*S*taff *D*evelopment

for *T*echnical *S*upport *S*taff

*P*roposal - 2013-2014

APPROVED

Proposal

This proposal recommends that the ECISD fund Computing Technology Industry Association (CompTIA) A+ training for all Technician I and II staff members and pay the cost of certification exams for first attempt. Certification and training must be linked to job descriptions and advancement.

Research

This proposal is the result of conversations with other districts and certifying agencies that could provide staff development opportunities for technical support staff. Other school districts--such as Pleasanton ISD and Kerrville ISD--have begun or have been sending their technical support staff for training and paying for certification. In conversations with staff, low pay and time was mentioned as an obstacle to their pursuit of training and certification opportunities. Peer training is not available since no one on staff is at a sufficiently high level to provide training to others.

Need

District technicians in the ECISD are currently auxiliary staff members who are low-paid. The low pay prevents them from accessing staff development that would enhance the level of service they provide the ECISD end-users. As a result, district technical support staff need access to structured learning opportunities that help them to better understand the best trouble-shooting possible in schools.

Cost

The total cost of sending all technical support staff through specialized training and obtaining certification is *$11,980.00*. Below, please find the details on the budget:

Technology Support

Need	Audience	Training Type	Cost
Staff lack the critical problem-solving skills for resolving district technical issues.	4 technical staff	CompTIA A+ training through TestOut LabSim courses	$3200 =(4 staff x $800 per course 1 seat license)
EC Technology lacks a way to differentiate between levels of technicians aside from salary.	4 technical staff	CompTIA A+ Certification Exam	$1200 =(4 staff x $300 per exam)
		Total Cost	*$4,400*

Technology Operations Management

Need	Audience	Training Type	Cost
Staff lack the critical problem-solving skills for resolving district technical issues.	1 Support Staff Manager	CompTIA A+ training through TestOut LabSim courses	$800 =(1 staff x $800 per course 1 seat license)
EC Technology lacks a way to differentiate between levels of technicians aside from salary.	1 Support Staff Manager	CompTIA A+ Certification Exam	$300 =(1 staff x $300 per exam)
Staff lack the critical problem-solving skills for resolving district network issues.	1 Network Services Engineer 1 technology operations manager	Cisco Certified Network Assistant (CCNA) training through TestOut LabSim courses	$1390 = (2 staff x $695 per course 1 seat license)
EC Technology lacks a way to differentiate between levels of technicians aside from salary.	1 Network Services Engineer 1 technology operations manager	Cisco Certified Network Assistant (CCNA) Certification Exam	$600 =(2 staff x $300 per exam)
Linux support for existing systems	1 staff member 1 technology director	CompTIA Linux+ Training	$990 =(2 staff x $495 per exam)
VMWare Server Support	1 technology operations manager		$3500 = (1 staff x $3500 per training)
		Total Cost	*$7,580*

Prices are based on TestOut.com's LabSim online video training series. A list of prices is available online at http://www.testout.com/home/it-certification-training/product-list

*I*mplementation *P*hases

Phase 1 -   All staff would be notified of opportunity and then complete commitment form.

Phase 2 -   Purchase of content would be accomplished then participants would have the time of the license period to complete training and then until August 1, 2014 to complete appropriate assessment.

Phase 3 -   Upon receipt of certificate, Technicians will be advanced the following budget year to the next level up. No change in salary would be effected for non-technician staff. For example, all Technician II staff who be advanced to Technician III upon the District's receipt of proof that they had successfully

completed the CompTIA A+ course.

Phase 4 -   Technicians may at any time present proof of successfully completing the
                 certification exam. New staff will be allowed to complete
                 certification course and exam as funding allows.

*A*dvancement *C*onditions

The ECISD has 3 levels of technicians; all technicians are currently grouped on Level II.

1. All technical support staff (5) will be given the opportunity to complete CompTIA A+ training and test once, supported by the District. Staff will be allowed to spend 4 hours during the work week in as part of their course work completion and must keep a digital log of time spent.
2. Technicians that complete CompTIA A+ will be eligible to be considered for promotion to Technician III.
3. Technicians that are unsuccessful in completing CompTIA A+ training and/or do not pass the certification exam are not eligible for advancement to Technician III during the budget year following certification.
4. All proof of certification must be submitted no later than July 15th of each year (sooner is better).
5. Other technical staff--systems integration manager, staff manager (2)--will have the opportunity to pursue CCNA, Linux+ training to support District initiatives. Incentives will be awarded upon completion of certification pending funding and a positive appraisal as determined by the Director of Technology Operations.
6. This is a one-time offer for any employee. All employees incur the cost of future certifications. To remain in the position, staff must successfully complete re-certification in 2 or 3 years (depending on the area) and maintain that.

*C*onclusion

The goals of this proposal include providing staff development opportunities to district technical support staff that enhances their services to the East Central ISD, establishing a baseline for growth and demonstrating the District's commitment to better service through learning. Approval of this plan will help us achieve those goals.

Other Applications

Once the District has A+ Certified staff, it might begin to build on it in this way, as Kerrville ISD has done with it's high school students at Tivy HS:

> We started using LabSim at Tivy H.S. two years ago and it seems to be working well as preparation for A+ Certification. Sometimes the kids get bored with it (especially the hands-on learners) so I would drop by the computer classes every other day to answer questions or setup learning projects (this seemed to help a lot since I am A+ Certified myself). This past year, I raised the bar and started recruiting students who were further along in LabSim to assist with campus projects (mostly second-year students in the program). This was a big hit and provided motivation for the students to spend time in LabSim.

> I was recently asked if I would teach the computer classes next year and I agreed to do so. I plan to increase the model of using students to help with campus projects and more second-level

student technicans will shadow me through the day. I am excited to be a part of a relevant learning model which is a win-win scenario here in Kerrville. I will share more on this next year in case others are interested in doing something similar. I am also interested in hearing what others are doing in their computer maintenance classes.

Staff Development for Technical Support Staff Commitment Form

Introduction
The East Central Independent School District is pleased to offer staff development opportunities to EC Technology Operations team members who value improving the quality of service they provide to the District. These staff development opportunities come at cost to the District, however, and an equal commitment of time and effort falls upon the technical support staff who agree to undertake this commitment.
This is a **one-time** offer for any employee. All employees incur the cost of maintaining their certification current necessary to remain in their positions (e.g. Technician III, Engineer, Managers).

Expectations for Technical Support Staff
The following non-employment bindings--although they may affect employee appraisal--are shared with staff:
1. All technical support staff will be given the opportunity to complete CompTIA A+ training available through the District's chosen provider. CompTIA A+ training is a requirement of Technician III position.
2. Successful completion of the CompTIA A+ certification exams--there are two totaling $300--should be the final result of agreeing to this commitment.
3. Keep an electronic log of how time is spent each week with 4 clock hours spent (more instructions on how to log time will be shared).
4. Team members will be expected to join a study group that will meet periodically, schedule to be determined by the group and study leader.
5. Advancement to the Technician III job requires current CompTIA A+ certifications (two exams).
6. Technicians that complete CompTIA A+ certifications will be eligible for promotion to Technician III pending positive job appraisals at the discretion of the Director of the EC Technology Operations Office in consultation with Human Resources and Payroll Departments.
7. All proof of certification must be submitted no later than July of each year (sooner is better).
8. Support the District for two years once training and certification have been received.

Expectations for Technology Operations Staff
1. Technology Support Staff and Operations Managers, as well as Network Services Engineers, have the opportunity to pursue CCNA, Network+, and Linux+ training to support District initiatives.
2. Incentives will be awarded upon completion of certification pending funding and a positive appraisal as determined by the Director of EC Technology Operations Office in consultation with Human Resources and Payroll Departments.
3. Team members will be expected to join a study group that will meet periodically, schedule to be determined by the group and study leader.
4. Keep an electronic log of how time is spent each week with 4 clock hours spent (more instructions on how to log time will be shared).
5. Support the District for two years once training and certification have been received.

Commitment Option
Please indicate your willingness to commit to the Staff Development for Technical Staff:

__ I commit to complete training appropriate for my position as outlined in expectations above and strive to successfully work to earn certification(s) required for my job.

_____ / _____
Signature of EC Technology Operation Team Member / Date

Certification for Advancement from Technician I to Technician II

The following rubric is adapted from the Technician II Job Announcement.

Primary Purpose: Perform on-site technical work to install and maintain computer equipment and network and software applications throughout the district. Respond to work order requests by diagnosing and repairing network and computers.

Job Description Item	Evidence	Score (1-5)
Regular attendance and punctuality		5
Log all work in Eduphoria HelpDesk		5
Install/upgrade operating systems on PC-Compatible and Macintosh computers and configure them to work with existing computer networks		5
Assist other technicians with troubleshooting and repairs		5
Install/maintain software for network connectivity.		5
Diagnose, troubleshoot, and solve hardware and software problems on Intel-based computers, including Macintosh and Windows operating systems.		5
Perform tasks related to basic network connectivity including: constructing and installing patch cables, running wires through ceilings, down walls and installing raceways, termination of cat 5E jacks, tracing network connections, and troubleshooting and replacing nonfunctional connections.		5
	TOTAL	__ of 35 possible

I certify that the assessment reflected in this rubric is accurate and true to the best of my knowledge, and recommend promotion to Technician II as soon as funding allows.

_____
Miguel Guhlin
Director, EC Technology Operations