



# CSU Bakersfield

Office of Human Resources

Mail Stop: 37 ADM  
9001 Stockdale Highway  
Bakersfield, California 93311-1022

(661) 654-2266  
(661) 654-2267 Job Line  
[www.csub.edu/bas/hr](http://www.csub.edu/bas/hr)

## CSUB JOB ANNOUNCEMENT

<b>Position Title:</b>	<b>ADMINISTRATIVE TECHNOLOGY SERVICES MANAGER (Administrator I)</b>	
<b>Recruitment #:</b>	<b>#2201</b>	
<b>Full/Part-Time:</b>	<b>Full-Time</b>	
<b>Employment Type:</b>	<b>Permanent</b>	
<b>Bargaining Unit:</b>	<b>M80</b>	
<b>Salary:</b>	<b>The salary is competitive, depending upon qualifications and experience of the successful candidate. This administrative position is part of the California State University Management Plan and includes an excellent benefits program.</b>	<b>Exempt</b>
<b>Department:</b>	<b>Information Technology Services</b>	
<b>Available:</b>	<b>Immediately</b>	
<b>Special Conditions:</b>	<b>Background/ Fingerprint &amp; Credit Check</b>	
<b>Sensitive Position:</b>	<b>Yes</b>	
<b>Posted:</b>	<b>October 13, 2017</b>	
<b>Closing Date:</b>	<b>For priority consideration, application materials must be received by <u>October 27, 2017</u>, however, the position will remain open until filled.</b>	

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.

The Manager of Administrative Technology Services within Information Technology Services (ITS) provides general supervision and operational oversight of Administrative Support Services. Responsibilities include management of staff and service areas that focus on administrative technology: document management and digital archiving systems, desktop support, desktop security, account management, business applications and standardization, hardware lifecycle/warranty management. Services that this position supports include but are not limited to – Service Desk/Center management, data security/Integrity, hard drive encryption, account creation, computer purchasing, contract management, and file restoration services. Reporting to the Director, Information Technology Support Services the manager leads a staff of about 9-12 professionals to create and maintain appropriate technology to support the services and support areas. In collaboration with other managers and directors, the Manager of Administrative Technology Services ensures coordinated support for administrative services, as well as efforts and initiatives of ITS. The manager also works in close association with other members of the campus.

**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:**

### **A. Administrative Support Services**

- Work with key committees and groups on developing application technology strategies and priorities.
- Deliver technology platforms, tools and services empowering administrative personnel to maximize their technology investment.
- Provide guiding consultation with process workflow and communication, such as workflow and document management tools (e.g. OnBase, Office365, and collaboration spaces).
- Provide direct desktop support via incident management, lifecycle management, establishing standardized purchasing programs including hardware warranties, and software licensing and administration.
- Provide excellent support for university administration teams through effective incident management, continual service improvement, intelligent service design and implementation.
- Works in coordination with Enterprise Applications to support and manage the university PeopleSoft data management system which may include integration with other application systems.
- Engage university administration in meaningful ways to understand their needs and uses of IT services.

### **B. Leadership and Supervision**

- Provide day to day operational leadership for staff and student team members.
- Regularly meet with full time staff and student staff to mentor and coach as needed.
- Promote open communication and transparency in a manner that builds relationships and trust.
- Understand services, develop metrics, kpi's, and provide continuous improvement and service life-cycle.

### **C. Professional Development**

- Develop and build on skill sets that work towards the goals of the Academic Technology Services, and the parent Service Desk & Support department. Attend workshops, training events, and/or conferences to facilitate the development of those skill sets.

## **REQUIRED QUALIFICATIONS:**

- Equivalent to graduation from a four-year college or university.
- Minimum 3 years of technical experience. Qualifying experience may be substituted for the required education on a year-for-year basis.
- Minimum of one-year experience supervising/managing IT or related team(s).
- 2-3 years of progressively responsible experience leading within client services, educational technology, software licensing management/development and/or hardware lifecycle management and purchasing negotiations.
- Experience developing and setting standards for end user and campus technology
- Solid working knowledge of ITIL/ITSM technology standards
- Experience with knowledge management tools and developing knowledge and self-service support processes.
- Knowledge of and ability to facilitate change management.
- Proven ability to manage, motivate, and evaluate professional IT staff.
- Demonstrated ability to develop and implement effective plans for service delivery.
- Demonstrated judgment in problem-solving, as well as proactively identifying issues and proposing solutions.
- Innovative, technical, and customer centric.
- Strong interpersonal skills.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- 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.
- 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.
- Thorough knowledge of English grammar, spelling and punctuation.
- Ability to interpret, communicate and apply policies and procedures.
- Demonstrated ability to maintain a high degree of confidentiality.
- 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.
- Regular and reliable attendance is required.

**PREFERRED QUALIFICATIONS:**

- PMP or ITSM certifications
- Experience working in an education environment (preferably higher education)
- Successful experience working in a unionized environment
- Master or Expert level ITIL certificates
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

**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: 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> 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.

**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.