PURPOSE:

This position will report to the Chair of the Department of Computer Science or designee and will support labs and computer services to the faculty and students of the Computer Science Department which includes, but is not limited to, the interface between the department systems and other campus systems and services; system analysis, modification, maintenance, installation, and administration functions; and support of the user community on the use of these systems. The position also maintains assigned systems to ensure system availability, integrity, and reliability.

The individual in this role will work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. The chosen candidate will have the skills and knowledge to be able to independently applying technical judgment to standard and nonstandard applications and systems, solve a wide range of problems, and use effective communication and listening skills to develop practicable and thorough solutions.

The Computer Science Department offers a BS and MS degrees in Computer Science (CSC), and a BS in Software Engineering (SE). The department co-offers, with the Electrical Engineering Department, a BS in Computer Engineering (CPE). Undergraduate enrollment in the CSC and SE programs is respectively 640 students, and 240 students. The department also serves an additional 100 graduate students and 550 CPE students. Department personnel include over 30 faculty (Tenure Track and Lecturers) and two administrative staff.

The department operates 12 computer labs, uses three major operating systems, including Linux, Windows, and MacOS X, and has specialized labs for Game Design/Interactive Entertainment, Software Engineering, Human Computer Interaction (HCI), cyber-security (2 labs), networking, and a massively-parallel accelerated computing lab. In addition, the department supports a Mac-based lab with an array of high-end workstations. The department also maintains and supports an extensive “server room” that includes many servers, virtual machines, and storage systems. Linux servers and workstations make up the majority of the Department systems.

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

ESSENTIAL JOB FUNCTIONS

Windows System Administration and OS Management and Deployment: Analyze, maintain and support assigned systems.

- Configure and maintain Windows-based hosts through the campus Active Directory system.
- Manage Windows servers and server software.
- Analyze and resolve user/server issues.
- Develop plans, schedules, and requirements for the installation and maintenance of new and/or revised software.
- Install computer hardware and peripherals.
- Install, configure, and test Windows OS, and related software.
- Utilize and administer Windows Deployment Service to deploy images to computer labs.
• Administer scopes and other features of Windows DHCP server.
• Provide excellent customer service to administrators, staff, faculty, and students.
• Analyze and resolve failures of desktop and server hardware.
• Analyze and isolate network connectivity, LAN, WAN, and internet problems.
• Administer Windows file server and NTFS permissions.
• Administer computers and peripherals in a server room
• Analyze, evaluate and recommend hardware and system software procurements
• Assist with installation of software on machines in the MAC laboratory
• Administer database organization and data storage

Resource Monitoring, Performance and Planning:
• Develop and implement maintenance and project plans for assigned systems.
• Analyze and recommend upgrades to hardware and software in order to maintain optimal performance, accommodate growth, and incorporate new technology.
• Analyze level of systems operation and recommend measures to improve overall performance
• Analyze and administer operating and related systems to ensure minimal interruption of production systems and maintain maximum system availability

Support:
• Analyze and establish priorities, service level expectations, and resource needs.
• Analyze and document Hardware and OS requirements
• Collaborate with ITS (central IT) to identify and implement procedures that facilitate smooth running, and efficient systems that meet security guidelines and user needs.
• Analyze current environment of remote file systems, backup solutions, and SAN interoperability with Windows systems and migrate to virtualized solutions as appropriate
• Analyze vendor proposals and provide technical recommendations.
• Train, supervise and oversee student assistants to provide support for systems and users.
• Provide technical support to faculty and staff.

OTHER JOB FUNCTIONS

As Needed

10%

• Document assignment status as required by supervisor.
• Escalate problems or unexpected resource requirements.
• Apply general knowledge of requirements for accessibility compliance where appropriate.
• Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills.
• Perform other job-related duties and special projects as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: Bachelor’s degree and two years of relevant experience. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: N/A

REQUIRED QUALIFICATIONS (SKAs):
• Thorough knowledge and experience with Windows Server. Demonstrated ability to deploy, administer, maintain, and support Windows servers in a heterogeneous computing environment including planning, upgrading, and modifying systems to meet service requirements. Familiarity with application software running in these environments.
• Ability to develop, test, and execute disaster recovery plans.
• Demonstrated ability to automate routine operating system and software installation while minimizing disruption to users.
• Working knowledge with MacOS environment.
• Thorough working knowledge of and experience with network/client/server protocols.
• Knowledge of server virtualization practices and experience with virtualization software.
• Demonstrated ability to develop efficient operating system images and deployment plans using standardized processes and tools.
• Demonstrated ability to identify, recommend and develop system utility programs and procedures to enhance operations, applications, and general system usage.
• Thorough knowledge of and experience using current operating system administration practices, including backup/restore, system maintenance, network interface, and security.
• Demonstrated ability to plan upgrades to system configuration that improve utilization and reliability based on analysis of application and production requirements.
• Working knowledge of common software application packages and tools for performance monitoring and issues tracking.
• Demonstrated ability to research and evaluate new technologies and vendor software to meet user needs.
• Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
• Ability to apply campus information security policy and standards to develop specific security requirements for departmental systems.
• Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users. Ability to communicate with end users: understand their needs and explain how they can use system capabilities to meet their needs.
• Organizational and time management skills with the ability to set own priorities to best meet departmental service needs.
• Ability to foster and maintain positive and professional working relationships; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
• Ability to provide lead work direction, supervise and train student assistants.
• Demonstrated ability to maintain and enhance technical currency.
• General knowledge of requirements for accessibility compliance. Ability to interpret, communicate and apply university policies and procedures as they apply to departmental computing resources.

PREFERRED QUALIFICATIONS:
• Degree in computer science or related field.
• Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
• Experience using Microsoft’s System Center, Configuration Manager, or System Management Server to deploy operating systems and applications to Windows hosts.
• Industry certification in relevant technologies, such as; Microsoft, CompTIA or VMWare Certifications.

SPECIAL CONDITIONS:
• Must be able to work on ladders to a height of 12 feet.
• Must be able to lift, move, and install equipment weighing up to 60 pounds.
• Must be willing to travel and attend training programs off-site for occasional professional development.
• Must be able to work occasional holidays, and adjust working hours to meet special jobs. May be called back periodically 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).