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Date: September 4, 1998

To: Human Resources Directors

From: Cathy Robinson
Senior Director
Human Resources Administration

Subject: REVISED CONFIDENTIAL SUPPORT CLASSIFICATIONS

Technical Letter HR/SA 97-09 advised that the position skill level names for the Confidential Support classifications were changed from "foundation, career, and expert" to "position skill levels I, II, and III." Please replace the old Confidential Support classification standards with the attached revised standards.

Please contact Ron Hull (562/985-2653) or Pamela Chapin (562/985-2652) if you have any questions.

CR/pc
Attachments

Distribution:

CSU Presidents
Interim Senior Director, Human Resources
Vice Presidents, Administration
Vice Presidents, Academic Affairs
Affirmative Action Officers
Employee Relations Designees
Confidential Support Series

Introduction:
The Confidential Support Series is a set of three classifications:

<table>
<thead>
<tr>
<th>Class Title</th>
<th>Class Code</th>
<th>Date Established</th>
<th>Date Revised</th>
</tr>
</thead>
<tbody>
<tr>
<td>Confidential Office Support</td>
<td>1170-1171-1172</td>
<td>10/01/96</td>
<td>07/01/97</td>
</tr>
<tr>
<td>Confidential Technical Support</td>
<td>1173-1174-1175</td>
<td>10/01/96</td>
<td>07/01/97</td>
</tr>
<tr>
<td>Confidential Administrative Support</td>
<td>1176-1177-1178</td>
<td>10/01/96</td>
<td>07/01/97</td>
</tr>
</tbody>
</table>

The Confidential Support Series covers those employees of the California State University System who have been designated as "confidential" in accordance with the provisions of the Higher Education Employer-Employee Relations Act (HEERA). According to HEERA, an employee is designated as "confidential" if he or she is "required to develop or present management positions with respect to meeting and conferring or whose duties normally require access to confidential information which contributes significantly to the development of such management positions."

Position Skill Level Definitions:
Three broad position skill levels are defined for the confidential support series. The factors used to determine different position skill levels include technical know-how, critical thinking skills, and interaction capabilities.

A position is placed at a position skill level based on its skill requirements. An individual may be working at different position skill levels in various work assignments or skill dimensions; however, the overall skill level determination is based on where the majority of the skill requirements fall in the skill level continuum.

The following position skill level definitions apply to all three classifications within the series. It is important to note these definitions do not delineate entry requirements at each level, but are compositions of the typical incumbent at each level. Entry qualifications are identified within each classification description for initial entry into each classification at position skill level I.

Introduction - Confidential Support Series:
Position Skill Level I: Incumbents at this level meet the entry qualifications as defined by the individual classification. They may have limited experience, but they generally possess the general education, training, license or certification pertinent to the body of knowledge encompassed by the classification. Typically, the incumbent works under direct supervision and is able to demonstrate a basic understanding of the standard principles and terminology associated with the position, address common problems of limited scope, and demonstrate work-ready communication skills.

Position Skill Level II: This level is broad and includes intermediate through senior level positions. Incumbents at this level work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training, and progressive work experience to be able to demonstrate competence in independently applying judgment and nonstandard applications and systems, solving a wide range of problems and developing practicable and thorough solutions, and using effective communication and listening skills.
**Position Skill Level III:** Incumbents at this level work almost completely independently on the most complex problems and work assignments. They possess an advanced and comprehensive knowledge pertinent to the classification and are able to apply this extensive expertise as a generalist or specialist. Experts are proactive and understand problems from a broad, interactive perspective and are able to develop solutions that combine information and ideas in new, unprecedented ways. Incumbents at this level are capable of leading teams and implementation efforts for assigned projects using advanced communication and listening skills.

Employees assigned to position skill levels II and III of the Confidential Support Series may be assigned work coordination responsibilities that include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and training staff. In addition to work coordination duties, incumbents at position skill levels II and III of the Confidential Technical Support classification may be assigned technical project coordination duties that include responsibility for: feasibility studies; project design and planning; ongoing resource, materials and time management; and implementation.
Confidential Office Support
Class Codes 1170-1171-1172
Established 10/01/96
Revised 07/01/97

Classification Overview:
The confidential office support classification encompasses those positions that meet the HEERA "confidential" criteria and provide varying levels of general office, secretarial and administrative office support for university administrators at the systemwide, campus, division, or department level. The full range of work activities includes: supporting and coordinating general office activities; supporting budget activities and reconciling financial statements; preparing, processing and compiling of data and reports; handling sensitive information; sorting and distributing mail; arranging meetings and events; making travel and other arrangements; and coordinating work duties.

At the higher levels within the classification, incumbents may perform the more substantial administrative office support and coordination duties: e.g. providing work direction and guidance to others; making recommendations on employee staffing issues (e.g. interviewing, hiring, and performance reviews); training other employees; and coordinating events and special projects of limited duration. Positions that are primarily analytical or strictly administrative in nature and require substantial analytical judgment are not appropriate for this classification.

Employees assigned to this classification are typically required to use standard office equipment and the full range of office support technology and software packages such as word processing and spreadsheets.

Entry Qualifications:
To enter this classification at position skill level I, an employee must have fundamental written and oral communication skills, including a basic foundation of English grammar, spelling and punctuation; an ability to understand basic office procedures; an ability to operate standard office equipment; and an ability to perform basic arithmetic. Positions may also require basic typing and keyboard skills. These entry qualifications would normally be obtained through completion of a high school program or its equivalent and a year or more of general office experience.
Confidential Technical Support
Class Codes 1173-1174-1175
Established 10/01/96
Revised 07/01/97

Classification Overview:
The confidential technical support classification encompasses positions that meet the HEERA "confidential" criteria and perform technical work involving the computing infrastructure, telecommunications (data, voice, video), media, and department-based technology. The technical support classification is intended for positions whose primary functional purpose and requisite skills sets are information technology-based. Incumbents develop, provide, integrate, and/or support information technology-based solutions and systems.

Positions at position skill levels II and III may be assigned responsibilities for providing work direction to others and/or technical coordination of projects. Lead work assignments include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and staff. Technical project assignments include responsibility for: feasibility studies; project design and planning; ongoing resource, materials, and time management; and implementation.

Entry Qualifications:
To enter this classification at position skill level I, a basic foundation of knowledge and skills in computer programming and software development, information processing, systems analysis, technical information equipment and systems, and/or application program packages and related technical functions is a prerequisite. This foundation would normally be obtained through a bachelor's degree in computer science, information systems, educational technology, communications, or related fields, or similar certified coursework in applicable fields of study. Foundation knowledge and skills may include working knowledge of common software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communications, and multimedia systems.
Confidential Administrative Support
Class Codes: 1176-1177-1178
Established: 10/01/96
Revised: 07/01/97

Classification Overview:
The confidential administrative support classification encompasses positions that meet the HEERA "confidential" criteria and performs administrative support and/or professional work in support of an organizational department, unit or function. Incumbents interpret and apply specific operating policies and procedures, perform research, prepare reports with recommended courses of action, make in-depth analytical studies and investigations which have broad impact, make recommendations for changes in policy or procedures, develop questionnaires or complex documents, and participate in long-range strategic planning. Incumbents may be responsible for preparing complex reports and handling problems of a highly confidential and sensitive nature.

Employees at position skill levels II and III may be assigned responsibility for work coordination duties that include: evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and training staff.

Entry Qualifications:
To enter this classification at position skill level I, the incumbent must have a basic foundation of knowledge of the principles of organization, administration and management; and the ability to analyze and find solutions to problems, work independently, communicate effectively, and write clear and concise reports. Some positions may require a basic knowledge of research techniques and statistical methods. This foundation would normally be obtained through a bachelor's degree or professional training program specific to the position (e.g. Certified Public Accountant) and directly related work experience, or a combination of education and experience which demonstrates the ability to perform the essential functions of the position.