## CSUB JOB ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>SERVICE DESK CONSULTANT (Information Technology Consultant – Foundation)</th>
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</thead>
<tbody>
<tr>
<td>Recruitment #:</td>
<td>#1993</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>$3,470 - $5,819 per month Non-Exempt</td>
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<tr>
<td>Department:</td>
<td>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>February 26, 2016</td>
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<tr>
<td>Closing Date:</td>
<td>For priority consideration, application materials must be received by March 11, 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 Support Services (ITSS), 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 ITSS, is responsible for supporting the Information Technology (IT) needs of the campus, ensuring that the help desk completes service tickets within a pre-defined SLA while also providing assistance with overseeing student workers within ITSS. The incumbent should be highly skilled at working on a variety of both Apple and PC hardware, software, and apps.

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**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.
DUTIES:

Provide oversight and support of the help desk:
- Provide direction to student workers performing support functions.
- Create technical support tickets in the ticket tracking system.
- Ensure support tickets are completed in a timely manner, based on time commitments.
- Assign IT support tickets to technicians.
- Train student workers on how to support the campus.
- Train student workers on the support process.
- Keep technical documentation for the help desk current.
- Answer phones at the help desk and provide technical support to the campus.
- Provide advanced knowledge and technical support.

Technical Support:
- 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 support for computer, printer, network, and specialized IT equipment.
- Create and implement system images on PCs and Macs as needed.

Event Support:
- Work with the Lead of Hardware and Events to provide student resources for campus events.
- Ensure support tickets are kept updated as they relate to events.
- Provide technical support as requested for campus events.

Other Job Functions:
- Interact with 3rd Party Vendors for support issues.
- 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.
- 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.

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PREFERRED QUALIFICATIONS:

- Degree in computer related field.
- Knowledge and use of iOS
- Knowledge of Mac OS
- Experience with Dell desktops and laptops
- Experience with HP printers
- 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.

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