technical and non-technical staff.

Recognize practices that perpetuate inequity and respond appropriately by formulating and implementing recommendations for equity-minded practices and eliminating barriers to success in all areas of responsibility

Promote, support, educate, and hold accountable for results of equity-enhancing efforts, fostering a culture of care, inclusivity, belonging, and mutual respect

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree in business administration, information systems, information technology, computer science or a related field. A master's degree in a related field is preferred.

Experience Requirement:

Five years of professional experience in network services with responsibility for systems and network design, implementation and administration, including two years of supervisory or lead experience.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

Current professional certification in the areas of IT management and network and systems administration is desirable.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

<i>Job Family:</i>	Information Technology
<i>FLSA Status:</i>	Exempt
<i>Personnel Commission Approval Date:</i>	7/21/04
<i>Class History:</i>	Director of Network Services & Telecommunications, Director of Network Services
<i>Revision Date(s):</i>	11/30/06, 9/29/15, 8/05/19, 10/1/25

Agenda Report Number	2
Subject	Classification Description Revisions: Director of Management Information Systems Cyclical Review
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	August Faustino, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Director of Management Information Systems**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Director of Management Information Systems classification was established in November 2006. This classification has been revised four times since its establishment. The most recent revision was approved in May 2023, prior to opening recruitment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology management classifications were invited to participate in a study orientation on April 7, 2025 to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The management incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 23, 2025.

Personnel Commission staff consulted with Calvin Madlock, Chief Director Information Technology to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions proposed to clarify duties assigned and distinguishing characteristics.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are being proposed to clarify concept of the class, distinguishing characteristics, essential duties assigned, knowledge, skills and abilities, minimum qualifications and working environment and physical demands to more accurately reflect the nature and scope of the work performed.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN
Santa Monica College	Director of Management Information Systems	\$14,656	\$16,158	\$15,407
Contra Costa CCD	Director of Administrative Information Systems	\$10,984	\$13,383	\$12,184
Glendale College	Director, Enterprise Applications Systems	\$9,250	\$11,801	\$10,526
Long Beach City College	Director, Applications Development and Support	\$11,613	\$15,823	\$13,718
Mt. San Antonio College	Director, Enterprise Applications Systems	\$15,966	\$18,329	\$17,148
North Orange County CCD	District Director, Enterprise IT Applications Support and Development	\$14,163	\$17,872	\$16,017
Pasadena City College	Director, Enterprise Applications	\$13,384	\$15,995	\$14,690
Riverside CCD	Director of Administrative Applications	\$14,278	\$17,383	\$15,830
Santa Clarita College	Executive Director, Enterprise Applications	\$13,883	\$15,180	\$14,532
State Center CCD	District Director of Information Systems	\$12,269	\$15,089	\$13,679
Ventura County CCD	Director of Enterprise Applications	\$11,854	\$15,885	\$13,870
	Average	\$12,764	\$15,674	\$14,219
	25th Percentile	\$11,674	\$15,112	\$13,689
	50th Percentile	\$12,826	\$15,854	\$14,201
	70th Percentile	\$13,967	\$16,411	\$15,032
	80th Percentile	\$14,186	\$17,481	\$15,868
	90th Percentile	\$14,447	\$17,917	\$16,130
	SMC % RANK	91.3%	67.9%	73.6%
	SMC Difference From AVG	12.9%	3.0%	7.7%
	SMC Difference From MED	12.5%	1.9%	7.8%

The current salary range for Director of Management Information Systems is Range A15 on the Classified Administrator Salary Schedule. In this survey, SMC is in the 74th median percentile

compared to all benchmark agencies with comparable classifications; that is, 26% of market comparables were paid higher than the SMC classification.

Based on median percentile ranking at the 74th percentile, salary reallocation is not recommended given current salary meets the District's goal to target the 70th percentile.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS (MIN)
Chief Director of Information Technology*	Vice President of Business/Admin	A21	\$16,966	\$18,705	15.76%
Director of Network and Technology Services*	Chief Director of IT	A15	\$14,656	\$16,158	0.00%
<i>Director of Management Information Systems</i>	<i>Chief Director of IT</i>	<i>A15</i>	<i>\$14,656</i>	<i>\$16,158</i>	<i>30.82%</i>
Management Information Systems (MIS) Manager**	Chief Director of IT	M31	\$11,203	\$13,617	0.00%
Information Systems Security Officer*	Chief Director of IT	M31	\$11,203	\$13,617	6.15%
Principal Programmer Analyst*	Director of MIS	58	\$10,554	\$12,829	0.00%
Database Administrator*	Director of MIS	58	\$10,554	\$12,829	10.26%

*Under review.

**Proposed to be abolished.

Cyclical review results have been sent to the incumbent, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Director of Management Information Systems.

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Director of Management Information Systems

CONCEPT OF THE CLASS

Under general direction this position in this classification directs, plans and manages the daily activities related to the integration and, implementation and secure, continuous operation of the College's information systems, applications and databases that support academic and administrative functions. The incumbent directs institutional information systems and data resources, manages programming and database administration staff while contributing technical expertise to project implementation, administration, and support of mission critical information systems.

DISTINGUISHING CHARACTERISTICS

The Director of Management Information Systems directs, plans and manages daily activities related to the integration, implementation and secure, continuous operation of the College's information systems and databases that support academic and administrative functions.

The Director of Network and Technology Services directs, plans and manages daily activities related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

The Database Administrator administers, plans, develops, and implements strategic data models to ensure the availability, optimum performance, accessibility, security, efficiency and integrity of databases that are an integral part of district-wide applications.

ESSENTIAL DUTIES

Identifies, formulates and directs the long- and short-range information systems and data resources availability, accessibility, security and efficiency.

Directs long and short-term strategy for institutional information systems and data resources by ensuring availability, accessibility, security and efficiency.

Serves as the technical authority on ERP and MIS platforms, overseeing configuration, testing and deployment to optimize system functionality and operational performance.

Implements and interprets policies and procedures developed by higher level administrators and senior management and recommends the establishment or modification of policies and procedures.

Manages administrative systems development by planning, supervising, and evaluating the work of assigned staff.

Directs the determination of guidelines for programming and information systems development.

Establishes procedures and processes that govern functions and delivery of information systems and services.

Plans and supports the implementation of the data center and report production facilities.

Plans, supports and maintains the information systems infrastructure.

Coordinates and communicates service interruptions for feature and patch deployment.

Plans, supports, and sustains the institution's information systems infrastructure to ensure continuity and modernization.

Assigns projects and works with staff to comply with department standards and project implementation methods.

Develops and implements strategic standards and processes that elevate user support, training, and operational efficiency while reducing associated costs.

Assigns staff to projects in accordance with departmental procedures and implementation processes.

Prepares budget recommendations; monitors and controls budget expenditures for ongoing systems needs, including cost forecasting and resource estimating.

Monitors security of information systems; plans for disaster recovery; maintains appropriate system logs and procedural manuals.

Resolves operational and procedural problems consistent with organizational directives and addresses other concerns as directed or necessary.

Confers and collaborates with vendors, outside agencies and internal staff to define routine operations and implement new projects.

Leads all MIS initiatives by defining scope, coordinating schedules, and ensuring timely, budget-aligned delivery while delegating authority and responsibilities to principal programmers and staff to maintain operational efficiency and accountability.

Delegates responsibility and authority to subordinate supervisors and staff.

Recommends departmental staffing needs; develops, recommends, and implements staff training and development programs that support individual career paths, promote employee growth, ensure continuity of operations, and foster long-term development.

develops, recommends, and implements staff training and development programs to provide opportunities for individual employee growth, continuity of work flow and long range development of employees.

Develops annual performance measures and completes performance evaluations of subordinate staff and recommends appropriate personnel action.

Performs other related duties as requested or assigned

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Supervision Received:

This position receives general administrative direction from the Chief Director of Information Technology.

Supervision Exercised:

This position Positions in this classification exercise provides general supervision over to information technology staff in Management Information Systems.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Working knowledge of and experience in System analysis, system architecture, advanced programming and system/database administration in an enterprise networking environment

Enterprise networking, internet architecture, and enterprise directory structure

Information system security, backup/recovery strategy, business continuity, and disaster recovery

Systems integration, cloud-based mobile computing models

Operating systems and networked storage systems

Supervisory principles and practices sufficient to determine the most appropriate course of action in handling grievances or disciplinary matters of subordinate staff

Principles and practices of effective leadership, including team building, staff supervision, performance management, and strategic decision-making in a complex organizational environment

Administrative management principles, practices, laws, and policies related to budget development and administration

Effective employee supervision, training, evaluation, and development techniques and practices

Budget development and administration, including cost analysis, forecasting, and resource allocation

Principles and best practices of management information systems project planning and management

Working knowledge of Project planning and management Knowledge of Budgeting procedures and requirements sufficient to be able to administer a budget to accomplish information system services objectives

Knowledge of Supervisory principles and practices sufficient to be able to delegate responsibility and assignments to subordinate personnel Knowledge of Employee development principles and practices sufficient to be able to ensure the long range success of the organization by incorporating cross training, delegation, mentoring, job specific training, and other principles into the daily work of the network support services operati Knowledge of Supervisory principles and practices sufficient to be able to establish and implement subordinates' performance evaluation programs

Knowledge of Interviewing techniques sufficient to be able to select and hire appropriate personnel for positions or approve recommendations for subordinate supervisors

Skills & Abilities:

Apply advanced programming and system architecture principles to oversee enterprise-wide application development, deployment, and optimization

Assess and improve information system security protocols, including data backup, access controls, and intrusion prevention systems, across distributed environments

Develop and enforce technical guidelines and programming standards that support consistent and reliable system development, deployment, and maintenance

Develop, implement and evaluate departmental policies and procedures to ensure consistency, compliance, and operational efficiency.

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Model professional integrity and ethics and deal quickly with breaches and misconduct

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential solutions to District leadership

Stay updated on technology changes and adapt to new technologies

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives

Ability to Communicate effectively, well both orally and in writing

Recognize practices that perpetuate inequity and respond appropriately by formulating and implementing recommendations for equity-minded practices and eliminating barriers to success in all areas of responsibility

Promote, support, educate, and hold accountable for results of equity-enhancing efforts, fostering a culture of care, inclusivity, belonging, and mutual respect

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

Ability to define work functions and developing methodologies to ensure effective completion of work assignmentsAbility to develop and implement management information services policies and procedures

Ability to develop techniques and methodologies to resolve unprecedented problems or situationsAbility to maintain effective working relationships with administrators, managers, faculty, staff, student workers and outside contacts and vendors

Ability to apply initiative, sound judgment, discretion and effective decision making to integrate organizational priorities, meet deadlines and achieve objectives

Skill in utilizing the principles and practices of effective and persuasive communication to elicit information, negotiate problems resolution, influence and solicit cooperation and seek and obtain support

MINIMUM QUALIFICATIONS

Education Requirement:

Baccalaureate Bachelor's degree in computer information systems, computer science, electronic engineering, business administration, or a closely related field. A master's degree in a related field is preferred.

Experience Requirement:

Seven (7) years of professional level experience providing management information services which includes the following at least three (3) years of recent experience in Oracle core technology implementation, Oracle enterprise database, Oracle development tools, and Oracle application server technology. At least two (2) years of experience supervising professional level staff responsible for enterprise information systems development and implementationFive years of professional level experience in management information systems, including experience performing application development or database management using Oracle technologies, including two years of supervisory or lead experience.

[Experience with Enterprise Resource Planning \(ERP\) is highly desirable.](#)

[Experience with Oracle Portal and Oracle Internet Directory implementation is highly desirable.](#) Relevant work experience in a community college is desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

[Licensure and/or Certification:](#)

[Current Oracle Certified Professional certificate is desirable.](#)

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. [The employee is regularly required to lift, carry, push, or pull up to 10 pounds.](#) While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Exempt
Personnel Commission Approval Date:	11/30/06
Class History:	None
Revision Date(s):	Hay Study , 03/18/09, 4/17/13, 9/29/15, 5/3/23, 10/1/25

**Santa Monica Community College District
Personnel Commission
Director of Management Information Systems**

CONCEPT OF THE CLASS

Under general direction this position directs, plans and manages the daily activities related to the integration, implementation and secure, continuous operation of the College's information systems, applications and databases that support academic and administrative functions. The incumbent directs institutional information systems and data resources, manages programming and database administration staff while contributing technical expertise to project implementation, administration, and support of mission critical information systems.

DISTINGUISHING CHARACTERISTICS

The **Director of Management Information Systems** directs, plans and manages daily activities related to the integration, implementation and secure, continuous operation of the College's information systems and databases that support academic and administrative functions. The **Director of Network and Technology Services** directs, plans and manages daily activities related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

The **Database Administrator** administers, plans, develops, and implements strategic data models to ensure the availability, optimum performance, accessibility, security, efficiency and integrity of databases that are an integral part of district-wide applications.

ESSENTIAL DUTIES

Directs long and short-term strategy for institutional information systems and data resources by ensuring availability, accessibility, security and efficiency.

Serves as the technical authority on ERP and MIS platforms, overseeing configuration, testing and deployment to optimize system functionality and operational performance.

Implements and interprets policies and procedures developed by higher level administrators and senior management and recommends the establishment or modification of policies and procedures.

Manages administrative systems development by planning, supervising, and evaluating the work of assigned staff.

Directs the determination of guidelines for programming and information systems development.

Establishes procedures and processes that govern functions and delivery of information systems and services.

Plans and supports the implementation of the data center and report production facilities.

Coordinates and communicates service interruptions for feature and patch deployment.

Plans, supports, and sustains the institution's information systems infrastructure to ensure continuity and modernization.

Develops and implements strategic standards and processes that elevate user support, training, and operational efficiency while reducing associated costs.

Assigns staff to projects in accordance with departmental procedures and implementation processes.

Prepares budget recommendations; monitors and controls budget expenditures for ongoing systems needs, including cost forecasting and resource estimating.

Monitors security of information systems; plans for disaster recovery; maintains appropriate system logs and procedural manuals.

Resolves operational and procedural problems consistent with organizational directives and addresses other concerns as directed or necessary.

Confers and collaborates with vendors, outside agencies and internal staff to define routine operations and implement new projects.

Leads all MIS initiatives by defining scope, coordinating schedules, and ensuring timely, budget-aligned delivery while delegating authority and responsibilities to principal programmers and staff to maintain operational efficiency and accountability.

Recommends departmental staffing needs; develops, recommends, and implements staff training and development programs that support individual career paths, promote employee growth, ensure continuity of operations, and foster long-term development.

Develops annual performance measures and completes performance evaluations of subordinate staff and recommends appropriate personnel action.

Performs other related duties as requested or assigned

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Supervision Received:

This position receives general direction from the Chief Director of Information Technology.

Supervision Exercised:

This position provides general supervision to information technology staff in Management Information Systems.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

System analysis, system architecture, advanced programming and system/database administration in an enterprise networking environment

Enterprise networking, internet architecture, and enterprise directory structure

Information system security, backup/recovery strategy, business continuity, and disaster recovery

Systems integration, cloud-based mobile computing models

Operating systems and networked storage systems

Supervisory principles and practices sufficient to determine the most appropriate course of action in handling grievances or disciplinary matters of subordinate staff

Principles and practices of effective leadership, including team building, staff supervision, performance management, and strategic decision-making in a complex organizational environment

Administrative management principles, practices, laws, and policies related to budget development and administration

Effective employee supervision, training, evaluation, and development techniques and practices

Budget development and administration, including cost analysis, forecasting, and resource allocation

Principles and best practices of management information systems project planning and management

Skills & Abilities:

Apply advanced programming and system architecture principles to oversee enterprise-wide application development, deployment, and optimization

Assess and improve information system security protocols, including data backup, access controls, and intrusion prevention systems, across distributed environments

Develop and enforce technical guidelines and programming standards that support consistent and reliable system development, deployment, and maintenance

Develop, implement and evaluate departmental policies and procedures to ensure consistency, compliance, and operational efficiency.

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Understand internal and external customer immediate and long term needs to provide viable solutions and recommendations

Utilize organizational funds, material resources and staffing levels wisely and strategically

Maintain an open and approachable manner and easily build rapport with others

Model professional integrity and ethics and deal quickly with breaches and misconduct

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential solutions to District leadership

Stay updated on technology changes and adapt to new technologies

Create a positive work environment and ensure that clear, challenging and attainable goals are set for assigned groups and aligned with organizational objectives Communicate effectively, both orally and in writing Recognize practices that perpetuate inequity and respond appropriately by formulating and implementing recommendations for equity-minded practices and eliminating barriers to success in all areas of responsibility

Promote, support, educate, and hold accountable for results of equity-enhancing efforts, fostering a culture of care, inclusivity, belonging, and mutual respect

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree in computer information systems, computer science, , business administration, or a related field. A master's degree in a related field is preferred.

Experience Requirement:

Five years of professional level experience in management information systems, including experience performing application development or database management using Oracle technologies, including two years of supervisory or lead experience.

Experience with Enterprise Resource Planning (ERP) is highly desirable.

Relevant work experience in a community college is desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis.

Licensure and/or Certification:

Current Oracle Certified Professional certificate is desirable.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 10 pounds. While performing the duties of this job, the noise level in the work environment is usually quiet.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Exempt
Personnel Commission Approval Date:	11/30/06
Class History:	None
Revision Date(s):	03/18/09, 4/17/13, 9/29/15, 5/3/23, 10/1/25

Agenda Report Number	3
Subject	Classification Description Revisions: Information Systems Security Officer Cyclical Review
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	August Faustino, Personnel Analyst

BACKGROUND

Attached for your approval are the classification revisions for **Information Systems Security Officer**.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

The Information Systems Security Officer classification was established in December 2018. This proposed revision is the first since its establishment. There is currently one permanent incumbent in this classification.

METHODOLOGY

This study was scheduled in the cyclical review calendar for 2024-2025. The incumbents in the Information Technology management classifications were invited to participate in a study orientation on April 7, 2025 to discuss the purpose of the study, methodology, timelines, possible outcomes and implications, and frequently asked questions. The management incumbents in this job discipline were requested to complete Position Description Questionnaires (PDQs) by April 23, 2025.

Personnel Commission staff consulted with Calvin Madlock, Chief Director Information Technology to discuss the classification description. In addition, the supervisor was requested to complete a duty analysis worksheet by rating the frequency and criticality of each duty in the current class description. Description revisions proposed to clarify duties assigned and distinguishing characteristics.

A job evaluation and an external salary study of public agencies with positions that have comparable duties and responsibilities was conducted. Salary data was gathered based on the comparison of positions with the level of duties and responsibilities most similar to the subject position.

RESULTS

Based on data gathered, description revisions are being proposed to clarify distinguishing characteristics, essential duties assigned, knowledge, skills and abilities, and minimum qualifications to more accurately reflect the nature and scope of the work performed.

A comprehensive salary survey of 15 comparable agencies was conducted to examine industry trends and determine proposed salary ranking.

The survey yielded several strong to moderate matches as indicated below, with some variability in assigned functions but with comparable levels of responsibility.

AGENCY	JOB TITLE	MIN	MAX	MEDIAN
Santa Monica College	Information Systems Security Officer	\$11,203	\$13,617	\$12,410
Cerritos College	Manager, Information Technology Security	\$10,151	\$12,769	\$11,460
Contra Costa CCD	Information Security Officer	\$11,540	\$14,060	\$12,800
El Camino College	Information Security Officer	\$11,538	\$13,389	\$12,464
Glendale College	Information Security Officer	\$8,587	\$10,957	\$9,772
Pasadena City College	Director, Information Security	\$11,098	\$13,264	\$12,181
	Average	\$10,583	\$12,888	\$11,735
	25th Percentile	\$10,151	\$12,769	\$11,460
	50th Percentile	\$11,098	\$13,264	\$12,181
	70th Percentile	\$11,450	\$13,364	\$12,407
	80th Percentile	\$11,539	\$13,523	\$12,531
	90th Percentile	\$11,539	\$13,792	\$12,665
	SMC % RANK	55.9%	83.4%	70.2%
	SMC Difference From AVG	5.5%	5.4%	5.4%
	SMC Difference From MED	0.9%	2.6%	1.8%

The current salary range for Information Systems Security Officer is Range M31 on the Classified Management Salary Schedule. In this survey, SMC is in the 70th median percentile compared to all benchmark agencies with comparable classifications; that is, 30% of market comparables were paid higher than the SMC classification.

Based on median percentile ranking at the 70th percentile, salary reallocation is not recommended given current salary meets the District's goal to target the 70th percentile.

The following chart shows related classifications in this job discipline and salary allocation for each classification:

JOB TITLE	REPORTS TO	RANGE	MIN	MAX	% DIFF BETWEEN LEVELS (MIN)
Chief Director of Information Technology*	Vice President of Business/Admin	A21	\$16,966	\$18,705	15.76%
Director of Network and Technology Services*	Chief Director of IT	A15	\$14,656	\$16,158	0.00%
Director of Management Information Systems*	Chief Director of IT	A15	\$14,656	\$16,158	30.82%
Management Information Systems (MIS) Manager**	Chief Director of IT	M31	\$11,203	\$13,617	0.00%
<i>Information Systems Security Officer</i>	<i>Chief Director of IT</i>	<i>M31</i>	<i>\$11,203</i>	<i>\$13,617</i>	<i>6.15%</i>
Principal Programmer Analyst*	Director of MIS	58	\$10,554	\$12,829	0.00%
Database Administrator*	Director of MIS	58	\$10,554	\$12,829	10.26%

*Under review.

**Proposed to be abolished.

Cyclical review results have been sent to the incumbent, Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the proposed classification description revisions for Information Systems Security Officer.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

**Santa Monica Community College District
Personnel Commission**

Information Systems Security Officer

CONCEPT OF THE CLASS

Under general direction from the Chief Director of Information Technology, ~~the~~this position ~~in this classification~~ plans, develops and manages the campus information security programs and operations. The incumbent is responsible for developing and implementing policies and procedures that protect electronic data, digital assets and network infrastructure from internal and external security threats.

DISTINGUISHING CHARACTERISTICS

The **Information Systems Security Officer** plans, develops and manages the campus information security programs and operations. The incumbent is required to have current specialized expertise in information security and is responsible for campus information security policies and procedures.

The **Information Systems Engineer** performs advanced professional level project lead work administering highly complex technical projects related to designing, architecting, planning, analyzing, developing, configuring and administering various computer and information systems and services.

The **Network Engineer** performs advanced professional level project lead work administering and designing highly complex technical projects related to the configuration, installation, maintenance and support for the District's network services, equipment and devices to ensure the operation, performance, and maintenance of the enterprise wide network.

The **Director of Network and Technology Services** plans and manages core technology programs related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

~~The **Management Information Systems Manager** supervises the day to day activities related to the integration, implementation and secure, continuous operation of the College's information systems, applications and databases.~~

ESSENTIAL DUTIES

Develops and implements campus information security policies, procedures and standards to enhance security and protect Santa Monica College electronic data and network infrastructure from internal and external security breaches.

Establishes and maintains a proactive district action plan for detecting, reporting and mitigating security breaches.

Utilizes industry best practice approach to conduct audits and scans of networks to assess security risks and vulnerabilities; conducts penetration testing that simulates system attacks and exposes critical vulnerabilities; prioritizes risks based on exploitability and applies corrective measures.

Regularly monitors and assesses unusual or suspicious activity, server, network, application, intrusion detection and firewall logs to identify and respond to security vulnerabilities, threats and incidents.

Manages authentication systems, and campus logical security systems and related physical security systems and ensures they meet institutional and regulatory compliance standards.

Monitors security systems performance, provides appropriate action for improvement and assists with resolving system security problems.

Initiates, plans, and manages projects related to the development, enhancement, maintenance, and implementation of security systems.

Implements network security initiatives for network enhancements, encryption, firewall, virtual private network (VPN) and demilitarized zone (DMZ) infrastructure and authentication management.

Proactively engages and participates with the California Community Colleges Information Security Center initiatives and activities aimed at maintaining the integrity of information systems in alignment with local college governance standards.

Recommends and implements a disaster recovery plan for operating systems, network servers, databases and applications.

Develops information systems security data compliance objectives and implementation of institutional security frameworks that protect critical IT infrastructure, data assets, and operations.

Leads risk assessments, vulnerability audits, and compliance reviews to meet regulatory standards and safeguards of hardware, software, and legacy system integrations.

Initiates, plans and manages processes for providing user system access based on industry best practices and a need to have methodology; documents and investigates security breaches, initiates response activities to minimize the impact and determine how the breach occurred.

Manages district security camera, access control and authentication systems; assists with gathering video, voice and access information for College Police and Senior Staff as requested.

Promotes security awareness in the campus community by providing ongoing information security awareness training on security protocols, policies and procedures; advises and assists users in proper security procedures.

Maintains technology currency and researches emerging security products, services and standards; proposes innovative security system enhancements and solutions that meet and anticipate the district's future needs; ~~stays abreast of legislative requirements surrounding systems security and data protection to ensure compliance.~~

Maintains a variety of records, compiles security related statistical data, and prepares reports related to system security, including configuration reports.

Travels to multiple District sites and external locations to conduct security assessments, attend training, and coordinate security initiatives

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

This position receives general ~~administrative~~ direction from the Chief Director of Information Technology.

Level of Supervision Exercised

This position may supervise or provide lead direction to other staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Information system security, backup/recovery strategy, business continuity, and disaster recovery

Computer applications, operating systems, hardware, networked storage systems, telecommunications, TCP/IP, complex LAN/WAN network infrastructure, and relational database systems implementation and operation

System security controls, permissions and interoperability standards to ensure security and integrity of data and consistency in computer software applications

Firewalls, intrusion detection and prevention systems, authentication, access control, auditing and scanning systems, VPN, and remote access systems

Systems application and Internet security standards, privacy techniques

Methods for gathering and presenting general, statistical and technical data; reporting methods and procedures

Legislative requirements surrounding systems security and data protection to ensure compliance

Report writing practices and techniques

~~Best practices related to report writing~~

~~Employee development and supervision principles and practices sufficient to be able to ensure the long range success of the organization by incorporating cross training, mentoring, job specific training, and other principles into the daily work of the assigned staff~~

Skills & Abilities:

Assess information technology security incidents to determine vulnerability and provide solutions to eliminate threats

Conduct security incident investigations and analyze security breaches

Diagnose and quickly respond to and resolve security breaches and understand reasons for systems failures

Manage, coordinate and conduct information security related training and projects from inception to completion

Ensure Information Security and Data Privacy best practices are followed

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Operate a computer using computer applications, programs and standard office equipment

Organize and maintain specialized files and confidentiality of employee and student information

Develop and implement information systems security policies and procedures in a complex and integrated technology environment

Communicate effectively, both orally and in writing, ~~with all levels of administration, faculty, and staff~~

Maintain an open and approachable manner and easily build rapport with others

Create a positive work environment and ensure that clear, challenging, and attainable goals are set for assigned staff and aligned with organizational objectives

Maintain composure and focus with a high workload, competing and conflicting demands and multiple interruptions

Develop techniques and ~~methodologies approaches~~ to resolve highly technical and unprecedented problems or situations

Model professional integrity and deal quickly with breaches of misconduct

Stay ~~abreast of~~ updated on technology changes, recommend upgrades and adapt to new technologies

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential solutions to District leadership

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

~~Apply initiative, sound judgment, discretion and effective decision making to integrate organizational priorities, meet deadlines and achieve objectives. Define work functions, develop methodologies, provide resources needed, and delegate responsibility according to staff abilities, opportunities for development and relevant rules and policies to ensure effective and timely completion of work assignment. Provide and role model exceptional customer service by giving viable solutions and recommendations for the immediate and long-term needs of internal and external customers~~

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree in computer information systems, computer science or a ~~closely~~ related field, ~~from an accredited university or college~~. A master's degree in a ~~closely~~ related field is desirable.

Experience Requirement:

Five years of ~~recent~~ professional experience working in information and system security including network ~~and or~~ systems administration and the development, implementation and maintenance of information technology security systems. Management experience in an information systems security environment is desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis

Licensure and/or Certification:

Possession of a valid driver's license is required. Current professional certification in information systems security is desirable.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of

those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the employee is also occasionally exposed to chemicals and/or hazardous materials.

CLASS DETAIL	
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<i>Job Family:</i>	Information Technology
<i>FLSA Status:</i>	Exempt
<i>Personnel Commission Approval Date:</i>	12/12/18
<i>Class History:</i>	None
<i>Revision Date(s):</i>	<u>10/1/2025</u>

**Santa Monica Community College District
Personnel Commission**

Information Systems Security Officer

CONCEPT OF THE CLASS

Under general direction from the Chief Director of Information Technology, this position plans, develops and manages the campus information security programs and operations. The incumbent is responsible for developing and implementing policies and procedures that protect electronic data, digital assets and network infrastructure from internal and external security threats.

DISTINGUISHING CHARACTERISTICS

The **Information Systems Security Officer** plans, develops and manages the campus information security programs and operations. The incumbent is required to have current specialized expertise in information security and is responsible for campus information security policies and procedures.

The **Information Systems Engineer** performs advanced professional level project lead work administering highly complex technical projects related to designing, architecting, planning, analyzing, developing, configuring and administering various computer and information systems and services.

The **Network Engineer** performs advanced professional level project lead work administering and designing highly complex technical projects related to the configuration, installation, maintenance and support for the District's network services, equipment and devices to ensure the operation, performance, and maintenance of the enterprise wide network.

The **Director of Network and Technology Services** plans and manages core technology programs related to operating system and server administration, network design and maintenance, physical IT infrastructure, and end user support services.

ESSENTIAL DUTIES

Develops and implements campus information security policies, procedures and standards to enhance security and protect Santa Monica College electronic data and network infrastructure from internal and external security breaches.

Establishes and maintains a proactive district action plan for detecting, reporting and mitigating security breaches.

Utilizes industry best practice approach to conduct audits and scans of networks to assess security risks and vulnerabilities; conducts penetration testing that simulates system attacks and exposes critical vulnerabilities; prioritizes risks based on exploitability and applies corrective measures.

Regularly monitors and assesses unusual or suspicious activity, server, network, application, intrusion detection and firewall logs to identify and respond to security vulnerabilities, threats and incidents.

Manages authentication systems, campus logical security systems and related physical security systems and ensures they meet institutional and regulatory compliance standards.

Monitors security systems performance, provides appropriate action for improvement and assists with resolving system security problems.

Initiates, plans, and manages projects related to the development, enhancement, maintenance, and implementation of security systems.

Implements network security initiatives for network enhancements, encryption, firewall, virtual private network (VPN) and demilitarized zone (DMZ) infrastructure and authentication management.

Proactively engages and participates with the California Community Colleges Information Security Center initiatives and activities aimed at maintaining the integrity of information systems in alignment with local college governance standards.

Recommends and implements a disaster recovery plan for operating systems, network servers, databases and applications.

Develops information systems security data compliance objectives and implementation of institutional security frameworks that protect critical IT infrastructure, data assets, and operations.

Leads risk assessments, vulnerability audits, and compliance reviews to meet regulatory standards and safeguards of hardware, software, and legacy system integrations.

Initiates, plans and manages processes for providing user system access based on industry best practices and a need to have methodology; documents and investigates security breaches, initiates response activities to minimize the impact and determine how the breach occurred.

Manages district security camera, access control and authentication systems; assists with gathering video, voice and access information for College Police and Senior Staff as requested.

Promotes security awareness in the campus community by providing ongoing information security awareness training on security protocols, policies and procedures; advises and assists users in proper security procedures.

Maintains technology currency and researches emerging security products, services and standards; proposes innovative security system enhancements and solutions that meet and anticipate the district's future needs;

Maintains a variety of records, compiles security related statistical data, and prepares reports related to system security, including configuration reports.

Travels to multiple District sites and external locations to conduct security assessments, attend training, and coordinate security initiatives

Performs other related duties as requested or assigned.

Examples of essential duties are descriptive and not restrictive in nature, and are generally listed in descending order of importance.

SUPERVISION

Level of Supervision Received

This position receives general direction from the Chief Director of Information Technology.

Level of Supervision Exercised

This position may supervise or provide lead direction to other staff.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge:

Information system security, backup/recovery strategy, business continuity, and disaster recovery

Computer applications, operating systems, hardware, networked storage systems, telecommunications, TCP/IP, complex LAN/WAN network infrastructure, and relational database systems implementation and operation

System security controls, permissions and interoperability standards to ensure security and integrity of data and consistency in computer software applications

Firewalls, intrusion detection and prevention systems, authentication, access control, auditing and scanning systems, VPN, and remote access systems

Systems application and Internet security standards, privacy techniques

Methods for gathering and presenting general, statistical and technical data; reporting methods and procedures

Legislative requirements surrounding systems security and data protection to ensure compliance

Report writing practices and techniques

Skills & Abilities:

Assess information technology security incidents to determine vulnerability and provide solutions to eliminate threats

Conduct security incident investigations and analyze security breaches

Diagnose and quickly respond to and resolve security breaches and understand reasons for systems failures

Manage, coordinate and conduct information security related training and projects from inception to completion

Ensure Information Security and Data Privacy best practices are followed

Organize, set priorities and exercise sound independent judgment within areas of assigned responsibility

Operate a computer using computer applications, programs and standard office equipment

Organize and maintain specialized files and confidentiality of employee and student information

Develop and implement information systems security policies and procedures in a complex and integrated technology environment

Communicate effectively, both orally and in writing

Maintain an open and approachable manner and easily build rapport with others

Create a positive work environment and ensure that clear, challenging, and attainable goals are set for assigned staff and aligned with organizational objectives

Maintain composure and focus with a high workload, competing and conflicting demands and multiple interruptions

Develop techniques and approaches to resolve highly technical and unprecedented problems or situation

Model professional integrity and deal quickly with breaches of misconduct

Stay updated on technology changes, recommend upgrades and adapt to new technologies

Use techniques of advanced business data and organizational analysis to systematically identify and assess complex enterprise-wide issues and present potential solutions to District leadership

Demonstrate knowledge of diversity, equity, inclusion, and accessibility principles and participate in related training

Establish and maintain effective working relationships with others, supporting a climate of anti-racism and mutual respect that values people of all backgrounds, demographics, and experiences

MINIMUM QUALIFICATIONS

Education Requirement:

Bachelor's degree in computer information systems, computer science or a related field. A master's degree in a related field is desirable.

Experience Requirement:

Five years of professional experience working in information and system security including network or systems administration and the development, implementation and maintenance of information technology security systems. Management experience in an information systems security environment is desirable.

Education/Experience Equivalency:

Experience and/or education of the same kind, level and amount as required in the minimum qualifications may be substituted on a year-for-year basis

Licensure and/or Certification: Possession of a valid driver's license is required. Current professional certification in information systems security is desirable.

WORKING ENVIRONMENT & PHYSICAL DEMANDS

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to sit, use hands to keyboard, type, or handle materials, and talk and/or hear. The employee is occasionally required to stand and walk. The employee is regularly required to lift, carry, push, or pull up to 25 pounds. While performing the duties of this job, the employee is also occasionally exposed to chemicals and/or hazardous materials.

CLASS DETAIL

Job Family:	Information Technology
FLSA Status:	Exempt
Personnel Commission Approval Date:	12/12/18
Class History:	None
Revision Date(s):	10/1/2025

Agenda Report Number	4
Subject	Classification Abolishment: Management Information Systems Manager Cyclical Review
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	August Faustino, Personnel Analyst

BACKGROUND

Attached for your approval is a request to abolish the **Management Information Systems Manager** classification.

As part of the cyclical review process, we are reviewing classifications in the Information Technology job discipline. Information Technology consists of multiple specialized units including network services, management information systems, IT infrastructure, and end user support, and is responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals.

During the cyclical review process, IT management indicated that they no longer need this classification, as relevant functions have been absorbed by other classifications. Specifically:

- Duties of the Management Information Systems Manager have been absorbed by the Director of Management Information Systems.

The Management Information Systems Manager became vacant in July 2023.

The following chart shows classifications within the IT management group:

CLASS TITLE	RANGE	MIN	MAX
Chief Director of Information Technology	A21	\$16,966	\$18,705
Director of Network and Technology Services	A15	\$14,656	\$16,158
Director of Management Information Systems	A15	\$14,656	\$16,158
Information Systems Security Officer	M31	\$11,203	\$13,617
Management Information System (MIS) Manager (proposed for abolishment)	M31	\$11,203	\$13,617
IT Infrastructure Manager	M29	\$10,670	\$12,969
IT User Support Manager	M29	\$10,670	\$12,969

There are currently no eligibility lists, or reemployment lists for this classification. This proposal was sent for review to Department Management, Business Services, Human Resources, and executive leadership.

RECOMMENDATION

It is recommended that the Commission approve the abolishment of the Management Information Systems Manager classification.

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Joy Abbott
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	Commissioner Jansen asked for clarification on the following sentences in the agenda report, “During the cyclical review process, IT management indicated that they no longer need this classification, as relevant functions have been absorbed by other classifications. Specifically: • Duties of the Management Information Systems Manager have been absorbed by the Director of Management Information Systems.” Director Long clarified that both classifications oversee the work of the MIS Department. The Director of MIS has a higher level of authority than the MIS Manager, which may include planning, budget oversight, setting performance expectations, and higher level project management.

Agenda Report Number	5
Subject	Exam Schedule
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following examination schedule.

Classification Title	Field of Competition	Time
Senior Campus Safety Officer	Promotional	3 Weeks

Disposition by the Commission	
Motion Made By	Barbara Greenstein
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	6
Subject	Appointments to Provisional Assignments
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is advised that the following persons have been appointed to the following provisional assignments, not to exceed 90 working days pursuant to Section 7.2 of the Rules and Regulations of the Classified Service of the Santa Monica Community College District.

Candidate	Position	Department	Duration
Emily Gomez	Student Services Clerk	Financial Aid & Scholarships	9/24/2025 – 6/30/2026
Landry Irumva	Events Assistant	SMC Performing Arts	7/01/2025 - 8/14/2025
Steve Figueroa	Laboratory Technician- Physics/Engineering	Academic Affairs	9/17/2025- 10/31/2025

Disposition by the Commission	
Motion Made By	Deborah Jansen
Seconded By	Joy Abbott
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	Commissioner Abbott and Commissioner Jansen questioned the dates of these assignments and why they are predated. Director Long assured the Commissioners that these requests vary and come from different areas of the College.

Agenda Report Number	7
Subject	Ratification of Working Out of Class and Internal Limited Term Assignments
	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission

It is recommended that the Personnel Commission approve the following provisional working out of class assignments.

I.Extension to Substitute Limited Term Assignment

Name/Permanent Class	Substitute Limited Term Assignment*	Dates of Current Assignment	Extended Dates
Jennifer Landa, Workforce and Economic Development Specialist	Program Coordinator, Workforce and Economic Development	7/1/2025 to 8/31/2025	9/1/2025 to 12/23/2025

**Unless otherwise noted, WOC assignments are paid at 100%.*

3.2.10 CONCEPT OF WORKING OUT OF CLASSIFICATION

Each classified employee shall be required to perform the duties of the position approved by the Board and classified by the Personnel Commission for the class to which he or she is assigned. An employee may be required to perform other related duties consistent with the concept of the classification to which the position is assigned.

Classified employees shall not be required to perform duties and responsibilities which are not fixed and prescribed for their positions or are not consistent with the concept of the classification of their current position for any period of time which exceeds five (5) working days within a fifteen (15) calendar day period, or equivalent (i.e., four 10-hour working days within a fifteen (15) calendar day period) except as provided by this rule.

Working out of class assignments are designed for temporary situations and shall not be used to place an employee in a long-term or permanent assignment in a higher or different classification. No employee shall be assigned to work out of class beyond the time limits specified in Merit Rule 7.2 (Provisional Appointments) and Merit Rule 7.4 (Limited Term Appointments).

B. Procedure for Supervisor Requesting Approval for Working Out of Class

The Director of the Personnel Commission will advise the Office of Human Resources of the findings and shall present those findings, including the recommended pay approval shall then be sent by the Personnel Commission to the Supervisor and the employee, and forwarded to the Board of Trustees for final approval.

Agreement between Santa Monica Community College and CSEA, Chapter 36, Article 11

11.7.1 Definition:

Working out of classification assignments shall not exceed a period of ninety (90) working days per fiscal year and no more than ninety (90) days in any one hundred eighty (180) day period.

11.7.3 Compensation:

a. In the event that an employee is assigned duties at a higher classification as defined above and those duties make up at least fifty percent (50%) of the employee's daily assignments, the employee salary shall be adjusted as set forth in Section 11.4.1.

b. If those duties make up less than fifty percent (50%) of the employee's daily assignment, the District shall pay the employee equal to one half (1/2) of the stipend that would have been paid under sub division a (above)

11.4 Salary on Promotion

11.4.1 When an employee is promoted to a position in a higher salary range, he/she shall receive the next higher dollar amount above his/her present rate of pay, but not less than the minimum of the new salary range. If that amount is less than a one-step (5%) increase, the employee shall be placed at the next higher step over that authorized above.

RECOMMENDATION

It is recommended that the Personnel Commission approve the requests for working out-of-class for the appropriate stipend as indicated under subdivision a of CSEA, Chapter 36, Article 11.7.3.b. (above).

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	8
Subject	Ratification of Limited Term Assignments
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is requested to ratify the classification of the following Limited Term positions pursuant to Section [7.4.2(C)] of the Rules and Regulations of the Classified Service of the Santa Monica Community College District:

Classification	Department	Effective Dates
Administrative Assistant I	Athletics & Kinesiology	7/1/2025-12/9/2025*

*Adjustment to end date.

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Deborah Jansen
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	9
Subject	Appointment to Limited Term Assignments
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

The Personnel Commission is requested to ratify the classification of the following Limited Term positions pursuant to Section [7.4.2(C)] of the Rules and Regulations of the Classified Service of the Santa Monica Community College District:

Candidate	Classification	Department	Effective Dates
Jessica Balsam	Administrative Assistant I	Athletics & Kinesiology	7/1/2025-12/9/2025*

*Adjustment to end date.

Disposition by the Commission	
Motion Made By	Barbara Greenstein
Seconded By	Lawrence Leone
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

Agenda Report Number	10
Subject	Ratification of Eligibility List
Date	October 1, 2025
To	Members of the Personnel Commission
From	Carol Long, Director of the Personnel Commission
By	Tatiana Morrison, Personnel Technician

It is recommended that the Personnel Commission approve the following eligibility lists.

Classification	Number of Promotional Candidates	Total Number of Candidates	Expiration Date
Enrollment Services Specialist (Promo)	3	3	4/6/2026

Disposition by the Commission	
Motion Made By	Joy Abbott
Seconded By	Barbara Greenstein
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	

IV. Adjournment at 1:11p.m.

Disposition by the Commission	
Motion Made By	Lawrence Leone
Seconded By	Deborah Jansen
Ayes	5
Nays	0
Abstentions	0
Amendments/Comments	Chair Metoyer gave a special thanks to Personnel Commission staff for all the work they do.

Month	Day	Year	Time	Meeting Location
October	15	2025	12:00 PM	1900 Pico Blvd Business Rm 117
November	19	2025	12:00 PM	1900 Pico Blvd Business Rm 117
December	17	2025	12:00 PM	1900 Pico Blvd Business Rm 117
January	21	2026	12:00 PM	1900 Pico Blvd Business Rm 117
February	18	2026	12:00 PM	1900 Pico Blvd Business Rm 117
March	18	2026	12:00 PM	1900 Pico Blvd Business Rm 117
April	15	2026	12:00 PM	1900 Pico Blvd Business Rm 117
May	20	2026	12:00 PM	1900 Pico Blvd Business Rm 117
June	17	2026	12:00 PM	1900 Pico Blvd Business Rm 117

As required by law, the agenda for the October 1, 2025, Special Meeting of the Santa Monica College Personnel Commission was posted on the Official District Website no later than 24 hours prior to the date and time of this meeting.