Position Title: APPLICATION ADMINISTRATOR – Enterprise Information Platform (Information Technology Consultant – Career)  
Recruitment #: #2214  
Full/Part-Time: Full-Time  
Employment Type: Permanent  
Bargaining Unit: R09  
Salary: $4,372 - $9,877 per month | Exempt  
Department: Information Technology Services – Project Management  
Available: January 2, 2018  
Special Conditions: Background/ Fingerprint  
Sensitive Position: Yes  
Posted: November 17, 2017  
Closing Date: For priority consideration, application materials must be received by December 15, 2017, 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, by virtue of your interest, aptitude, education and experience required.

Within Information Technology Services - Project Management Office (ITS - PMO), the Enterprise Information Platform (EIP) / Enterprise Content Management (ECM) is a service consists of project, functional and technical services, to students, faculty, and staff across different departments in the University.

The Information Technology Consultant, under the general supervision of the ITS - Project manager in ITS - PMO, is responsible for supporting the day-to-day operations and management of the EIP/ECM system and related components. Responsibilities include but are not limited to: Perform day to day administration of the EIP platform, including making approved changes to process and work flows; Perform installation and testing of EIP platform updates and new releases; Support the design of EIP platform integrations and work with business consultants and process owners for implementation; Ensure requirements are clearly understood and aligned to program objectives; administration of application management & technical services which are both client facing and internal support services; provide consultation to campus Business, Administrative, and Operational services on workflow automation, lifecycle management, and direct desktop hardware and software support. This incumbent will also work with internal customers to develop and maintain new solutions to meet business needs and increase process efficiency. The incumbent should be highly skilled at working on a variety of both Apple and PC hardware, software, and apps.
DUTIES:
A. Administer Specialized Systems
   • Maintain and administer EIP systems and related components on campus (e.g., OnBase, ImageNow, or equivalent).
   • Implement, develop, manage, troubleshoot, perform updates, coordinate server & applicant maintenance.
   • Implement solutions related to document management functionality including indexing, storage, security and workflow.
   • Propose and enhance functionality in EIP systems on campus (e.g., OnBase, ImageNow, or equivalent).
   • Propose and implement necessary external integrations in EIP system to meet business / process improvements.
   • Perform EIP system implementation tasks including: configuration, integration, custom programming.
   • Maintain the confirmation management of the EIP system across production and non-production environments.
   • Communicate EIP system process, operations and capability information to all levels of management effectively.
   • Work with business users to identify and refine business requirements and workflows.
   • Monitor performance of software.
   • Ensure support tickets are in place for the work performed.
   • Ensure support tickets are completed in a timely manner, based on time commitments.
   • Troubleshoot, diagnose, and solve system support issues (e.g., OnBase, ImageNow, or equivalent).
   • Create and maintain standard and ad-hoc reporting.
   • Work with various teams in IT to ensure a stable environment.

B. Project Work
   • Provide consultation on design and implementation of various IT based projects.
   • Research new systems.
   • Collaborate to ensure IT project timelines are met.
   • Engage to ensure IT resources are provided.
   • Implement new features, functionality on the systems.
   • Assist in project budgetary numbers on IT requirements.

C. Provide 2nd tier technical support
   • Ensure support tickets are in place for the work performed.
   • Ensure support tickets are completed based on the requirements of the event.
   • Troubleshoot, diagnose, and solve a variety of technical issues.

REQUIRED QUALIFICATIONS: 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.

   • Experience with implementation and support of EIP/ECM in an enterprise setting.
   • Demonstrated knowledge of ITIL or ITSM principles or excellent customer service experience.
   • Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow).
   • Knowledge and use of Apple and Windows OS environments.
   • Ability to troubleshoot, diagnose, and complete software Incident and Problem issues.
   • Ability to setup, install, and maintain application service offerings like (OnBase, MS SQL, Oracle, etc.)
   • Experience supporting applications – user, security, workflow, integration with other systems.
   • Knowledge and use of Microsoft Server OS, upgrades and halt-fixes related to application and OS.
   • 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.
   • Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
   • 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.
   • Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

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.
• Thorough knowledge of English grammar, spelling and punctuation.
• Demonstrated ability to maintain a high degree of confidentiality
• Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:
• Bachelor's degree in a computer related field.
• Application administrator certification for Enterprise Information Platform (EIP) platforms like, OnBase, ImageNow or equivalent systems
• Business process improvement experience is a plus.
• Two years' experience supporting Enterprise applications (OnBase, ImageNow or equivalent)
• Three years' experience supporting large scale, multi-OS, desktop environments
• Knowledge and use of support ticketing system (ServiceNow etc)
• 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.
• Possession of a valid driver’s license or the ability to obtain by date of hire.

PHYSICAL DEMANDS & WORK ENVIRONMENT:
LIGHT WORK – mainly sitting, up to 25% standing or walking; lifting medium weight objects limited to 25 pounds.

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.

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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.

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