

Information Technology Consultant - Career

PD No.:PD-7486

POSITION DESCRIPTION INFORMATION

To edit an approved Position Description scroll to the bottom of the form and press Update PD
Click OK in the pop-up window that appears to reset the approval process

POSITION INFORMATION

Type of Action Requested:*	Replacement-Revision
Internal Team:*	FL-IT-Administration - 10008
Job Code/Employee Classification:*	Info Tech Consultant 12 Mo <u>Job Code: 0420</u>
Classification Title:	Info Tech Consultant 12 Mo
MPP Job Code:	
Position Number:	Info Tech Consultant 12 Mo <u>Position no: FL-10011470</u>
CSU Working Title:*	Information Technology Consultant - Career
Salary Range/Grade:	0420-CAREER-Grade-2 Minimum: \$ 4,912.00 Maximum: \$ 12,124.00 Pay Frequency:
Reports to Supervisor:	Afsaneh Hamedani
Reports To:*	Director of Data Privacy <u>Position no: FL-10009460</u>
Campus:*	Fullerton
Division:*	VP, Academic Affairs
College/Program:*	AA IT Administration
Department:*	IT-Student Technology Services - 10354
FLSA Status:	Exempt
Hiring Type:	Temporary
Workplace Type (Exclude Inst Fac):	
Pay Plan:	12 Months
Pay Plan Months Off:	

POSITION DESIGNATION

Mandated Reporter:*	General - The person holding this position is considered a general 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, revised July 21, 2017.
Conflict of Interest:*	None
NCAA:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Is this a Sensitive Position?:	<input checked="" type="radio"/> Yes <input type="radio"/> No

Care of People (including minors) Animals and Property:	No
Authority to commit financial resources:	No
Access/control over cash cards and expenditure:	No
Access/possession of master/sub-master keys:	No
Access to controlled or hazardous substances:	No
Access/responsibility to personal info:	Yes
Control over Campus business processes:	No
Responsibilities requiring license or other:	No
Responsibility for use of commercial equipment:	No
Is this a Campus Security Authority (CSA):	<input type="radio"/> Yes <input checked="" type="radio"/> No
Serves a security function:	No
Designated recipient for crime/misconduct reports:	No
Significant responsibility for Student Activities:	No
Significant responsibility for Campus Activities:	No
Job Summary/Basic Function:*	Centrally managed by the Director of Information Technology and locally directed by the Director of TitanHealth, the Information Technology Consultant provides project coordination in the IT department, serving four integrated units in Student Wellness, including TitanMED, Counseling and Psychological Services (CAPS), TitanThrive and TitanWell. Provide system/data administration and support, user support and training, resource evaluation, and needs analysis for all areas of Student Wellness to ensure problem resolution, systems/data access, and optimal performance. Using a broad and interactive perspective, provides solutions to ongoing and emerging privacy and security concerns that combine information and ideas in new, unprecedented ways. Establishes and coordinates efforts for all Student Wellness technology projects that includes but is not limited to preparing proposals, cost estimates, and justifications for proposed systems change to meet department needs. Responsible for researching, installing, configuring, and modifying all applications at Student Wellness facilities including software programs and systems for medical services, counseling services, and utility services (lab, x-ray, pharmacy, health promotion, confidential advocacy, etc.). Develops and implements training and related materials for Student Wellness staff that maximizes their ability to utilize related functionality and features of established systems and software programs. Collaborates with on and off campus partners to ensure optimal functioning of systems and applications that meet the needs of Student Wellness. Provides back up lead support, when needed. Other duties as assigned.
Minimum Qualifications:*	A bachelors level degree in Computer Science, Computer Information Systems, information Systems, Telecommunications, Engineering, Engineering Technology or a related field with relevant experience totaling two years full-time or the equivalent part-time OR eight years of full-time relevant experience OR an associate level degree in Computer Science, Computer Functional knowledge of the specialty area demonstrated by an understanding and use of advanced principles and theories. Ability to integrate work related knowledge to address problems. Demonstrated competency applying standard and non-standard technology applications and exploring and adapting to changing technology. Ability to independently apply technical judgment, recognize problems, use reasoning and logic to establish possible causes, interpret and apply theories and principles, generate alternative solutions, and implement a plan of action for the best resolution. Ability to develop solutions where precedents do not always exist. Ability to be proactive, anticipate outcomes and consequences of different approaches, and make modifications to action plans. Demonstrated competence interpreting and communicating information. Ability to use reflective listening skills when working with others. Ability to assist others in completing assignments and provides work direction and training to others on new skills and procedures. Ability to plan and work on shared projects. Ability to recognize problems, identify possible causes, and refer to the appropriate party for resolution. Ability to solve problems where patterns exist, and acquire knowledge in related domains. Demonstrates competence in working as a member of team. Ability to effectively communicate, both verbally and in writing.
Required Qualifications:	
Preferred Qualifications:	A minimum of two years of programming experience working on a college campus supporting health services using software systems such as Point and Click, Orchard, and Propharm software applications.
Special Conditions:	May include evenings, early mornings and/or weekends. Live Scan required
License / Certification:	Valid CA Driver License
Supervises Employees:*	<input type="radio"/> Yes <input checked="" type="radio"/> No

If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
25%	<p>Project Coordination and Backup Lead Support: Provide consultation and support to Student Wellness IT student staff. Assist with recruitment and training of Student Wellness IT student staff. Provide general coordination for planning, implementing, and evaluating IT-related projects for Student Wellness, including establishing project timelines, coordinating support between vendors and Student Wellness leaderships, coordination project integration and training, and communicating project status with Student Wellness and IT leadership. Collaborate with on and off campus partners for effective completion of projects. Participate on various Student Wellness committees (ex. Clinical Exchange, electronic records utilization committee, strategic priorities working groups, data analysis and assessment committees, accreditation planning, etc.) to support the optimization of technology to enhance patient care, programming, compliance, and assessment. Serve as back-up support for the Student Wellness IT Lead, and in their absence, schedule and assign work of Student Wellness IT staff, set work priorities for Student Wellness IT team, provide feedback on work performance of student staff, and represent Student Wellness IT on various Student Wellness committees.</p>	Essential
25%	<p>System/Data Administration and Support: Responsible for system implementation, capacity planning, upgrades, maintenance, backup, recovery, and security. Responsible for keeping Health Center Systems in compliance for data privacy and campus security standards. Allocate and organize data storage. Develop and administer policies, procedures and standards for maintaining data, and analyze and define data requirements specific to patient health records. Effectively maintain databases and research and resolve database problems. Develop policies and procedures for data transfer, system backup, archival, data integrity and disaster recovery. Establish a protocol and tracking system for test schemes and diagnostic procedures and coordinate the regular preventative and remedial maintenance of operating systems and applications in Student Wellness. Develop policies and procedures for access to remote resources and provide access to these resources where appropriate. Maintain licensing agreements and operations manuals for all systems and applications in Student Wellness. Installation and maintenance of security and surveillance equipment. Maintain relevant documentation demonstrating campus and Student Wellness protocols related to data security and maintenance as required for AAAHC accreditation.</p>	Essential
25%	<p>User Support and Training: Assess training needs of Student Wellness users and develop and coordinate training plans that meet Student Wellness needs. Develop and conduct training programs, technology orientations and demonstrations, and self-guided tutorials on equipment, applications, databases, and related systems for Student Wellness users. Develop and write user guides, training outlines, and other publications to enhance user utilization of systems within Student Wellness. Coordinate training and technical support between new software/systems vendors and Student Wellness staff.</p>	Essential
20%	<p>Resource Evaluation and Needs Analysis: Advise and assist Student Wellness staff in the selection and availability of software, hardware, and/or systems to meet the needs of the three departments (TitanMED, CAPS, TitanThrive and TitanWell). Research available products and systems or customize and upgrade software as needed to meet the needs of Student Wellness departments. Facilitate effective working relationships with off campus vendors and on-campus IT staff to develop and implement solutions specific to the needs of Student Wellness. Research and identify performance monitoring software, and generate reports including recommendations for enhancements. Establish a system to inventory hardware and software programs, and ensure uninterrupted accessibility of software and systems utilized within Student Wellness. Support client/server database access tools. Develop and coordinate a system to respond to faculty, staff and administrator users' needs for technical support, including installation and maintenance of hardware and software programs, teleconferencing equipment set up, media production equipment systems, and PC/workspace support for hardware and software interfaces. In consultation with systems users, identify security needs and develop appropriate security parameters for all systems and applications within Student Wellness.</p>	Essential
5%	Other Duties as Assigned	Essential

SELECTION CRITERIA

 There are no items to show

Physical Mental and Environmental Demands

**** Physical Mental and Environmental Requirements Must be Completed for all Positions ****

Please indicate the frequency (Constantly; Frequently; Occasionally; or Never) and whether or not the requirement is essential.

Physical and Mental Requirements

Bending:	Occasionally - Essential
Climbing:	Occasionally - Essential
Concentrating:	Frequently - Essential
Crawling:	Occasionally - Essential
Decision Making:	Occasionally - Essential
Keyboarding and Mousing:	Constantly - Essential
Lifting or Carrying up to 10 lbs.:	Occasionally - Essential
Lifting or Carrying up to 25 lbs.:	Occasionally - Essential
Lifting or Carrying up to 50 lbs.:	Occasionally - Essential
Lifting or Carrying over 50 lbs.:	Occasionally
Performing Calculations:	Occasionally - Essential
Pushing or Pulling:	Occasionally - Essential
Reaching Overhead:	Occasionally - Essential
Repetitive Motion of Upper Extremities:	Constantly - Essential
Sitting:	Constantly - Essential
Standing:	Frequently - Essential
Stooping Kneeling or Squatting:	Occasionally - Essential
Walking:	Occasionally - Essential

To add additional Physical and Mental Requirements - Please provide the 1) Physical and/or Mental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Physical & Mental Requirement No. 1

Description:

Other Physical and Mental Req No.1 Frequency:

Other Physical & Mental Requirement No. 2

Description:

Other Physical and Mental Req No.2 Frequency:

Other Physical & Mental Requirement No. 3

Description:

Other Physical and Mental Req No.3 Frequency:

Other Physical & Mental Requirements:

Environmental Requirements

Drive motorized equipment: Occasionally - Essential

Excessive Noise:	Occasionally - Essential
Hazards:	Occasionally - Essential
Outdoor:	Occasionally - Essential
Elevated Work:	Occasionally - Essential
Extreme Temperature (hot or cold):	Occasionally - Essential
Indoor (Typical office environment):	Occasionally - Essential

To add additional Environmental Requirements - Please provide the 1) Environmental Requirement description; 2) Frequency (Constantly; Frequently; Occasionally; or Never) and 3) Whether it is Essential to the position:

Other Environmental Requirement No. 1

Description:

Other Environmental Req No.1 Frequency:

Other Environmental Requirement No. 2

Description:

Other Environmental Req No.2 Frequency:

Other Environmental Requirement No. 3

Description:

Other Environmental Req No.3 Frequency:

Other Environmental Requirements:

POSTING DETAILS

Advertising Summary:

It is an exciting time to join Cal State Fullerton as we are an in demand comprehensive University that is driven to shape the future of education and foster a vibrant community of diverse students, faculty, staff and administrators who uphold values of inclusive excellence, free speech, and an environment free from discrimination. We are continuously seeking individuals from a variety of career disciplines that share in the University's mission and core values. We warmly welcome you to consider joining the Titan Community where minds expand and opportunities flourish.

The Information Technology Services strives to be a strategic, innovative, and best-in-class IT organization that provides a leading-edge technology environment for students, faculty, and staff to advance the University's mission, vision, and goals. We seek an exceptional individual to join our Student Technology Services team as the Information Technology Consultant - Career. The ideal candidate in this role should have a positive attitude and an active, energetic mind characterized by highly ethical practices and a commitment to diversity, openness, flexibility, integrity, and kindness.

Advertisement text:

HRDI

USERS AND APPROVALS

Justification for Position:

Recruitment for full-time position at Student Wellness.

Revised PD to reflect backup lead support, as needed.

Hiring Administrator:*

Denise Chow

Email address: dchow@fullerton.edu

Approval process:*

FL - PD Approval (Staff/MPP) - No Dept. Head

1. MPP Supervisor/Associate Dean:	Afsaneh Tosinejad Hamedani ✓ Approved Jun 21, 2024
2. HR Classifier:	Chris Schloffer ✓ Approved Jun 25, 2024
3. Appropriate Administrator/Dean:	Joe Luzzi ✓ Approved Jun 25, 2024
4. Position Management:	FL-HRDI PM ✓ Approved Jun 25, 2024

HR/Faculty Affairs Representative:*

FL-HRDI Classifier

Email address: hrrecruitment@fullerton.edu