Position Title: EQUIPMENT & TECHNOLOGY CONSULTANT (Information Technology Consultant – Foundation)

Recruitment #: #1994

Full/Part-Time: Full-Time

Employment Type: Permanent

Bargaining Unit: R09

Salary: $3,470 - $5,819 per month | Non-Exempt

Department: Hardware & Events

Available: Immediately

Special Conditions: Background/ Fingerprint

Sensitive Position: Yes

Posted: February 26, 2016

Closing Date: For priority consideration, application materials must be received by March 11, 2016, however, the position will remain open until filled.

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

APPLICATION PACKET REQUIREMENTS
This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Within Information Technology Support Services (ITSS), the Hardware and Events group provides technical support to students, faculty, and staff while furthering the academic mission of the University. The group is responsible for providing advanced support for an array of applications and equipment at the University.

The Information Technology Consultant, under the general supervision of the Director of Infrastructure and Support Services in ITSS, is responsible for supporting the Information Technology (IT) needs of the campus, while ensuring that support tickets are closed within established time commitments. The incumbent should be highly skilled at working on a variety of both Apple and PC hardware, software, and apps.
**DUTIES:**

Provide support of the technology in classrooms, labs, and conference rooms:

- Ensure support tickets are in place for the work that you perform
- Ensure support tickets are completed in a timely manner, based on time commitments.
- Train student workers on how to support the campus in your area.
- Keep technical documentation for this support area current.
- Install, maintain, troubleshoot, and repair computers, media cabling, projectors, screens, microphones, media controllers (Extron), cameras, speakers, and other equipment as needed.
- Review rooms containing technical components on a weekly basis to ensure that they are in operational order.
- Proactively create support tickets for a variety of areas to ensure that the rooms are operating in a manner to support the operational needs of the campus.

Provide Technical Support:

- Ensure support tickets are in place for the work that you perform
- Ensure support tickets are completed in a timely manner, based on time commitments
- Troubleshoot, diagnose, and solve a variety of PC and Mac application and hardware issues.
- Install a wide array of equipment that includes personal computers, Macs, printers, and monitors.
- Install and test applications and Operating Systems that further the pursuit of the academic mission of the campus.
- Provide support for computer, printer, network, and specialized IT equipment.
- Image new systems and ensure that the appropriate software is installed for the customer.

Event Support:

- Ensure support tickets are in place for the work that you perform
- Ensure support tickets are completed based on the requirements of the event.
- Work with the Lead of Hardware and Events to ensure that campus events have appropriate support.
- Ensure support tickets are kept updated as they relate to events.
- Provide technical support as requested for campus events by setting up equipment (e.g., podiums, projectors, and sound equipment)

Repair Hardware:

- Ensure support tickets are in place for the work that you perform
- Ensure support tickets are completed in a timely manner, based on time commitments
- Repair hardware based problems in Dell PCs
- Repair hardware based problems in Macs
- Repair hardware based problems in other equipment as needed.

Other Job Functions:

- Interact with 3rd Party Vendors for support issues.
- Inventory equipment
- Backup other IT Staff as needed.
- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

**REQUIRED QUALIFICATIONS:**

**Education and Experience:**

Equivalent to graduation from a four-year college or university. Two years of technical experience. Additional qualifying experience may be substituted for the required education on a year-for-year basis.

**Skills, Knowledge, Abilities:**

- Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow).
- Knowledge and use of Windows platforms (e.g., Windows 7, Windows 8, Windows 10, Windows Server 2012)
- Knowledge and use of Mac OS environments.
- Knowledge and use of different imaging systems.
- Knowledge of how to image different platforms.
- General knowledge of network connectivity, integration, configuration, and protocols (TCP/IP).
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.

- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Demonstrated knowledge of ITIL or ITSM principles.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- 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.
- Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated ability to maintain a high degree of confidentiality

PREFERRED QUALIFICATIONS:

- Degree in computer related field.
- A+ Certification
- Dell Certifications
- Knowledge and use of iOS
- Knowledge of Mac OS
- Experience with Dell desktops and laptops
- Experience with HP printers
- Experience handling Audio Visual and computing needs in a conference environment.
- Experience with Epson/Panasonic projectors.
- Experience with Extron or similar equipment.
- Experience with wired or wireless audio equipment.
- Experience in the setup and use of large sound system equipment.
- Basic knowledge of electronic repair.
- Experience in an Education environment

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

MANDATED REPORTER: 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.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.
APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.