### CSUB JOB ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>SENIOR HELPDESK &amp; DESKTOP SUPPORT TECHNICIAN (Information Technology Consultant – Career)</th>
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</thead>
<tbody>
<tr>
<td>Recruitment #:</td>
<td>#1978</td>
</tr>
<tr>
<td>Full/Part-Time:</td>
<td>Full-Time</td>
</tr>
<tr>
<td>Employment Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Bargaining Unit:</td>
<td>R09</td>
</tr>
<tr>
<td>Salary:</td>
<td>$4,372 - $9,401 per month Exempt</td>
</tr>
<tr>
<td>Department:</td>
<td>Information Technology Services - Client Services</td>
</tr>
<tr>
<td>Available:</td>
<td>Immediately</td>
</tr>
<tr>
<td>Special Conditions:</td>
<td>Background/ Fingerprint</td>
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<tr>
<td>Sensitive Position:</td>
<td>Yes</td>
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<tr>
<td>Posted:</td>
<td>January 15, 2016</td>
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<tr>
<td>Closing Date:</td>
<td>For priority consideration, application materials must be received by January 29, 2016, however, the position will remain open until filled.</td>
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</table>

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](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 Services (ITS), the Client Services group provides technical support to students, faculty, and staff while furthering the academic mission of the University. The group is responsible for both first tier and second tier 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 ITS, is responsible for supporting the Information Technology (IT) needs of the campus, ensuring that the technical integrity of the helpdesk and desktop teams are maintained to the highest standards, will work with students and staff on mentoring, training, and skills development, ensure that system images are created and kept current, and for providing shared responsibilities at the help desk. The incumbent should be highly skilled at working on a variety of both Apple and PC hardware, software, and apps. It will be expected that the person filling the position will provide an advanced level of support while also mentoring existing staff and providing a forward thinking approach on current trends for establishing protocols and procedures that take place in an IT service oriented department. Additionally, the position will need to work within the department to review current procedures and make recommendations for streamlining current processes.
DUTIES:

Advanced Technical Support:
- Create technical support tickets in the ticket tracking system.
- Ensure support tickets are completed in a timely manner, based on time commitments.
- Answer phones at the help desk and provide technical support to the campus.
- Troubleshoot, diagnose, and solve a variety of PC and Mac application and hardware issues.
- Install and test applications that further the pursuit of the academic mission of the campus.
- Provide advanced support for computer, printer, network, and specialized IT equipment.
- Ensure customer service satisfaction levels are maintained at a high level.
- Provide Office 365 support.

Mentor staff:
- Provide training to existing technical staff.
- Train student workers on technical support issues.
- Assist both staff and student workers on technical support issues.
- Keep technical documentation for the department current.

Project Support:
- Provide input on IT based projects to the Project Manager
- Work on IT based projects with the Project Manager and/or Director of I&SS.

Process Improvement:
- Document existing processes
- Provide input on the effectiveness of client desktop support system methods and procedures
- Document updated processes
- Assist in implementing new processes

Backup the Lead Position:
- Backup the Lead when necessary.
- Ensure tickets are assigned and completed in accordance to service commitments

Other Job Functions:
- Interact with 3rd Party Vendors for support issues.
- Event support
- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

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.

REQUIRED QUALIFICATIONS: Equivalent to graduation from a four-year college or university. A minimum three years of technical experience.

LICENSES, CERTIFICATES, CREDENTIALS:
- A+ and Network+ Certifications
- Possession of a valid driver’s license or the ability to obtain by date of hire.

SKILLS, KNOWLEDGE, ABILITIES (SKA’s):
- Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow).
- Advanced knowledge and use of Windows platforms (e.g., Vista/Windows 7, Windows 8, Windows Server 2012)
- Experience in Active Directory

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.
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- Experience with Office 365
- Knowledge and use of Mac OS environments.
- Knowledge and use of different imaging systems.
- 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.
- 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:

- Five years of related technical experience
- MCSE or other advanced Microsoft certification
- Degree in computer related field.
- Experience with McAfee EPO
- Experience with Tivoli
- Experience with Heartland solutions
- Experience in a higher education environment
- Experience with Dell desktops and laptops
- Experience with HP printers

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.

DESIGNATED POSITION: If the duties of this position include participation in decisions that may have a material financial benefit to the incumbent, the selected candidate will be required to file Conflict of Interest Form 700:

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Statement of Economic Interest when they first occupy the position, and on an annual basis, complete ethics training within 6 months of appointment, and attend this training every other year thereafter.

**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](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.