



California
School
Employees
Association

4600 Santa Anita Ave.
El Monte, CA 91731-9912

(626) 258-3300
(800) 988-6949

www.csea.com

Adam Weinberger
Association President

Keith Pace
Executive Director

Member of the AFL-CIO

The nation's largest
independent classified
employee association



September 5, 2023

Via Electronic Mail:

[REDACTED]
Irlanda Lopez, President
CSEA Cerritos Chapter 161

Re: Memorandum of Understanding (MOU) –JD Information Technology Analyst

Dear President Lopez:

I have received the attached MOU regarding the above-referenced matter between the Cerritos Community College District and California School Employees Association and its Cerritos Chapter 161.

It has been reviewed in accordance with Policy 610. I have found no apparent violation of law, CSEA's Constitution and Bylaws, or Policy.

Ratification for this MOU *is* required. Please provide your Labor Relations Representative with the ratification date so that we may update our records.

Please ensure your chapter complies with the Ratification Meeting requirements as identified in your chapter constitution and Policy 610 Ratification Notice.

I would like to take this opportunity to acknowledge the time and effort spent by you and the Negotiating Committee in negotiations. Your involvement and dedications are truly appreciated.

Please feel free to contact my office at (626) 258-3340 or hlim@csea.com if you have any questions or concerns.

Sincerely,

CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION

Heng Lim
Field Director

HL/ep

Enclosure

c: Jody Grenier, Region 35 Representative; Oliva B. De Leon, Area G Director; Jerome Wilson, Labor Relations Representative

**MEMORANDUM OF UNDERSTANDING
BETWEEN
CALIFORNIA SCHOOL EMPLOYEES ASSOCIATION AND ITS CERRITOS
CHAPTER #161 (CSEA) AND
CERRITOS COMMUNITY COLLEGE DISTRICT**

July 31, 2023

Cerritos Community College District and California School Employees Association and its Chapter #161, hereinafter known as the parties, have met and conferred regarding the Information Security Analyst classification.

The Parties have agreed that the Information Technology Analyst classification will replace the former classification of Information Security Analyst. In addition, the parties agree to amending the salary grade from the existing Grade 50 to Grade 52.

The Parties recognize CSEA as the sole and exclusive bargaining agent and agree to modify and amend Appendix A in the Parties Collective Bargaining Agreement (CBA) to include the Information Security Analyst classification.

Further, that the Parties have reviewed and have mutually agreed to the Job Description of Information Technology Analyst as attached herein.

Executed on this 31st day of July 2023 in Norwalk, California.

Cerritos Community College District:



Mercedes Gutierrez (Aug 29, 2023 11:22 PDT)

Dr. Mercedes Gutierrez
Vice President, Human Resources/
Assistant Superintendent

California School Employees
Association and its Chapter #161:



Irlanda Lopez (Aug 30, 2023 11:10 PDT)

Irlanda Lopez
CSEA President



Jerome Wilson
CSEA Labor Relations Representative

Position: Information Security <u>Technology</u> Analyst	Salary Grade: 50 <u>52</u>
	BD: 07/18/12

Summary

Coordinates and provides advanced support and maintenance to ~~network~~, database, and applications security. Develops and implements software security solutions to be compatible with access permissions needed by College staff. Improves current procedures and develops test models for future security configurations. The Information ~~Security~~ Technology Analyst analyzes current business processes and oversees the integration and implementation process of effective business practices into the appropriate information systems.

Distinguishing Career Features

The Information ~~Security~~ Technology Analyst serves as a technical leader to ~~Technical Support Specialists~~ and coordinates server network, database, data structure, and applications security. This position requires demonstrated competency and ability to design and implement security solutions. The position requires expanded capability to consult with users from multiple functions, multiple platform applications, lead complex projects involving multiple departments/committees and work independently on multiple platforms. The incumbent in this position must have a solid understanding of PeopleSoft, and its integration with other moderate-to-complex systems (e.g., Degree Audit Reporting System, Student Records, SARS, EAB, ClockWork) and supporting data systems. This position will specify requirements for business information systems and incorporate new technical systems to improve security, workflow, production, efficiency, and effectiveness.

Essential Duties and Responsibilities

- Coordinates reviews, analyzes, and consults with key computer applications users for menu access. Review menu request lists, meets with users to understand and determine level of need, security goals, and provide training.
- Perform system administration, including business process configuration, report development, end user training, and data management within the PeopleSoft enterprise resource planning (ERP) system environment.
- ~~Monitors access to data resources, integrated databases, and the District's ERP. Investigates application and database security structures and violations. Resolves access violations by contacting appropriate levels of authority.~~
- Creates role and permission lists for all departments and employees. ~~using specialized toolkits and query languages.~~ Assigns menu access with proper security level, group and profile access. Maintains changes and corrections of permission lists. Receives requests for new access lists and roles. Maintains database query access on databases District-wide. Analyzes and allows query access to group access to data queries. Maintains up-to-date accounts.

5. Monitors access to data resources, integrated databases, and the District's enterprise resource planning (ERP). Investigates application and database security structures and violations. Resolves access violations by contacting appropriate manager.
6. ~~Researches and analyzes ERP systems for potential security exposure.~~
7. ~~Maintains changes and corrections of permission lists. Receives requests for new access lists and roles. Maintains up to date accounts (profiles).~~
8. ~~Creates and maintains database documentation. Prepares and edits web pages that initiate user requests and may offer technical, procedural, or policy advice.~~
9. ~~Maintains database query access on databases District wide. Analyzes and allows query access to group access to data queries.~~
10. Maintains security for custom applications. Coordinates with key users and aApplications staff to determine guidelines for applying security. Restricts different levels of security on an application basis.
11. Installs security ~~upgrades~~ updates to existing applications and programs, including the relational databases and enterprise resource planning (ERP) systems.
12. Backs up and restores security on all databases using standard query language (SQL) scripts. Ensures that backups can be used for emergency recovery or construction of new databases.
13. ~~Provides troubleshooting activities and resolves network server hardware, computer workstations, and operations problems. Provides troubleshooting support to various services including those used for internet access.~~
14. ~~Troubleshoots networks by identifying problems, asking questions of users, determining and implementing appropriate resolution. Troubleshoots network problems as related to internal connectivity, internet access, and e-mail and file servers.~~
15. Maintains currency of knowledge and skills related to the duties and responsibilities.
16. Analyze business technical requirements of business objectives, select identify effective solutions and coordinate with other personnel from the area, Information Technology, and management teams to ensure system integrity and efficient and effective systems operations; work closely with users to define and analyze business and operational problems; perform a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the district to achieve business, administrative and academic objectives efficiently and effectively.
17. Perform complex cross-departmental functional analyses including mapping, setup, system modeling, testing and troubleshooting of systems to recommend implementation practices; perform complex functional analyses of third-party computer applications, reporting functions, assessment, scanning and other testing; develop procedures and guidelines. user manuals to maintain consistency of computer use throughout the district.
18. Act as a liaison between business systems users in assigned departments and Information Technology staff to document and convert business requirements into detailed documentation for in the development, implementation, and enhancement of

designated enterprise system modules; lead and facilitate the analysis of assigned area's business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes; identify integration points between modules from a data flow, business process and applications perspective.

19. Analyze, test, and model the results of system setup to determine appropriate functionality, performance, data integrity, and third-party software interface connections; make recommendations for system changes/corrections as needed.
20. Assist user teams with special projects such as system upgrades and system implementations; evaluate requests for software enhancements; provide guidance to end users on application use and operating parameters; translate user expectations into technical specifications for enhancements and customizations; consult with other district staff on business process changes; research these changes for potential problems and develop and implement solutions.
21. Provide training to end users on the use of applications; Meet with users to provide information on system changes and address questions or issues; instruct users on setup and execution of specific processes; design and develop training materials; conduct or coordinate training sessions; evaluate training programs to ensure their effectiveness in meeting goals and objectives.
22. Using advanced reporting tools, analyze, design and write specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.
23. Support of MIS/state/federal reporting requirements by assembling information, verifying accuracy, inputting and/or overseeing the input of information into various system databases and staying current with new requirements. If new requirements are needed, ensuring all technology is updated accordingly.
24. Works with external agencies, independent contractors, vendors, and organizations on technology services, applications, and/or data requirements.
25. Maintains up-to-date knowledge of evolving computer technologies, including hardware, software, languages, problem solving techniques, and development tools. Prepares periodic briefings on technologies related to the scope of work that would have relevance to the College.

26. Performs other related duties as assigned.

Qualifications

- **Knowledge and Skills**

1. The position requires in-depth technical knowledge of enterprise resource planning (ERP) systems, relational databases, and web-based data structures.
- ~~2. Requires in depth Thorough knowledge of data security solutions.~~
- ~~3. Requires a working knowledge of operating systems and the protocols and procedures for setting up new equipment, troubleshooting and performing routine maintenance.~~
4. Requires ~~w~~Working knowledge of database structures and topologies.
5. Requires Knowledge of standard query language (SQL) extensions to access relational databases as well as database definition and manipulation languages.
- ~~6. Requires knowledge of multiple operating systems such as Windows, UNIX, or equivalent operating systems.~~
7. Requires Knowledge of industry standard software for tracking and report generation.
- ~~8. Requires a working knowledge of local and wide area networks for personal computers, and connectivity between servers.~~
- ~~9. Requires a working knowledge of protocols such as TCP/IP, Serial and Ethernet.~~
10. Requires ~~w~~Working knowledge of the steps involved in organizing and executing projects.
- ~~11. Requires well developed communication skills to provide individual and small group instruction and technical assistance on the use of PC based software for business, education, internet, utility, and connectivity.~~
- ~~12. Requires sufficient writing skills to document technical procedures.~~
13. Thorough knowledge of the business area that they support (student services, academic affairs, business services, finance, and/or HR information systems) and problem solving in a collegiate environment.
14. Principles, practices, and methods of business process and systems analysis, including business modeling using data and process flow diagrams.
15. Demonstrated skills in eliciting and developing business requirements, specifying and designing inputs and outputs, producing system and programming specifications and requirements, and recommending modifications to existing programs and processes.
16. System design theory, concepts, and principles including data management and administration and development concepts.
17. Thorough knowledge of business analysis methodologies, systems integration, and business process reengineering concepts.
18. Methods and practices for conducting unit and system testing and creation of test cases.
19. Project management tools and techniques.
20. Interrelationships of campus departments and their interrelated information systems.
21. Practices and techniques of training and instruction, particularly as related to computer software and applications, and development of user training materials.
22. Personal computer hardware and software components.
23. Operational characteristics of various computer programs and software packages.
24. Safety policies and safe work practices applicable to the work.
25. Written and oral communication skills including correct English usage, grammar, spelling, punctuation, and vocabulary.
- ~~26.~~

■ **Abilities**

- ~~1. Requires the ability to install, configure, apply and troubleshoot networked data security systems.~~
- ~~1. Requires the ability to plan, implement, and monitor security solutions, policies, and guidelines.~~ Requires the ability to plan, implement, and monitor security solutions, policies, and guidelines for databases and ERP system.
- 2 . Requires the ability to work within programs to customize and secure databases.
- ~~3 . Must be able to develop web based tools.~~
- 4 . Must be able to analyze and evaluate the needs of users and develop alternative solutions. Must be able to prioritize and organize work to meet deadlines and timetables.
- ~~5. Must be able to provide technical leadership over other technical support staff.~~
- 6 . Must be able to read, interpret and apply complex technical information.
- 7 . Must be able to give one-on-one and small group training in the use of microcomputers and business and instructional software.
- ~~8. Requires the ability to work productively and cooperatively with others.~~
9. Analyze software setups accurately and adopt effective courses of action.
10. Manage moderate-to-complex operational systems including providing guidance, managing scope, setting priorities, establishing timelines, making modifications, coordinating work, and providing feedback, and applying thorough knowledge of moderate-to complex business and process analysis functions.
11. Strong ability to write comprehensive, well organized, grammatically correct, and lucid reports, proposals, instructional/technical documentation, and technical reports concerning feasibility studies, systems requirements and design, detailed processing requirements, and programming specifications. Ability to overcome obstacles and to meet deadlines.
12. Access and enter, import, and export data to and from computer-aided software applications including the ability to update special tables.
13. Analyze preceding, yet technical problems and to develop and apply appropriate solutions.
14. Analyze technical and complex information and documents and make assessments according to complex policies, procedures, and mandated regulations.
15. Strong interpersonal skills to work effectively and diplomatically with diverse groups of administrators, colleagues, managers, technical staff, faculty, students, staff, vendors, representatives of governmental agencies, and the public.
16. Work effectively and collaboratively in a team environment, either as a team member or team leader.
17. Maintain productive and cooperative working relationships with others.
- ~~18. Facilitate and lead user meetings, seek understanding and build consensus agreements.~~
19. Define the scope and objectives for initiatives and projects, estimate resource needs and track and manage tasks for implementation.
20. Communicate effectively, both orally and in writing.
21. Identify information management issues and opportunities, analyze problems and alternatives, and develop sound recommendations.
22. Read, interpret, explain, and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
- ~~23. Develop end user manuals.~~
24. Understand and follow written and oral instructions.
- ~~25. Work confidentially with discretion.~~
26. Operate a computer and standard business software.
- ~~27. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.~~
28. Must be able to read, understand, and apply duties.

- **Physical Abilities**

Requires ambulatory ability to move to various office and classroom-type locations and to bend, stoop, and reach to install cables and equipment.
Requires sufficient hand eye coordination 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 medium weight (less than 725 lbs.) on an occasional basis.
Requires the ability to work in areas with noise variations, dust, and limited ventilation.

- **Education and Experience**

~~The position requires an Associates degree in computer information systems or equivalent discipline plus 6 years of experience in technical support, network support, and data communications security. Alternatively, the position may require Bachelor's degree and two years of experience in network support.~~

~~Graduation from an accredited four year college or university with a~~ This position requires a Bachelor's in computer information systems, business administration, management information systems, or a related field; and five years of experience in technical support, network support, and data communications security. ~~Experience in an academic setting is preferred.~~

- **Licenses and Certificates**

May require a valid driver's license.

Working Conditions

Work is performed indoors where some safety considerations exist from physical labor, positioning in cramped areas, and handling of medium weight, yet, awkward materials.

Revision date: 7/31/2023