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|  | Date Revised: 4/22/24 |
| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **double-click** check boxes in order to check, and Ctrl + Click to open links.]

**A. Action Requested**

Request a New position OR X Fill a Vacant position *(Must initiate through online recruitment)*  
 Initiate a Classification Review for a filled position

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| **Requestor:**  Employee OR  MPP Administrator | **Name:** |

Update an existing position description *(no review requested)*

New Employee/Appointment acknowledgment of the position description *(no review requested)*

*(Employee should be given full position description within 7 working days of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)* | | | | | | | | **Employee ID #:** | |
| *Or if vacant*, *name of previous incumbent*: Gilbert Zirrakyan | | | | | | | | | |
| **Classification Title:** Information Technology Consultant III | | | | **Job Code:** 410 | | | **Grade:** 3 | **Position #:** 99745627 | |
| **Working Title:** *(optional*)  Desktop Architect | | | | | | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Exempt  *(See* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) *-* [csun.edu/careers/resources-links](https://www.csun.edu/careers/resources-links)*)* | | | |
| **Department ID:** 10061 | **Department Name:** IT Support Services | | | | | | | | **Time Base:** 1.0 |
| **Lead** *(non-MPP Reports To, if applicable)*  **Name:** Ben Louie | | **Classification Title:**  OSA-III | | | **Working Title:**  Desktop Architect Lead | | | | |
| **MPP Administrator/Department Chair** *(Reports To)*  **Name:** Vacant | | | **Working Title:**  Director, User Support Services | | | | | | |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart) *-* [*csun.edu/hr/orgchart*](http://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?**  Yes  No *(See* [***Sensitive Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf) *-* [*csun.edu/hr/background-checks*](http://www.csun.edu/hr/background-checks)) |

**C. Position Purpose** *(Hint: Complete Section D. first and then summarize; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Responsible for analyzing, deploying, migrating, implementing computer applications, systems and network configuration to client computers or endpoints. Deploy new software/applications to existing systems; analyze business technology needs, build workstations for end user, monitor system performance and design enterprise-wide environment through management applications (e.g., System Center Configuration Manager (SCCM), JAMF, Active Directory, and etc.). Manage and maintain endpoint operating systems for Windows, Mac, and iOS devices.  Build and maintain operating system images, scripts, application packages, build/rebuild workstations, patch workstations, generate workstation hardware/software reports, and carry out technical administration tasks. Use Active Directory to manage computer objects, users, groups, organizational units, and build/manage group policy objects (GPO). Assists campus technical contacts on design, deployment, and implementation of endpoint devices and software applications. Assists campus with implementation and utilization of approved computer disk encryption programs (e.g. Filevault 2 etc.)  Serve as an escalation point for technically complex problems/service requests from IT Desktop Support, Help Center, and technical staff residing in areas across campus (e.g., PPM, A&R, and college technicians, etc.). Provide assistance and technical guidance to less experienced staff members where appropriate and as required for training purposes. Review new and upgraded versions of software applications and computer hardware. Develop and complete software and hardware test plans. Provide management with recommendations concerning industry trends in computer hardware and software. Perform maintenance, installation, troubleshooting of computers, mobile devices, printers, and other peripheral equipment and endpoint devices.  Administration of student used devices in addition to the ongoing support of Faculty/Staff devices across the campus. Ongoing coordination with student assistants on configuration, imaging, and deployment of devices for students.  Continuous device-management in collaboration with campus partners on the delivery, pick up of loaner inventory. maintenance, and preparation of returned devices for re-distribution to students throughout the semester.  Centralized purchasing workflows within the Apple School Manager (ASM) environment. Management of purchasing workflows that allow zero-touch deployment with approved vendor (s). Support to the campus for new app purchases, account provisioning/deprovisioning, and device decommissioning. Ensures the environment is properly managed and permissions are appropriate for the individuals using the system.  Facilitate the ongoing support of Intel and newly released Apple Silicon chipsets. This is an ongoing transition with no expected end date from Apple and will be ongoing for the time being due to both Apple manufacturing and application developers supporting both architectures for years to come.  Responsible for the ongoing creation, architecting, and design of campus wide Mac applications across different Apple processor families. Creation and ongoing maintenance of new and existing Zero-Touch Deployment workflows for both Intel and M1 chipset support affecting all managed Apple devices.  Responsible for setup, and ongoing maintenance for the information security posture for the Mac environment across the campus.  Collaboration with Security Team on remediation tactics with both JAMF Protect and JAMF Pro.  Coordinating ongoing efforts for the campus MacOS Devices to adhere to the CIS Benchmark Security guidelines.  Configuring policies and deploying to sample workstations to validate CIS Benchmarks, modifying these policies to ensure the CIS needs are met with limited impact to the user  experience.  Mac Security Compliance Project – Lead and coordinate monthly reports on Mac vulnerabilities campus-wide for Information Security awareness.  Pickup of the loaner inventory. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the “****essential functions****”, which is intrinsic to the work.* ***A function may be essential because******1)*** *the position was established to perform the function;* ***2)*** *a limited number of employees are available to perform the function; and/or* ***3)*** *removing the function would fundamentally change the position.  (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

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| **Description of Duties** | **% of Time Total = 100** | **Essential  (Minimum 15%)** |
| Use technical support/management tools to create, maintain, deploy operating system images, application packages, build/rebuild computers, patch computers, generate hardware/software reports, and carry out other technical administration tasks. Perform site administration to numerous database applications across campus (e.g., JAMF, Hospitality Suite, Printer Installer, etc.). Use Active Directory to manage computer objects, users, groups, organizational units and build and manage group policy objects (GPO). Analyze, deploy, migrate, implement computer applications, systems and network configuration to client computers or endpoints. Deploy new software/applications to existing systems; analyze business technology needs, build workstations for end user, monitor system performance and design enterprise-wide environment through management applications (e.g., JAMF, Active Directory, and etc.). Manage and maintain endpoint operating systems for Mac, and iOS devices.  Coordinate and implement hardware and software installations with minimal customer impact. | 25 |  |
| Recommend and implement procedural changes and quality assurance measures. Participate in administrative tasks such as collecting metrics, updating the shared knowledge base, providing status updates, helping to develop and refine standard operating procedures and other tasks as needed. Generate reports and queries using SQL and/or WQL. Write technical position papers as required. Create internal documentation needed to support technology changes or modifications. Create troubleshooting documents and make those available to the department. Assist with creation of FAQ documents to be published to the user community. | 25 |  |
| Provide diagnosis and resolution for technically complex, difficult (i.e. “escalated”) problems and service requests. Provide assistance and technical guidance to less experienced staff members, where appropriate and as required for training purposes. Process requests for support received via telephone, email, in-person, or through automated case tracking software. Answer all requests for support promptly and professionally while working to improve user productivity and reduce system downtime. Use automated tracking software to track down problems. | 20 |  |
| Install and maintain server applications and perform database management. Perform maintenance, installation troubleshooting of computers, mobile devices, printers, and other peripheral equipment, and endpoint devices as needed. | 15 |  |
| Review new and upgraded versions of software applications and computer hardware. Develop and complete software and/or hardware test plans. Make recommendations for purchase, based on test results. Provide recommendations concerning industry trends in IT related products. | 10 |  |
| Perform other duties as assigned. | 5 |  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |  |  | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Key Boarding and Mousing |  |  |  |  | 1. Lifting or Carrying |  |  |  |
| 1. Repetitive Motion of upper extremities |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Hearing |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Sight |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Sitting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Standing |  |  |  |  | 1. Pushing or Pulling |  |  |  |
| 1. Walking |  |  |  |  | 1. Up to10 lbs. |  |  |  |
| 1. Bending (from waist or neck) |  |  |  |  | 1. Up to 25 lbs. |  |  |  |
| 1. Climbing Ladders |  |  |  |  | 1. Up to 50 lbs. |  |  |  |
| 1. Stooping, Kneeling, or Squatting |  |  |  |  | 1. Over 50 lbs. |  |  |  |
| 1. Reaching above shoulder level |  |  |  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than**  **50%** | **Less than**  **50%** | **N/A** |
| 1. Inside (Typical office environment) |  |  |  |
| 2. Elevated Work *(Raised platform/scaffold)* |  |  |  |
| 1. Extreme Temperature (hot or cold) |  |  |  |
| 1. Outdoor |  |  |  |
| 1. Hazards |  |  |  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances that are pertinent to the position.* |
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**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type** | **Purpose and Desired Results** |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| PC/Intel compatible computers, laptops, tables and other devices | Complete essential work tasks |
| Current version and one version back of Windows OS, macOS X, Microsoft Office, web browsers such as Internet Explorer, Chrome, Firefox. SSH/FTP | Complete essential work tasks |
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**G. Training and/or Licenses; and Additional Knowledge, Skills, Experience**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm) *(*[*www.calstate.edu/hrpims/pims/appendix/professional\_license\_table.htm*](http://www.calstate.edu/hrpims/pims/appendix/professional_license_table.htm)*), a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* |  |  |  |
| \*CSUN Defensive Driver Training and Powered Cart/Low Speed Vehicle Safety Training (if appl) |  |  |  |
| **\***CSUN Procurement Card (P-Card) |  |  |  |
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| **(B). Additional Knowledge, Skills, and Experience:***List additional knowledge, skills, and experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* | | | |
| Four-year degree in related field; work experience in related field.   |  | | --- | | Five years progressive experience in an Apple MDM Platform, operating systems imaging using JAMF, creating and deploying applications, software updates. In-depth knowledge of operating systems like Windows, macOS X, iOS and etc. In-depth knowledge of Microsoft products such as Office 365. Knowledge and experience in scripting for automated processing. Ability to organize workflow and priorities.  Working knowledge of Desktop Support and Architect group operations, troubleshooting best operations. Ability to communicate and consult effectively with all levels of the campus community including internal IT technical support, campus executives, faculty, staff, student and college/department technical support staff. Knowledge and experience with relational databases and client-server concepts and working knowledge with database software to maintain and monitor applications, connect and middleware installations, support client access tools such as SQL Management Studio, SQL Native Client, Oracle Client, etc. Experience in using Help Desk/CMR to manage and process cases. Experience working with contractors (software consultants), reviewing maintenance agreements or consulting contracts and working knowledge of campus procurement processes and procedures. | | | | |

**H. Lead or Oversight of Other Positions**  Yes  No (Please list below) *List positions (including Student Assistants) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Name** *(if applicable)* | **Classification Title** | **Position #** |
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**I. Changes in Position**

*If this is an existing position that you believe has changed, what specific duties or responsibilities have been changed, added to, or removed since the position was reviewed previously or since the incumbent was assigned?*

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**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:** | **Signature:** | **Date:** | **Extension:** |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) | | | |
| **Non-MPP Lead:** *(if applicable)*  **Ben Louie** | **Signature:** | **Date:** | **Extension:** |
| **1st level MPP Administrator/Dept. Chair:** *(required)* | **Signature:** | **Date:** | **Extension:** |
| **2nd level MPP Administrator:** *(if applicable)*  **Ryan Conlogue** | **Signature:** | **Date:** | **Extension:**  **6222** |
| **3rd level MPP Administrator:** *(if applicable)*  **Ranjit Philip** | **Signature:** | **Date:** | **Extension:**  **7171** |