Classification and Qualification STANDARDS

Confidential Support Series

Classification Title	Class Code	Date Established	Date Revised
Confidential Office Support	1170-1171-1172	10-01-96	03-28-03
Confidential Technical Support	1173-1174-1175	10-01-96	03-28-03
Confidential Administrative Support	1176-1177-1178	10-01-96	03-28-03

OVERVIEW:

The Confidential Support Series covers those employees of the CSU 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 those management positions."

POSITION SKILL LEVELS:

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 composites 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.

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, 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.

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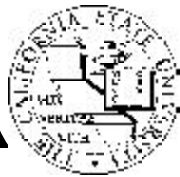
Confidential Technical Support

Class Code: 1173-1174-1175
Date Established: 10-01-96
Date Revised: 03-28-03

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-base 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 normally would 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.