



POSITION DESCRIPTION

Department:	University Housing	
Classification Title:	Information Technology Consultant - Career	
Working Title:		
FLSA Status:	<input type="checkbox"/> Non-Exempt	<input checked="" type="checkbox"/> Exempt
Incumbent:		

Position Summary

University Housing, a unit within the Division of Student Affairs, consists of Housing Administration, Facilities Operations, University Housing Depot, Housing Technology, and Residential Life and Education, sharing the overall responsibility for serving the on-campus housing program for over 7,000 residents, which includes 3,300 students living in residence halls, 3,700 students in the Cerro Vista and Poly Canyon Village apartments; 45 students in Agriculture Housing units; 36 students in Cal Poly Lofts downtown; and housing approximately 16,000 guests annually. The University Housing Department consists of approximately 137 full-time staff, up to 50 part-time staff and 150+ student assistants with an overall annual Departmental operating budget of over \$50 million.

Student Affairs delivers innovative co-curricular learning experiences that directly impact student recruitment, retention, and graduation from Cal Poly. As one of the largest divisions on campus, it is committed to the active engagement, wellbeing, inclusion and success of all students. In 2017, Student Affairs was named a Promising Place to Work by *Diverse Magazine* for its leadership in employee diversity, staffing practices, and workplace environment.

The incumbent in this position is a member of the University Housing team. In conjunction with the Assistant Vice President for Student Affairs/Executive Director, Senior Associate Director, Associate Directors and other managers, staff, and students, this position assists in carrying out the mission and philosophy of University Housing and is responsible for supporting and contributing to a positive atmosphere that facilitates respect, inclusivity, and collaboration. 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 technical judgment to standard and nonstandard applications and systems, solving a wide range of problems, developing practicable and thorough solutions, and using effective communication and listening skills.

The career level is broad and includes intermediate through senior level positions. This position serves as primary operational support providing effective customer service for information technology based systems. Core functions for this position include: application management; user and server administration; project management; system evaluation, analysis, and design; business process analysis and improvement; desktop engineering and technical evaluation of end-user devices; configuration and implementation of network devices; analyzing user needs and making hardware/software recommendations; and training on application software and preparing user documentation.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
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USER CONSULTATION AND SUPPORT:

- Provide comprehensive and in-depth technical support and expertise to all University Housing staff to ensure software and hardware problem resolution, system/data access, and optimal system performance; and troubleshoot, diagnose and resolve computer user requests in support of daily operations.
- Oversee, maintain, and develop for continued use and expansion of critical University Housing enterprise systems, including, but are not limited to: physical access control systems, security and CCTV systems, facilities request systems, housing assignment systems, and other information systems.
- Analyze and define data requirements; and develop, administer, implement, and maintain programs and data policies, procedures, and standards in support of organizational needs.
- Support and work in coordination with University Housing technical staff to maintain all technical systems, processes, and requirements utilized throughout the department.
- Maintain, track, and reconcile inventory of all computer and IT assets; adhere to campus inventory management policies; and maximize asset return on investment.
- Understand, analyze, and diagnose computer needs and software capability to establish technological solutions.
- Develop, implement, and maintain a variety of technical programs in support of organization needs.
- Provide a comprehensive system administration including: installing, configuring, modifying, and testing of assigned systems and services. Troubleshoot errors in system operation and initiate repairs.
- Work jointly with University Housing's technical staff to provide network administration and support for Active Directory network, including network address assignment, authentication, and authorization of directory services; installation, configuration, and maintenance of network servers and hardware that comprises the active data network; implementation and management of Active Directory Group Policies; and maintain and ensure network connectivity and data security.
- Serve as University Housing's telephone coordinator.
- Understand, analyze, and diagnose user needs and resolve problems in a timely manner; and ensure users understand technical services.
- Develop and conduct user needs assessments and make recommendations.

SITE ADMINISTRATION:

- Provide recommendations for selection of software, hardware, and database systems to meet organizational needs; and prepare requests for proposals, cost estimates and justification for new equipment or software.
- Analyze and define requirements, research available products and systems, recommend alternatives, and/or develop solutions to meet identified technical organizational needs.
- Analyze security requirements and implement procedures to meet campus requirements. Regularly review responsibilities to identify and manage security risks. Escalate security issues as appropriate.
- Apply campus information security policies and standards to develop specific security requirements. Apply security models and frameworks to ensure appropriate security is maintained.
- Ensure patch management and compliance on workstations, run scripts, and execute upgrades.
- Administer and maintain inventory databases, including key control records for student residents in the residence halls and apartments and the physical asset inventory program.
- Oversee and maintain facilities management and asset management systems, and associated hardware to provide University Housing warehouse inventory and equipment tracking, service request and work order processing, key tracking, purchasing and related reporting. Implement and maintain software/hardware upgrades as required.

- Develop, implement, administer, track, and maintain the Damage Billing System for damages within the residence halls and apartments.
- Maintain accurate and adequate inventory of computer hardware and supplies to support staff needs.
- Install, configure, and modify user hardware and software utilizing department and university procedures and in compliance with department and university policies.
- Perform preventative scans of computer workstations to keep problems from arising.
- Format hard drives and perform complete system setups, including all current department office software. Maintain service packs and upgrades as needed, maintain antivirus updates, respond to network attacks and crises, and system crashes/data recovery.
- Troubleshoot and perform repairs on workstations, printers, and networking problems; and resolve issues to minimize down time and identify opportunities to maximize return on investment (ROI) and reduce costs where appropriate.
- Perform system, database, network, and other related maintenance tasks. Create, monitor and maintain database archives and backups.
- Administer and update websites as needed.

DOCUMENTATION AND TRAINING:

- Supervise, train, and assign work to student assistant technical staff; and coordinate work schedules and distribute workload to meet needs and deadlines. Oversee and ensure appropriate security and level of support is provided by student assistant technical staff.
- Assess needs and provide training and related documents to staff for computing and software needs; and create user support guides, training materials, and technical training publications as needed.
- Provide user support and training for current and developed programs, software, and applications.
- Develop and administer key performance indicators, data policies, procedures and standards for use and access to systems and provide training and system instruction.
- Prepare reports and provide damage billing training to Coordinators of Student Development and Facilities Operations staff.
- Develop instructions for use of smart room equipment.
- Establish and update documentation for systems and services as appropriate.

PROJECT COORDINATION:

- Schedule and coordinate IT student staff for the completion of IT projects as well as apartment and residence hall openings and closings.
- Coordinate with the Division and other campus units, including ITS, or outside vendors as needed for the completion of departmental technology projects.
- Lead technical and non-technical teams to identify business processes and process improvement initiatives to enhance the effective use of technology.
- Coordinate with other Student Affairs IT staff to provide technology goals for Student Affairs.

INSTRUCTIONAL/SMART ROOM DEVELOPMENT:

- Oversee and maintain the smart room equipment in University Housing's Conference Rooms and work with outside vendors, as needed.
- Train University Housing staff on the use of the smart room technologies for meetings, presentations, etc.
- As requested, set-up smart room and conference equipment for meetings, presentations, etc.
- Utilize smart room software and equipment for training sessions.

- Attend monthly LAN Coordinator meetings to stay abreast of the campus direction and new technologies being implemented.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
- Perform other job-related duties and special projects as assigned.

Required Education, Experience, and Credentials

Education and Experience:

- Bachelor's Degree and two years of relevant experience (additional qualifying experience may be substituted for up to two years of required education on a year-for-year basis).

Licenses, Certificates, Credentials: N/A

Required Skills, Knowledge, and Abilities

- Working knowledge in supporting Microsoft Windows and Apple Mac workstation environments, tablets, and smart phones, including demonstrated ability to diagnose, troubleshoot, and resolve hardware and software problems utilizing both established processes/policies and innovative solutions.
- Experience in Windows enterprise network administration, including TCP/IP, DHCP, and DNS; group policies; Active Directory computer and user administration; assigning shares and security permissions; and troubleshooting printing, drive mapping, etc.
- Proficiency using standard software packages and a demonstrated ability to install, configure, maintain, and troubleshoot software and hardware workstations.
- Demonstrated ability to apply sound judgment to elevate problems appropriately.
- Ability to use specialized administrative software tools to enhance operational efficiency.
- Ability to work independently to establish priorities, organize workflow, coordinate, and schedule assignments and plan long range projects and events.
- Ability to diagnose, troubleshoot, and resolve hardware, software, network connection, computer, and printer hardware problems.
- Ability to analyze and troubleshoot connectivity issues in both hardware and applications and resolve interface problems; and general understanding of local area network connectivity, integration, configuration and protocols.
- Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.
- Knowledge of information technology systems and/or applications, including smart room environments, access procedures, networks, and/or databases.
- Working knowledge of common software application packages, data structures and utilities, and operating systems and communication interfaces within the computing environment. Knowledge of or the ability to quickly learn networked access control, residential management, and facilities management systems.
- Ability to learn tools for performance monitoring, asset management, and issues tracking.
- Demonstrated ability to translate technological solutions into terms understandable by a variety of users; and demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
- Demonstrated ability to research and evaluate new technologies and software to meet user needs.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

- Ability to devise methods for integrating technical tools and applications into administrative practices.
- Ability to integrate multiple applications and systems.
- Ability to analyze data requirements and research data.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Ability to establish and maintain effective working relationships and communications within a diverse population, strong listening and interpretive skills, and the ability to deal positively with unexpected developments and diverse perspectives in and outside the University.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism to effectively handle a broad range of high-level and sensitive interpersonal situations and to respond appropriately to conflicts and problems.
- Ability to work effectively in teams to accomplish team goals and completion of common objectives.
- Ability to prepare and deliver formal and informal documentation and training to a variety of users.
- Demonstrated ability to maintain a high degree of confidentiality.
- Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
- Ability to work in a fast paced environment, with potentially frequent interruptions, and general office noise/distractions.
- Ability to supervise and train others. Demonstrated ability to assist others in completing work assignments including the ability to provide work direction and training.

Preferred Skills and Experience

- Bachelor's Degree in Computer Science, Information Systems or related field.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience administering Housing technologies in a higher education environment.
- Advanced knowledge and applied experience with HTML, CSS, JavaScript and/or other scripting languages.
- Ability to develop and write SQL Queries and use report writing tools.
- Experience developing or using application programming interfaces API (Application Program Interface).
- Working knowledge of web page development tools and the ability to edit and maintain web pages; knowledge of, or ability to quickly learn, ADA accessible website design.
- Experience with Microsoft Active Directory, Microsoft System Center Configuration Manager, and/or Microsoft Terminal Services.
- Experience with Apple hardware and software including operating systems, iPads, and iPhones.
- Possession of industry certifications for Information Technology.
- Working knowledge of University infrastructure, policies and procedures.
- Familiarity with FERPA, PCI security standards, and other information security standards.

Special Conditions

- Ability to work in confined spaces including under tables and desks to check computer and network wiring connections.
- Independently, must be able to move 20+ pounds and be able to traverse the campus.
- Must be able to ascend and descend stairs.
- Must be able to work extended periods of time at desk/computer.

- Must be willing to travel and attend training programs off-site for occasional professional development and advancement of position requirements.
- Must be able to work additional hours, occasional weekends or evenings, occasional holidays, and adjust working hours to meet special jobs or provide coverage for annual residence hall and apartment openings and closing. May be called back periodically after-hours to perform work as needed on an emergency basis.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).