



**A. Position Data**

Incumbent: Vacant/Recruitment EmplID: \_\_\_\_\_ Date: \_\_\_\_\_  
 Working Title: IT Support Specialist Work Direction Given By: Technical Operations Lead  
 (Lead)  
 Department: IT Support Services Reports To Title: Director of IT User Expr and Support  
 (Appropriate Administrator)  
 Division: Office of the Chief Information Officer College (if applicable): \_\_\_\_\_  
 Reason:  
 Vacant Position  Classification Review / In Range Progression  Revision  Performance Evaluation  New Hire  
 Is this a new position? Yes

Classification Title: Information Technology Specialist - Career Job Code: 0420  
 Position Number: 00004933 Level/Range/Grade: 2  
 FLSA Code:  Exempt  Non-Exempt Time Base:  Check box if Intermittent   
 Pay Plan:  10/12 month  11/12 month  12/12 month CBU/MOU: R09-Technical CSUEU

**B. POSITION PURPOSE**

Under general supervision, the incumbent performs direct technical assistance and consultation for end-users, departments across campus regarding procurement and implementation of technology and related systems. Performs a wide variety of functions including hardware and software support, computer deployment and maintenance, system/software installation and maintenance, troubleshooting and general assistance, and technology consultation. Providing excellent customer service to faculty, staff and students as well as working as a team member in IT Support Services who demonstrates agility and flexibility in supporting the campus through continuous technology improvement is critical. This position will provide support for desktop hardware and software, research/lab equipment, or unit specific software and systems. Incumbents often perform the full range of technical support and logistical duties associated with maintaining a wide variety of IT equipment, which includes moving, installing, troubleshooting, and securing equipment.

The incumbent in this position is a cohesive member of the Division of IT User Experience and Support Services(ITSS) team that leads IT service delivery innovation while adhering to campus policies, standards, and procedures related to information technology support, information security, change control, desktop, server and application standards, accessibility standards, applications and web development standards, vendor access requirements, training, and more.

**SPECIAL REQUIREMENTS/DESIGNATIONS OF THE POSITION:**

California State University, Chico, in accordance with CSU policy, requires that the successful candidate complete a background check (including a criminal records check, sexual offender registry check, and/or fingerprinting) prior to assuming this position. Failure to satisfactorily complete or pass the background check may impact the job offer or continued employment of current CSU employees who apply for posted positions identified as sensitive. This position is considered a sensitive position based on CSU guidelines. Incumbent is responsible for the safety and security of Level 1 data, sometimes also referred to as Level 1 protected data. This is confidential information that is in most cases protected by statutes, regulations, or other legal mandates.

This position as set forth in CSU Executive Order 1083, revised July 21, 2017 is not designated as a required mandated reporter under the California Child Abuse and Neglect Reporting Act.

### C. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

“NOTE: This Position Description is intended to give an overview of the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties and responsibilities of this positions. Other functions consistent with your *Classification Standards* may be assigned as deemed necessary.”

Does this position include Work Lead Responsibilities? No \_\_\_\_\_

List Functional Category with Responsibilities:

**DESKTOP SUPPORT- PC, Mac and Linux Operating Systems**

- \* Provides technical support to faculty, staff, and students utilizing multiple modalities, including in-person, phone, email, and ticketing systems.
- \* Troubleshoots, analyzes, and resolves hardware and/or software issues related to computers, laptops, printers, mobile devices, and other technology equipment. Escalates or routes complex technical issues to more advanced level support teams, as necessary.
- \* Evaluates and advises stakeholders on technology needs in classrooms, labs, and campus spaces.
- \* Provides technical guidance to departments on the procurement, setup, and deployment of technology equipment.
- \* Install and configure hardware, operating systems, applications, and network software
- \* Diagnoses and resolves network connectivity issues.
- \* Monitor desktop security issues by keeping current with security bulletins
- \* Coordinate and consult with Service Desk, Desktop Services, and technicians to minimize negative user impact.
- \* Ensure that desktop security and desktop application standards are evaluated and deployed in a consistent manner.
- \* Monitor, maintain, and prioritize incident tracking service requests assigned to this area.

% of Time	Priority Weight
-----------	-----------------

80%	
-----	--

**IT SERVICE OPERATIONS:**

- \* Develops and delivers technology support documentation and training materials to educate users on technology tools and best practices.
- \* Support, resolve, facilitate, and guide users through processes.
- \* Provide general support of internal project/task teams as assigned.
- \* Participate in project teams and pilot groups for new applications and user procedures as assigned.
- \* Resolve in a timely manner problems and difficult service requests.
- \* Participate in continual service improvement (CSI) for all ITSS processes (e.g incident management, request management, problem management, etc.).
- \* Mentor and provide on-going training to ITSS students, including general troubleshooting of different platforms, applications, and equipment.
- \* Assist in the development and maintenance of the ITSS knowledge base and training documentation.

10%	
-----	--

**OTHER DUTIES AS ASSIGNED:**

- \* Attend/complete assigned/required training
- \* Provide general assistance to others throughout the Division of IT.
- \* Actively participated in assigned projects and work teams.
- \* Expand technical knowledge by reading journals, current periodicals and texts pertaining to current and emerging technologies.
- \* Attend department staff meetings.
- \* Seek continued professional development revolving around best practices in higher education environments.
- \* Perform other duties as assigned.

10%	
-----	--

Total should equal 100% Time and 100 Weight      Total      100%      0

### D. GENERAL GUIDELINES AND EXPECTATIONS

1. Represents the University promoting a positive public image.
2. Acknowledges, respects, and values each individual.
3. Applies the highest standard of excellence to the delivery of service to our customers and community.
4. Demonstrates an open, participatory, team-oriented style; working cooperatively toward the achievement of your department's mission and goals; and demonstrating flexibility and adaptability regarding changes.

5. Keeps commitments. Notifies supervisor if a deadline cannot be met by describing what measures can be taken to correct the situations.
6. Maintains knowledge and skills at a level necessary to perform work.
7. Adheres to established work hours including starting time, and lunch and rest breaks. Provides appropriate planning and notice for all absences.
8. Is fiscally responsible with the organization's equipment, property and funds.
9. Adheres to the highest level of professionalism by demonstrating honesty, integrity and reliability. Encourages others to act in this professional manner.
10. Demonstrates the ability to effectively establish and maintain cooperative working relationships with a diverse multi-cultural environment.

Additional Guidelines and Expectations

## E. QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

### 1. Demonstrated Knowledge, Skills and Abilities

Must have the knowledge, skills and abilities to perform the responsibilities of this position as stated in the sections for Essential Functions and Responsibilities, Work Lead Responsibilities (if applicable) and General Guidelines and Expectations.

#### KNOWLEDGE:

Incumbent must possess:

Thorough knowledge of:

- \* Current Windows operating systems, MS Office applications, and PC laptop and desktop platform hardware in an Active Directory environment.
- \* Campus enterprise computing systems and users.
- \* Operating system and application installation, troubleshooting, and configuration.
- \* Research techniques, information gathering and reporting.

Working knowledge of:

- \* PC desktop operating systems (Windows), computer hardware, and applications (MS Outlook; MS Office suite; web browsers; anti-virus, etc.).
- \* A variety of desktop peripheral devices (printers, scanners, webcams, etc.) and the various connection mechanisms associated with those devices (USB, Firewire, Thunderbolt, etc.).
- \* Supported desktop remote communications and networking applications & protocols.
- \* Desktop application and virtualization.
- \* Desktop computing and information security policies and technologies.

Basic knowledge of:

- \* Encryption requirements.
- \* Macintosh (Apple) and Linux operating systems
- \* Microsoft Intune for mobile device management and application deployment

Fluency with the use of standard office equipment (computers, copiers, phones, fax) and standard computer software application packages, equipment and platforms.

#### SKILLS:

Incumbent must possess:

- \* Excellent written and verbal skills and the demonstrated competence to effectively present information in either format.
- \* Excellent organizational skills.
- \* Strong customer service and relationship skills.
- \* Demonstrated skills to manage projects and successfully accomplish tasks assigned.
- \* Skilled at identifying usability issues and making recommendations for updates and improvements.

#### ABILITIES:

Incumbent must have the ability to:

- \* Analyze problems, propose and develop innovative solutions.

- \* Identify, analyze and determine user needs.
- \* Interpret client and end-user needs.
- \* Monitor, track and report on workflow status.
- \* Develop, organize, and implement business processes.
- \* Research, recognize trends, and evaluate new and emerging technologies and advancements.
- \* Successfully proof the work of others and to offer solutions.
- \* Provide productive performance feedback.
- \* Assign work, train, oversee and assist others in completing work assignments.
- \* Interpret and implement policies and procedures established by others.
- \* Independently manage busy workload, multiple priorities and projects with frequent interruptions and schedule changes.
- \* Effectively work and communicate with others in a collaborative environment.
- \* Be service-oriented, creative, and diplomatic.
- \* Adjust to change (e.g work environment, technology, responsibilities adjustment).

## 2. Education and/or Experience

### EDUCATION:

The qualifications listed above would normally be obtained by a bachelor's degree in computer science, information systems educational technology, communications or job-related field or similar certified coursework in applicable fields of study.

AND

Two years of full-time job-related experience.

OR

An equivalent combination of job-related experience and education providing the requisite skills and knowledge to independently apply technical judgment to standard application systems.

## F. PHYSICAL REQUIREMENTS

The physical requirements described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent/applicant will need to be able to perform the essential job functions (duties) of this position with or without reasonable accommodation. This position alternates between remaining in a stationary position operating a personal computer for long periods of time and frequently moving about inside the office. The incumbent/applicant will need to regularly position themselves to lift, move, install and maintain computer equipment (e.g. crouching and crawling under workstations/desks/furniture, and ascending and descending ladders). Work may be performed in confined spaces. Requires the need to travel across campus to other office buildings. Good balance, agility, ability to distinguish color, and occasional lifting up to 35 lbs. is also required. Also refer to the Physical Requirements & Work Environment form regarding this position.

## G. WORK ENVIRONMENT

Work is generally performed in a typical office environment operating standard office equipment. Position involves frequent to constant interaction with students, faculty and staff to perform computing technology related consulting and technical support services. Some travel between campus offices will be required. Also refer to the Physical Requirements & Work Environment form regarding this position.

## H. PREFERENCES - This section is for recruitment purposes only

Please indicate what special skills, education or knowledge are preferred.

## I. ADDITIONAL RECRUITMENT INFORMATION - This section is for recruitment purposes only

**APPROVAL**

*In Order of Approval*

Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_

Appropriate Administrator: \_\_\_\_\_ Date: \_\_\_\_\_

Vice President (or Designee): \_\_\_\_\_ Date: \_\_\_\_\_

Classification/Compensation: \_\_\_\_\_ Date: \_\_\_\_\_