POSITION DESCRIPTION

Department: Student Affairs Technology
Classification Title: Information Technology Consultant - Foundation
Working Title: Customer Support Specialist
FLSA Status: ☒ Non-Exempt ☐ Exempt

Position Summary
Student Affairs Technology is the information technology unit within the Division of Student Affairs, responsible for the design, development, and implementation of systems and services that support the Division in operational effectiveness and enhancing the student experience.

Under direct supervision of the team lead, this position is responsible for first- and second-tier frontline support to deliver effective customer service for information technology-based systems in the assigned areas. The primary focus for this position is to assist with end-user device configuration, account management, device inventory and deployments, and providing Tier 1 helpdesk support and services. In addition, this position is responsible for supporting the residential network and technology-related residential services in all aspects as assigned.

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

Essential Job Functions

<table>
<thead>
<tr>
<th>Daily</th>
<th>90%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Assist in administering site workstations, including installation and configuration of network hardware and software, and network printers.</td>
<td></td>
</tr>
<tr>
<td>2. Provide telephone and on-site support.</td>
<td></td>
</tr>
<tr>
<td>3. Assist in maintaining Organizational Units and Active Directory groups.</td>
<td></td>
</tr>
<tr>
<td>4. Assist in the creation of shared file areas and grant access rights to network resources.</td>
<td></td>
</tr>
<tr>
<td>5. Assist in managing computer and user environments by utilizing group policies.</td>
<td></td>
</tr>
<tr>
<td>6. Assist in troubleshooting and diagnosing hardware and software issues as assigned.</td>
<td></td>
</tr>
<tr>
<td>7. Assist in planning and coordinating application environment changes.</td>
<td></td>
</tr>
<tr>
<td>8. Ensure patch management and compliance on workstations, run scripts and execute upgrades as needed.</td>
<td></td>
</tr>
<tr>
<td>9. Assist in the installation, configuration, modification, testing, and deployment of assigned systems.</td>
<td></td>
</tr>
<tr>
<td>10. Assist in analyzing and troubleshooting errors in system operation and initiate repairs.</td>
<td></td>
</tr>
<tr>
<td>11. Assist in analyzing and monitoring system performance and usage.</td>
<td></td>
</tr>
<tr>
<td>12. Assist in analyzing regulatory security requirements and implementing procedures to meet these requirements; regularly review assigned responsibilities to identify and resolve security risks; and escalate security issues as appropriate.</td>
<td></td>
</tr>
<tr>
<td>13. Assist in monitoring and testing Residential network (ResNET) performance to ensure operations; troubleshoot, resolve, and escalate service degradations as appropriate.</td>
<td></td>
</tr>
<tr>
<td>14. Assist in providing network operations training for designated backup support personnel.</td>
<td></td>
</tr>
<tr>
<td>15. Install, configure, and modify user hardware and software utilizing department and university procedures and in compliance with department and university policies.</td>
<td></td>
</tr>
</tbody>
</table>
16. Contribute to the development of continuous improvement of workflow and support processes.
17. Maintain, track, and reconcile inventory of all computer and IT assets; adhere to campus inventory management policies; and maximize asset return on investment.
18. Communicate existing technical standards to users.
19. Assist in providing informal training and documentation on standard departmental hardware, software and internet applications.

Related Job Functions

As Needed 10%

1. Assist in coordinating with other Student Affairs IT staff to provide technology goals for Student Affairs.
2. Attend monthly CITC meetings to stay abreast of the campus direction and new technologies being implemented.
3. Participate and represent the department in assigned Student Affairs and other university colleges, committees and activities.
4. Attend training and maintain skill currency, as appropriate, to safely and effectively complete assignments.
5. Perform other job-related duties and special projects as assigned.

Required Education, Experience, and Credentials

Education and Experience:
- Bachelor's Degree (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

1. Knowledge of Microsoft Windows 10 and MacOS workstation environments including ability to diagnose, troubleshoot and resolve computer hardware and software problems utilizing both established processes/policies and unique innovative solutions.
2. Basic knowledge of network administration including TCP/IP, DHCP, and DNS; group policies; assigning shares and security permissions; troubleshooting printing, drive mapping.
3. Proficiency using standard software packages and ability to install, configure and troubleshoot software and hardware on workstations and networked devices.
4. Demonstrated ability to apply sound judgment and elevate problems appropriately.
5. Ability to learn and apply campus information security policy and standards to develop and maintain specific security requirements.
6. Basic knowledge of requirements for accessibility compliance.
7. Knowledge of, or ability to quickly learn, governmental Information Security standards such as FERPA.
8. Knowledge of local area network connectivity, integration, configuration and protocols.
9. Ability to devise methods for integrating technical tools and applications into administrative practices.
10. Ability to perform preventive and remedial maintenance to computers, servers, and network equipment.
11. Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
12. Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility. Demonstrated 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.

13. Excellent interpersonal and communication skills. Ability to effectively read, write, comprehend, and communicate technical information in a clear and understandable manner, both verbally and in writing.

14. Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.

15. Thorough knowledge of English grammar, spelling and punctuation.

16. Ability to interpret, communicate and apply policies and procedures.

17. Demonstrated ability to maintain a high degree of confidentiality.

18. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

19. Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

20. Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Skills and Experience

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Experience with Apple hardware and software including MacOS and iOS.
- Possession of industry certifications for Information Technology.
- Experience with Microsoft Active Directory, Microsoft System Center Configuration Manager, Munki, and JAMF.
- Possession of industry certifications for Information Technology, including ITIL, ITSM, and/or COMPTIA.

Special Conditions

- Ability to lift and carry equipment up to 25 pounds.
- Ability to work in confined spaces including under tables and desks to check computer and network wiring connections.
- Must be willing to accept reassignment of duties if needed and participate in cross training.
- 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.
- 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.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

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.

Rick Salomon, Director SA Technology

IMMEDIATE SUPERVISOR NAME AND TITLE SIGNATURE DATE
DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

Rick Salomon, Director SA Technology

<table>
<thead>
<tr>
<th>DEPARTMENT HEAD NAME AND TITLE</th>
<th>SIGNATURE</th>
<th>DATE</th>
</tr>
</thead>
</table>

**HUMAN RESOURCES USE ONLY**

<table>
<thead>
<tr>
<th>Employee ID#</th>
<th>REQUEST FOR:</th>
<th>CLASSIFICATION INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Update Review for File</td>
<td>Classification Title:</td>
</tr>
<tr>
<td></td>
<td>Classification Review</td>
<td>Class Code/Range:</td>
</tr>
<tr>
<td></td>
<td>New Position Recruitment</td>
<td>CBID:</td>
</tr>
<tr>
<td></td>
<td>Replacement Recruitment</td>
<td>MPP Job Code:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Classifier Initials:</td>
</tr>
</tbody>
</table>

Temporary

COI Position

Recruitment Number: