



# CSU Bakersfield

Office of Human Resources

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[www.csub.edu/bas/hr](http://www.csub.edu/bas/hr)

## CSUB JOB ANNOUNCEMENT

<b>Position Title:</b>	<b>INFORMATION TECHNOLOGY CONSULTANT – CAREER</b>	
<b>Recruitment #:</b>	<b>#2200</b>	
<b>Full/Part-Time:</b>	<b>Full-Time</b>	
<b>Employment Type:</b>	<b>Permanent</b>	
<b>Bargaining Unit:</b>	<b>R09</b>	
<b>Salary:</b>	<b>\$4,372 - \$9,877 per month</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</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.

Within Information Technology Support Services (ITSS), the Administrative Services team provides technical support to students, faculty, and staff while furthering the administrative 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 IT Support Services in ITSS, is responsible for supporting the Information Technology (IT) needs of the campus. Responsibilities include but are not limited to: administration of technical services which are both client facing and internal support services; ensuring the help desk provides best in class customer experience; provide consultation to campus Business, Administrative, and Operational services on workflow automation, lifecycle management, and direct desktop hardware and software support. 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
  - Ensure support tickets are in place for the work performed

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.

- Ensure support tickets are completed in a timely manner, based on time commitments.
  - Maintain and administer various systems on campus (e.g., SCCM, ServiceNow, MDM, ePO, Papercut, etc.).
  - Troubleshoot, diagnose, and solve system support issues (e.g., ServiceNow, MDM, ePO, Papercut, etc).
- B. Project Work**
- Provide consultation on design and implementation of various IT based projects.
  - Research new systems.
  - Ensure IT project timelines are met.
  - Implement new systems.
- C. Provide 2<sup>nd</sup> 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.
- D. Provide Hardware service support**
- Provide tier 2 hardware troubleshooting and consultation for out of warranty devices
  - Facilitate warranty support via contracted warranty SLA's
  - Provide evaluation of contract warranty SLA's

**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.

- Demonstrated knowledge of ITIL or ITSM principles or excellent customer service experience.
- Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow)
- Experience supporting applications – user, security, workflow, integration with other systems.
- Ability to troubleshoot, diagnose, and compete hardware repairs for Windows, Mac, and iOS devices.
- Ability to troubleshoot, diagnose, and complete software Incident and Problem issues.
- Ability to setup, install, and maintain application service offerings like (Office 365, Papercut, ServiceNow, McAfee, etc.)
- Ability to work with vendors in support of hardware warranty administration and support
- Knowledge and use of Microsoft Server 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.
- 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
- Three years' experience supporting large scale, multi-OS, desktop environments
- Knowledge and use of ServiceNow
- 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.

**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.