Information Technology Consultant - Foundation	PD No.:PD-7672

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:*   New (Create a new Position Description)

Internal Team:*   FL-IT-Administration - 10008

Job Code/Employee Classification:*   Info Tech Consultant 12 Mo

       Job Code: **0420**

Classification Title: Information Technology Consultant - Foundation

MPP Job Code:

Position Number: Info Tech Consultant 12 Mo

       Position no: FL-10008051

CSU Working Title:*   Information Technology Consultant - Foundation

Salary Range/Grade: 0420-FOUNDATION-Grade-1

   Minimum: $ 3,899.00
   Maximum: $ 7,506.00
   Pay Frequency:

Reports to Supervisor: Sepehr Sobhaniroshan

Reports To:*   Director of User/Classroom Support Services

       Position no: FL-10009005

Campus:*   Fullerton

Division:*   VP, Academic Affairs

College/Program:*   AA IT Administration

Department:*   IT-Information Learning Common - 10224

FLSA Status: Non-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: ◯ Yes   ◉ No

Is this a Sensitive Position?:   ◉ Yes   ◯ 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: Yes

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):   ○ Yes   ●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:*   Under direct supervision, the Information Technology Consultant provides consultative computing support to the campus community through the helpdesk phone and in person. Develops timely and practical solutions to a variety of user problems. Provides technical computing support and resolution to faculty, staff, and students via the phone, chat, email, and in person on different operating system platforms, including but not limited to, Windows, Mac, iOS, and Android. Provides support for IT-supported software and other cloud-based applications and services. Ensures the computer labs are set up properly. Tests and evaluates new technologies and applications and provides report to appropriate supervisor. Enforces lab policies and guidelines. Provides assistance on the use of laser and wireless printing for desktop and laptop users within the campus. Makes and deploys images for both Mac and PC Operating Systems. Assist with leading and mentoring student assistants. Creates and maintains student working schedules. Conducts student interviews and makes recommendations for new hires. Coordinates and conducts new student hire training and on-the-job training schedules. Creates reports for supervisors and updates website. 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 OR an associate level degree full-time experience OR an associate level degree in Computer Science Computer Information systems, Information systems, Telecommunications, Engineering, Engineering Technology or a related field with two years of relevant full-time experience.

Required Qualifications:

Preferred Qualifications:

Special Conditions:

License / Certification:

Supervises Employees:*   ○ Yes   ● No

If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
50%	Providing Consultative Helpdesk Computing Support to the Campus: - Setting up computer labs and ensure the systems in the labs function properly. - Report the hardware issues to the supervisor after performing the basic troubleshooting. - Testing and evaluating new technologies and applications and provides report to appropriate supervisor. - Provides desktop support to users for complex hardware and software problems via phone and in person on various operating systems platforms, included but not limited to, Windows, Mac, iOS, and Android Operating Systems. - Provide support for IT-supported desktop and other cloud-based applications. Provides technical computing support and resolution to faculty, staff, and students via the phone, chat, email, and in person.	Essential
45%	Providing Instructional Support to the Campus Community: - Providing consultation and instructional support in the use of PCs and Macs and services to the campus community in the computer labs. - Monitoring labs activities, including the student assistants daily activities. - Assist with leading and mentoring the student assistants. - Directing student assistants to support campus community and training them for Helpdesk call center and in-person duties. - Creating and maintaining students working schedules. - Conducting student interviews and make recommendations for new hires. - Coordinating and conducting new student hires training and on the job training schedules. - Enforcing labs policies. - Consulting the use of laser printing and wireless printing for lab and laptop users at the Student Genius Center. - Creating reports. - Providing Student Genius Center (SGC) statistics. - Updating Student Technology Services (STS) website.	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:	Occasionally - 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 Extremeties:	Frequently - Essential
Sitting:	Constantly - Essential
Standing:	Occasionally - 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):	Constantly - 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 various career disciplines that share 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 IT-Information Learning Common team as the Information Technology Consultant - Foundation. 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: Ismael Murillo replacement

Hiring Administrator:*   Denise Chow
                                        Email address: dchow@fullerton.edu

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

1. MPP Supervisor/Associate Dean:	Sepehr Sobhaniroshan ✔ Approved Jun 25, 2024
2. HR Classifier:	Chris Schloffer ✔ Approved Jul 2, 2024
3. Appropriate Administrator/Dean:	Willie Peng ✔ Approved Jul 3, 2024
4. Position Management:	FL-HRDI PM ✔ Approved Jul 8, 2024

HR/Faculty Affairs Representative:*   FL-HRDI Classifier
                                          Email address: hrrecruitment@fullerton.edu