University Staff Position Description Form
Office of Human Resources

This description will be used as a basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

1. POSITION INFORMATION

Employee: _____ Department: __College of Arts & Letters ITC__

Current Classification: __ITC - Career__ Working Title: __ITC, College of Arts & Letters__

Time Base: [x] F.T. [ ] P.T. _____ % [ ] Other _____ FLSA Status: [x] EX [ ] NE

Position Provides Lead Work Direction To:

     Classification: __Student Assistants__ Qty: __5__ FTE: _____

     Classification: _____ Qty: _____ FTE: _____

     Classification: _____ Qty: _____ FTE: _____

Name & Title of Work Lead (if any): __Tuffer Mayeda, (ITC/Expert) A&L__

Name & Title of Appropriate Administrator: __Hellen Lee, Associate Dean for Budget & Operations (Acting)__

Name & Title of Dean/Manager (MPP): __Christina Bellon, Dean (Interim), College of Arts & Letters__

2. PRIMARY ACTION BEING REQUESTED (Select One)

[x] Job Posting: [ ] New Position [x] Replacement Position, former incumbent: __Ed Montgomery__

[ ] Update Position Description Only:

     NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be signed by the Appropriate Administrator before being signed by the Employee. The Employee signs at least seven (7) days' prior to Effective Date.

     Effective Date: _____

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this position. 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.

Employee: _____ Date: _____

Appropriate Administrator: _Hellen Lee (Aug 22, 2024 09:36 PDT)_ Date: __Aug 22, 2024__

Dean/Manager (MPP): _Cal/Bellon_ Date: __Aug 22, 2024__

HR Staff Official Position Description

4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. Classification standards can be found at http://www.calstate.edu/HRAdm/Classification/index.shtml.)

To enter this classification, a basic foundation of knowledge and skills in information systems and application program packages is a prerequisite. This foundation would normally be obtained through a bachelor's degree in computer science, information systems, educational technology, communications, or related fields, or similar certified coursework in applicable fields of study. Foundation knowledge and skills for the Information Technology Consultant, depending on the nature of the position assignment, may include working knowledge of common software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

Required: Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

1. Demonstrated ability to maintain a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

2. Demonstrated history of and commitment to building and maintaining a respectful and professional work environment.

3. Bachelor's or Associate of Science degree in computer science, information systems, or educational technology, or equivalent experience in an appropriate field of work.

4. Demonstrated experience working independently on a variety of IT computer systems to provide solutions to common operational and instructional problems.

5. Demonstrated experience working in a team environment with end users of enterprise and desktop computer systems, collaborating with other technical staff in developing solutions.

6. Site Operation: Demonstrated ability to work on IT computer systems to provide solutions to common business problems and act as liaison to other divisions in support of IT needs. Knowledge of best practices in security policies and implementations.

7. User Consultation: Demonstrated experience with interpersonal communication skills in working with diverse users, interpreting their needs and delivering appropriate IT solutions.

8. Project Management: Demonstrated ability to apply consulting skills to assess user needs and provide appropriate solutions to resolve user problems and meet discipline specific needs. Demonstrated ability to initiate and manage multiple complex tasks, projects and implement workflow solutions under competing deadlines and maintain flexibility during constant shifting priorities.

9. Development: Demonstrated ability to install, troubleshoot and manage Windows and Apple hardware and software in a medium size enterprise environment.

Employee Initials: **Date:**

10. Technical Support: Extensive experience with Windows and Apple operating systems and the associated hardware/software and peripherals. Experience troubleshooting, adjustments, and repairs of desktop and portable computer systems and peripherals, network servers and other network components.

Conditions of Employment

- Ability to pass a background check.

Preferred: List any desirable qualifications beyond the Minimum Qualifications and those that are Required that would enhance an incumbent's ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

11. Experience with computer lab support or equivalent. Ideally, experience with instructional computing, presentations, and conferencing.

12. Demonstrated ability to analyze operations, procedures, and workflows to develop recommendations for technology solutions to business problems.

13. Knowledge of University infrastructure, policies and procedures.

14. Two years customer-facing technical support experience, preferably within higher education.

15. One or more years of experience in the development and implementation of software system roll-out, strategies, change management, including the provision of documentation and training end users.

6. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

Under the lead direction of the ITC Expert, the incumbent will support the discipline specific technology needs of the College, departments, faculty and staff. The incumbent works in close consultation with department chairs, faculty and staff on discipline specific technology needs and coordinates with the ITC Expert and Associate Dean on collegewide IT issues. The incumbent also provides lead work direction to the student technical assistants.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
35%	Daily	**Support and Guidance** Provide technical consulting to faculty, staff, and students on IT hardware, software, and the integration of IT technologies and services into academic and research projects. Lead projects for enabling IT services for the College to meet special requirements for the various disciplines. Manage and support discipline specific instructional computing labs and services. Supervise and manage student assistant working procedures and assignments. Work closely with the other members of the Arts and Letters IT staff to plan and maintain IT services for the College.

Employee Initials: **Date:**

25%	Daily	**User Support**
		Provide training and support for College IT equipment and services. Provide one-on-one support to faculty, staff, and students to assist their use of IT resources, and to acquaint them with the IT services available to meet their curricular needs. Evaluate and identify the IT/computing needs of the College, and design and specify systems to meet those needs. Plan and schedule installation of College IT equipment. Maintain a working knowledge of all applicable systems, hardware, and software.
10%	Daily	**Technical**
		Configure, install, diagnose, troubleshoot, and repair computers and other equipment in the College. This includes equipment deployed in faculty, staff, and departmental offices, as well as College instructional computing labs. Specify and install equipment in these areas as necessary.
10%	Weekly	**Management and Administrative**
		Perform administrative duties such as development and testing of system software images, creating and maintaining software documentation and libraries, managing inventory and ordering supplies and equipment, student time sheets, system and software warranty/ maintenance management, etc.
5%	Weekly	**Collaboration and Accountability**
		Work collaboratively with technical staff from other program centers to oversee the operation of shared computing resources, and meet the needs of specific departments and programs, as assigned by lead ITC Expert and/or Associate Dean.
5%	Weekly	**Service Support**
		Provide college services to meet discipline specific needs of the departments. This includes updates, programming, configuration, administration, and other services as needed. Research and recommend discipline specific acquisitions of new technologies, software and devices.
5%	Monthly	**Special Projects**
		Plan, develop, and maintain systems and policies to enhance the level of IT support and service for the College.

8. MARGINAL FUNCTIONS OF THE POSITION

Describe each <u>non-essential</u> duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

<u>Essential Functions and Marginal Functions should have a combined total of 100% of Time.</u>

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
5%	Daily	Other duties as assigned

9. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

9a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

Under the general direction of the ITC-Expert, this position acts independently making day to day decisions and judgements as it pertains to creating solutions for College end users (i.e. faculty, staff, administrators) and supervises student assistants in the ITC shop and computer labs.

9b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

Must use high level of problem solving in daily operations and utilize independent judgement to solve issues pertaining to customer service and time management. Will refer to supervisor to issues or challenges potentially having a significant impact on the success of the ITC Shop and College, or for personnel issues outside their ability.

9c. Contacts On- and Off-Campus: Purpose and nature of working relationships with on- and off-campus contacts.

IT meeting with other IT staff in the College - Weekly: Management planning and project status updates.

IT meeting with other IT staff in the University - Monthly: Collaboration, idea sharing, and discussion of campus-wide issues or problems.

Department rounds - Weekly: Routinely check-in with department staff and faculty to ensure the proper operation for IT equipment and services.

Vendor Contact - Weekly: Pricing requests, parts ordering, warranty repair.

Other CSU systemwide IT personnel - Monthly /Yearly: Collaboration, idea sharing, conference sessions, technology demonstrations.

10. ADA REQUIREMENTS – MUST BE COMPLETED

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: F (frequently), O (occasionally), N (not at all). Do <u>not</u> use "X."

	PHYSICAL		MENTAL		ENVIRONMENTAL
F	Sit	F	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	O	Is around moving machinery
F	Walk	F	Analyze	O	Is exposed to marked changes
F	Have mobility	F	Use reason/logic		in temperature and/or humidity
F	Bend	F	Demonstrate recall	O	Is exposed to **dust,** fumes, gases,
O	Climb	F	Make decisions		radiation, **microwave** (circle)
O	Reach	F	Works rapidly	N	Drives motorized equipment
O	Kneel	F	Handle multiple tasks/priorities	O	Works in confined quarters
F	Push/Pull	F	Tolerate variety	N	Works in high places
O	Have gross hand coordination	F	Work with others		Other:
F	Have fine hand coordination		Other:		

Employee Initials: **Date:**

F	Hear with background noise
F	Hear the spoken word
F	Hear over a phone/other device
F	See to read fine print
F	See to read bold print
F	See to accomplish a task
F	Talk
F	Communicate
F	Lift: __25_lbs. max
F	Carry: _25__lbs. max
O	Operate equipment
F	Perform keyboard entry
	Other:

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.

Primary support and administration of faculty/staff workstations and other IT systems and equipment in the departments within the College of Arts & Letters as well as departments serviced for other colleges.

Primary support and administration of instructional computing labs for the departments of English and Foreign Languages.

Daily technical support help-line coverage.

Planning for maintenance and updates of instructional computing equipment.

Coordinator for faculty/staff systems management. Including inventory management, purchase planning, needs assessment, configuration management, installation, security, and decommissioning.

Patch management for faculty/staff workstations and College server systems, and other administration as needed.

Delegated administration of College data backup systems.

Delegated administration of College public signage systems.

Delegated coordination of College ICT review process.

Windows system administrator, including workstations, configuration management, image building, deployment, troubleshooter/support, and management of the College's assigned Active Directory area in SacLink.

Evaluation and assessment of new software and hardware systems.

One-on-one assistance and training for faculty and staff on new hardware and software systems.

Identifying and fulfilling needs of various program centers in the College

Employee Initials: **Date:**

TECHNOLOGY USAGE

Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

Hardware Type	Software Applications Used
PC workstations and servers	Windows 10, 11
Mac workstations and RHEL Severs	Windows Server
Printers and plotters	Mac OS 11+
Scanners	Various programming languages and tools
Mobile Devices	System configuration management and deployment software (SCCM & JAMF)
Cameras	Patch Management and Security software (SCCM & JAMF)
Specialty audio/video hardware	Server backup software (CommVault)
Other peripherals	Network troubleshooting/management software
	Various utility/troubleshooting software
	Remote systems management software
	Microsoft Office
	Email/collaboration software
	Other software as required by College academic needs

Employee Initials: **Date:**