# POSITION DESCRIPTION

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| Department: | Library Services – Library Information Technology |
| Classification Title: | Information Technology Consultant - Career |
| Working Title: | Computer Support Specialist |
| FLSA Status: | ☐ Non-Exempt   ☒ Exempt |
| Incumbent: | |

## Position Summary

The Library Information Technology (LIT) department provides faculty, staff and students access to and facilitates use of library related information resources and technologies to support their teaching, learning, research, and scholarly activities.  LIT works closely with other departments of the library in order to develop, manage, support and market technology related initiatives.  LIT includes Library Systems and Systems Administration, Desktop Support Services, Programming and Development, Web and UX Development, and Digital Media Production.

Under general supervision of the Director of Library Information Technology, this position delivers exceptional customer service and provides consultative support to enhance the use and access of technology and information systems, with particular focus on public computing, media, and academic technology, and collaboration with other technical staff on campus. Primary responsibilities include end-user device configuration, account management, and monitoring of network devices; all aspects of PC support including device imaging and deployments, troubleshooting technical issues, conducting preventative maintenance, patch and vulnerability management; evaluation of new products, analyzing user needs and making hardware/software recommendations; installing hardware/software, training on application software and preparing user documentation.  Incumbent will assist in supporting inventory management and asset tracking, preparing detailed ad hoc inventory reports, and fulfilling ticket requests as assigned. This position includes shared responsibility for the department local area network (LAN) and provides all technical support for connecting devices.

The Information Technology Consultant 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%**

USER CONSULTATION AND SUPPORT
Provide comprehensive consultative support to enhance the use and access of technology and information systems, with particular focus on support for library staff, public computers, instructional spaces, and computer labs.

1. Provide excellent customer service, collaboration, and consultative relationships with the campus community.
2. Provide telephone, in-person, and email technical support.
3. Hire, train, schedule, supervise, and evaluate student staff; work with student staff to establish priorities, make work assignments, and manage timelines and deliverables.
4. Ensure users have correct access privileges; apply campus information security policy and standards.
5. Understand, analyze and diagnose user needs and resolve problems in a timely manner; ensure users understand technical services as assigned.
6. Develop and conduct user needs assessments; make recommendations.
7. Contribute to the development of continuous improvement of workflow and support processes.
8. Communicate with the campus on various information technology support and security issues.
9. Orient new users to technical setup and operations.
10. Escalate problems appropriately.
11. Maintain and update Service Level Agreements with customers.

SITE ADMINISTRATION
Provide specialized support for Service Desk|Telephone Support| Desktop Support|Library facilities
12. Ensure library faculty, staff, student, and public computer labs, digital spaces, stand-alone desktop workstations, and mobile devices are fully operational and secure.
13. Provision and operate Audio-Visual technologies in support of library events.
14. Plan and coordinate application environment changes; perform image and patch installs, run scripts, and execute upgrades as needed.
15. Install, configure, modify and test assigned systems. Ensure proper maintenance and support of assigned systems.
16. Analyze and troubleshoot moderately complex problems involving a combination of hardware, software, and design solutions; troubleshoot errors in system operations and initiate repairs.
17. Use specialized administrative software tools including software application packaging and deployment tools.
18. Generate standard operating procedures that are standardized and repeatable.
19. Analyze security requirements and implement procedures to meet these requirements. Regularly review assigned responsibilities to identify and manage security risks. Perform security audits and reviews when required. Escalate security issues as appropriate.
20. Provide support for desktop workstations, mobile devices, and voicemail services.
21. Track work in ticketing systems and project management/Lean management tools.
22. Understand and contribute to department metrics to improve services over time.

DOCUMENTATION AND TRAINING
Use excellent verbal and written communications skills to collaborate and set expectations with management and colleagues, prepare and deliver formal and informal documentation, presentations and training to a variety of end users.
23. Develop and deliver technical, user and business processes documentation and training to student-staff, staff and faculty.
24. Maintain records and develop reports for assigned systems.
25. Provide training to student-staff, staff, and faculty.
26. Establish and maintain cooperative working relationships. Influence teams to achieve effective outcomes and positive relationships between team members.

**RELATED JOB FUNCTIONS 10%.**

| Related Job Functions | As Needed | 10% |
|---|---|---|

1. Maintain currency in the knowledge and skills necessary to facilitate industry-leading solutions. Maintain and develop interpersonal skills.
2. Perform other job-related duties and special projects as assigned.
3. Document assignment status as required by supervisor. Escalate problems or unexpected resource requirements.
4. Apply general knowledge of requirements for accessibility and other regulatory compliance where appropriate.
5. Provide training to other employees as needed and provide lead work direction to student assistants.

## 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 the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

- None

## Required Skills, Knowledge, and Abilities

1. Demonstrated customer service experience requiring a high level of diplomacy and professionalism.
2. **Comprehensive knowledge in desktop and application support and demonstrated ability to apply it effectively.**
3. Working knowledge of common software application packages and operating systems. Ability to learn tools for performance monitoring and issues tracking.
4. Working knowledge of media equipment and systems.
5. Demonstrated experience with Windows, Mac and mobile device operating systems.
6. Demonstrated ability to translate technological solutions into terms understandable by a variety of users; demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
7. Demonstrated ability to research and evaluate new technologies and software to meet user needs.
8. Ability to use creative problem-solving skills and apply effective technical solutions.
9. 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.
10. Working knowledge of web applications and sites.
11. 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.
12. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
13. 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.
14. Ability to lead work direction and train others.
15. Interest and ability to maintain and enhance technical currency.
16. General knowledge of requirements for accessibility and other regulatory compliance.

## Preferred Skills and Experience

- Ability to effectively provide lead work direction and training to student workers and an understanding of employment and payroll procedures related to student workers.

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Degree in computer science or related field.
- Knowledge of project management methods and terminology and ability to work with cross functional teams.
- Working knowledge of data and file structures, database systems and utilities, operating systems, and communication interface programs.
- Working knowledge of Active Directory, Office 365 tools and interfaces, Mobile Device Management (MDM) tools, remote desktop support tools.
- Working knowledge of tools for performance monitoring, issues tracking, and other office automation or collaboration tools
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

## Special Conditions

- Must be able to rotate evening, weekend, and holiday "on-call" hours, and be reached in support of technical troubleshooting and resolving technical issues.
- 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 willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work in an environment typical of academic libraries, including exposure to dust from books and materials, variable indoor temperatures and ventilation, regular contact with the public, interruptions in a fast-paced environment, and/or moderate levels of noise.
- 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).
- Must be able to safely move equipment up to 50 lbs, with or without assistance.

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

_____

INCUMBENT NAME                                    SIGNATURE                                         DATE

**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

_____

IMMEDIATE SUPERVISOR NAME AND TITLE    SIGNATURE

DATE

**DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

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DEPARTMENT HEAD NAME AND TITLE        SIGNATURE                                         DATE

**HUMAN RESOURCES USE ONLY**

| Employee ID#: _____ | REQUEST FOR: | CLASSIFICATION INFORMATION |
|---|---|---|
| Position Number: _____ | ☐ Update Review for File | Classification Title: _____ |
| FTE: _____ | ☐ Classification Review | Class Code/Range: _____ |
| ☐ Permanent | ☐ New Position Recruitment | CBID: _____ |
| ☐ Temporary | ☐ Replacement Recruitment | MPP Job Code: _____ |
| ☐ COI Position | | Classifier Initials: _____ |
| Recruitment Number: | | Date: |