SEQUOIA UNION | ELEMENTARY SCHOOL

Sequoia Union Board of Trustees Special Board Meeting
February 9, 2023 at 7:30 p.m.

A regular meeting of the Board of the Sequoia Union Elementary School will be held at 23958 Avenue 324, Lemon Cove, CA.

In compliance with the Americans with Disabilities Act, for those requiring special assistance to access the Board meeting room, to access written documents being discussed at the Board meeting, or to otherwise participate at Board meetings, please contact the school office at (559) 564-2106 for assistance. Notification at least 48 hours before the meeting will enable the District to make reasonable arrangements to ensure accessibility to the Board meeting and to provide any required accommodations, auxiliary aids or services.

Documents provided to a majority of the Governing Board regarding an open session item on this agenda will be made available for public inspection in the District office located at 23958 Ave. 324, Lemon Cove, California during normal business hours and on the website at https://www.sequoiaunion.org/

1. **CALL TO ORDER at 7:30 pm (or as soon as the Regular Board Meeting has been adjourned)**
2. **FLAG SALUTE**
3. **APPROVAL OF AGENDA**
4. **COMMENTS FROM THE PUBLIC**
    Board Policy #9323 allows each individual speaker three minutes for public comment. The public may choose to address the board on any non agenda item at this time, or on an agendized item at this time or at the time of the items discussion. Before making a comment, please gain recognition from the Chair and direct your comments through the Chair. Due to COVID-19, if you wish to submit a comment virtually you may do so online at https://bit.ly/SUpubliccomment. Comments must be submitted one hour prior to the scheduled meeting opening to ensure they will be read. The same requirements relating to the three minute limit apply to written comments also. Comments submitted after the opening of the meeting, but before adjournment will be recorded in the minutes.

5. **ACTION ITEMS**
    5.1 Approve Bank of Sierra Account Signatory
    5.2 Approve the Job Description for the Technology System Support Specialist

6. **ADJOURNMENT**

5. **ACTION ITEMS:** **5.1** **Approve the Bank of Sierra Account Signatory**

Mr. Ken Horn

Superintendent/Principal

February 7, 2023

Regarding Signers for Accounts:

- Revolving Fund - Account #▮▮▮▮▮▮▮▮
- Student Body - Account #▮▮▮▮▮▮▮
- Clearing -Account #▮▮▮▮▮▮▮
- Cafeteria - Account#▮▮▮▮▮▮▮

This letter is written in regard to the Sequoia Union Elementary School's accounts held at the

Exeter Branch of the Bank of Sierra. There have been staff changes on the school site. We

need the following changes to the account signers.

Remove School Staff
Diana Hernandez, Business Manager

Add School Staff
Edgardo Monroy, Business Manager

Governing Board Signers Confirmation (Add if not already on the account)
Lane Anderson, Board President
Melissa Myers, Board Clerk
Nicole Ray, Board Member
Cody Bogan, Board Member
Jon Cotta, Board Member

Sincerely,

Melissa Myers

Clerk, Governing Board

5. **ACTION ITEMS:** 5.2 Approve the Job Description for the Technology System Support Specialist

Technology System Support Specialist

Classified Salary Schedule: 6 Hours Daily, 261 days annually

The Sequoia Union Elementary School District is committed to the development of students with high moral integrity, academic excellence, and self-worth in a safe and supportive environment. The goal of Sequoia Union School District, made up of educators, parents, and the local community, is to give our students the skills to become independent, lifelong learners who will make a positive contribution to society.

About the District:

Sequoia Union Elementary School District is a public school serving 335 students in grades K-8 and is seeking a dynamic, collaborative, and student centered Cafeteria Assistant to join our amazing school community. We are looking for an exceptional person with a deep appreciation for students and the ability to support the needs of all learners. The new member of our staff must be able to work collaboratively with other professionals in a team environment.

About the Position:

Under the general direction of an assigned supervisor, provide professional technical support to district and site users for district supported devices and software. Duties include receiving and setup of new and re-purposed computers, basic helpdesk call and ticketing systems, front counter support, basic diagnostics on computer hardware, basic equipment configuration and installation, as well as help and troubleshooting on common connectivity, hardware, and software problems. Participates in the use of technologies and support systems used in the deployment and management of district assets. This position requires effective communication, teamwork, and collaboration when analyzing and resolving problems or developing solutions.

Essential Duties and Responsibilities:

- Support district and department operations, policies, objectives, and goals.
- Manage the school's fleet of Chromebook computers and hot-spots. This includes cataloging Chromebook's and hot-spots, checking them out to students and troubleshooting malfunctioning devises.
- Managing the school's inventory of other portable computing devises including teacher laptops, tablets and iPad's.
- Coordinate purchase and distribution of other relevant technology and accessories such as walkie-talkies, headphones and charging devises.

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- Manage the Google Administrative Panel including creating email addresses, managing student groups and accounts, and Chromebook devises.
- Work with the Superintendent/Principal, Business Manager and contracted vendors to determine campus technology needs. Together with these parties develop long term plans for purchase, distribution, and retirement of student Chromebook devices and other technology.
- Maintain contact with equipment distributors and supply quotes to administration for technology purchases.
- Serve as the second Admin for the School Information System (SIS - PowerSchool) and assist the administrative assistant with the SIS as needed. Troubleshoot problems teachers and other staff encounter with the SIS.
- Work collaboratively and across teams to develop, promote, and support technology solutions for users.
- Work with all customer service support systems, including call and ticketing systems, to provide professional technical support and customer service for users with account, connectivity, hardware, software, or other technically related user issues.
- Manage assigned tickets, projects, and support requests in an efficient and timely manner to meet department target objectives on response and resolution times.
- Comment and provide information on assigned tickets to adequately inform users of status.
- Prepare basic documentation for various technical support issues or instructional use.
- Develop and maintain documentation supporting assigned and related areas of responsibility.
- Communicate with users in a professional manner using patience, courtesy, and empathy to provide customer satisfaction.
- Install, configure, patch, upgrade, and maintain operating systems and software on district devices. Troubleshoot, and diagnose basic system and software issues to resolve or escalate.
- Monitor security on district devices using approved systems, software, and tools. Advice of compromised devices or accounts to mitigate risk to network or systems.
- Deliver, setup, connect, and configure computers, printers, and peripherals at various district locations.
- Troubleshoot basic hardware issues and perform approved minor hardware repair or parts replacement and coordinate with the Repair Technician for replacement parts, repairs, and warranty work while maintaining related documentation for departmental workflow and warranty claims as necessary.
- Troubleshoot and perform initial diagnostics on basic network connectivity problems in order to resolve or escalate the connectivity issue
- Provide training in the use of district technology hardware, software, and systems to the extent of expected position knowledge.
- Work with, and learn from, team and project mentors.

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- Perform other duties as assigned that support the overall objectives of the district

QUALIFICATIONS

Knowledge and Skills: Requires basic technical knowledge of computer hardware and the electronic components attached or found within, including the corresponding terminology. The candidate must have a basic knowledge of the relationship between the operating system and applications. Knowledge of the steps, techniques, and complexities associated with setting up and configuring computers, connecting to networks, the relationship and use of input and output components. Requires adequate verbal and writing communication skills to explain and convey technical concepts to non-technical users and conduct small group or individual instruction and technical assistance on the use and application of common PC and district software and other technical subjects.

Abilities: Must be able to perform all of the relevant duties of the position with only general supervision. Can prioritize and complete work assignments to meet schedules and deadlines. Works effectively in a team environment. Requires the ability to understand and analyze common technical problems and to develop and apply appropriate solutions. Requires the ability to read, understand and apply information from technical manuals and documentation. Requires the ability to clearly and concisely document, in writing, the steps for troubleshooting and solving hardware and software issues.

Physical Abilities: Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, crawl, climb ladders, and reach to install cables and equipment. Requires sufficient hand eye co-ordination and dexterity to make small component connections. Requires sufficient visual acuity to read technical documents and instructions and align small components. Requires sufficient auditory ability to carry on routine conversations. Requires the ability to lift, push, and pull objects of heavy weight (less than 75 lbs.) on an occasional basis. Requires the ability to work in confined areas with noise variations, dust, and limited ventilation. Ability to sit for extended periods of time.

Education and Experience: : The position requires an Associate's degree with course work in computer hardware and software components, operating systems, and data communications software, plus one year of experience in a computer hardware/software user support environment. Additional experience may substitute for higher education.

Licenses and Certificates: Requires a valid driver's license. An A+ certification or equivalent knowledge is required.

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