

Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION: Information Technology Consultant - Career	DEPARTMENT: College of Science and Mathematics
WORKING TITLE: CSM – ITC Career	FLSA: Exempt
INCUMBENT:	

PURPOSE:

The College of Science and Mathematics is comprised of eight academic departments, including the School of Education. The college technical services team supports approximately 200 tenure and tenure track faculty, 175 temporary faculty lecturers and teaching associates, and 60 staff and administrators. Under the general supervision of the CSM Computing and Technical Support Team Supervisor and the direction of the associate dean this position works independently in support of CSM computing and technical services needs while ensuring excellent technical service college wide. In addition to providing technical support services to the college this position works collaboratively with faculty, subject matter experts, and support staff as a member of the CSM computing and technical support team to effectively utilize technology to enhance pedagogy and improve student learning.

The Information Technology Consultant (ITC)-Career 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 technical judgment to standard and nonstandard applications and systems, solving a wide range of problems and developing practicable and thorough solutions, and using effective communication and listening skills.

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 Program Support

- Provide comprehensive consultative support to faculty and subject matter experts to enhance the use and access of technology and information systems.
- Provide technical support of the University's instructional technology tools.
- Understand, analyze and diagnose user needs for instructional technology and resolve problems in a timely manner.
- Develop and conduct user needs assessments.
- Recommend best practices, approaches and technology solutions to improve student learning.
- Apply general knowledge of requirements for ADA compliance where appropriate.
- Ensure laboratory classroom computing and technical needs are met.
- Oversee network storage and ensure backup and restore procedures are effective.
- Collaborate with stakeholders to identify and implement procedures that facilitate a smooth running production environment.
- Identify and implement best practices to ensure security, availability, and reliability of the production environment.
- Assess, plan, monitor and administer security system performance capacity and resource requirements on centrally supported operating systems.
- Design, develop, customize, program and implement tools and solutions for automated services and user interfaces.
- Recommend upgrades to hardware and software in order to maintain optimal performance, accommodate growth and incorporate new technology.
- Assess vendor proposals and provide technical recommendations.
- Provide staff and faculty with an understanding of best practices, policies, and procedures regarding accessibility, FERPA, and information security.

- Assist with implementation of Faculty Workstation Program for the college.

OTHER JOB FUNCTIONS

As Needed 10%

- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
- Analyze security requirements and implement procedures to meet these requirements. Regularly review assigned responsibilities to identify and manage security risks. Escalate security issues as appropriate.

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 required education on a year-for-year basis).

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: Possession of a valid driver's license or the ability to obtain by date of hire.

REQUIRED QUALIFICATIONS (SKAs):

- Proficiency using standard software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems.
- Working knowledge of Windows and Mac operating systems. Demonstrated ability to diagnose, troubleshoot and resolve computer software and hardware problems associated with these operating systems.
- Knowledge of or ability to follow network administration and data administration procedures.
- Knowledge of or ability to quickly learn information technology systems and/or applications, including campus wide systems and multimedia environments, access procedures, networks and/or databases.
- Knowledge of or ability to learn local area network system configuration, protocols, and/or transmission media.
- Ability to install, configure, integrate and modify applications, networks, and other systems.
- Ability to understand principles of student learning and pedagogy. Ability to apply those principles using technology in the development of learning modules and support of classrooms and laboratories.
- Knowledge of and ability to evaluate instructional software, courseware development, and multimedia applications.
- Ability to collaborate with faculty and other professionals to analyze, plan and devise methods to improve student learning at the university level.
- Proficiency with using standard software packages to develop and maintain web pages for instructional use.
- Ability to learn new technology tools to facilitate student learning and support classroom and laboratory instruction.
- Ability to analyze and resolve complex problems involving hardware, software and networking issues.
- Ability to translate campus information security policy and standards into specific application risks and requirements. Ability to apply security models and frameworks to ensure appropriate application security.
- Demonstrated ability to translate technological solutions into terms understandable by a variety of users from diverse backgrounds and varying levels of technical understanding.
- Ability to apply consultative skills to assess users computing needs and provide appropriate support assessments.
- Demonstrated ability to deliver formal and informal training for faculty and other users regarding the effective use of technology in courses, curriculum, and general program support.
- Demonstrated ability to research and evaluate new technologies to meet a wide variety of user needs.
- Demonstrated ability to handle confidential information appropriately and exercise tact, sound judgment, diplomacy, and discretion.
- Ability to learn and apply requirements for ADA accessibility compliance.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Ability to interpret, communicate, and apply policies and procedures.
- Excellent organizational and time management skills with the ability to set and assign priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Demonstrated excellent problem-solving skills, including the ability to independently apply technical judgment.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
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- Demonstrated ability and interest in customer service and support of users.

PREFERRED QUALIFICATIONS:

- General knowledge of requirements for ADA accessibility compliance.
- Bachelor's degree in computer science, educational technology or a related field.
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

SPECIAL CONDITIONS:

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis.
- Must be able to successfully pass a pre-employment background and fingerprint check.
- This position classification has been defined as "Exempt" and is not subject to overtime provisions of the Fair Labor Standards Act (FLSA).
- Ability to move desktop computer systems and printers (up to 50 lbs) and work in confined spaces if necessary to support network connections.
- 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 Revised July 21, 2017 as a condition of employment.

SIGNATURES:

INCUMBENT: I have read this position description and understand its contents.

Incumbent Print name	Signature	Date
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SUPERVISORY: We certify that all statements on this form are complete and accurate.

Immediate Supervisor	Arthur Huebner, CSM Comp. & Tech. Support Team Supervisor	
	Immediate Supervisor Print name and title	Signature
		Date

Dept Head/Director	Derek Gragson, Associate Dean	
	Dept Head/Director Print name and title	Signature
		Date

Dean/Vice President	Dean Wendt, Dean CSM	
	Dean/Vice President Print name and title	Signature
		Date

HR USE ONLY		
Employee ID: _____ Position Number: _____ Time-base: _____ <input type="checkbox"/> Temporary <input type="checkbox"/> Permanent Doc Coding: _____	Request for: <input type="checkbox"/> Update Review for File <input type="checkbox"/> Classification Review <input type="checkbox"/> New Position Recruitment <input type="checkbox"/> Replacement Recruitment Recruitment Number: _____	Classification Information: Approved Classification Title: _____ Class Code/Range: _____ CBID: _____ MPP Job Codes: _____/_____/_____ COI: Y / N Classifier Initials: _____ Date: _____