



POSITION DESCRIPTION

Department:	ITS – Client Services
Classification Title:	Information Technology Consultant – Career
Working Title:	On-Site Support Specialist
FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt
Incumbent:	

Position Summary

Under general supervision the Client Services Manager, this position provides consultative support to enhance the use and access of technology and information systems, with particular focus on delivering outstanding customer service for applications and services utilized by campus technical support staff, clients, and users of classrooms. Duties include providing intermediate and advanced user consultation and support, applications and services administration, documentation, and training.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions	Daily	90%
1. Provide comprehensive consultative support to the use and access of technology and information systems, with particular focus on exceptional service delivery and customer satisfaction.		
2. Provide the highest level of customer service, collaboration, and consultative relationships with the campus community.		
3. Understand, analyze and diagnose user needs and resolve problems in a timely manner; ensure users understand technical services as assigned.		
4. Develop and conduct user needs assessments; make recommendations.		
5. Contribute to the development of continuous improvement of workflow and support processes.		
6. Ensure users have correct access privileges; apply campus information security policy and standards.		
7. Escalate problems appropriately.		
8. Provide telephone, in-person, email, and remote technical support.		
9. Orient new users to technical setup and operations.		
10. Support users in mediated classrooms and conference rooms, and provide second tier support for campus events.		
11. Provide support to both technical and non-technical staff.		
12. Provide analysis and technical support of assigned applications, services, tools and systems to ensure minimal downtime and loss of productivity and service; recommend and implement appropriate solutions.		
13. Ensure assigned systems and services are properly maintained and fully operational.		

14. Analyze and troubleshoot moderately complex problems involving a combination of hardware, software, and design solutions; troubleshoot errors in system operations and initiate repairs.
15. Analyze security requirements and implement procedures to meet these requirements. Regularly review assigned responsibilities to identify and manage security risks. Escalate security issues as appropriate.
16. Install, update, configure, modify and test assigned systems.
17. Use specialized administrative software tools.
18. Ensure lab, studio, classroom, and/or stand-alone desktop workstations, instructional technology and mobile devices are fully operational and secure.
19. Prepare and deliver effective formal and informal documentation, presentations and training to a variety of end users.
20. Document assignment status as required by supervisor. Escalate problems or unexpected resource requirements.
21. Use available resources to maintain and enhance technical currency.
22. Track work in ticketing systems and project management tools.
23. Understand and track metrics for assigned systems and services for continuous improvement.

Related Job Functions

As Needed

10%

1. Apply general knowledge of requirements for accessibility and other regulatory compliance where appropriate.
2. Identify opportunities to enhance the customer experience, improve service offerings, and support continuous improvement.
3. Establish and maintain cooperative working relationships and develop interpersonal skills to support effective collaboration.
4. Influence teams to achieve effective outcomes and positive relationships between team members.
5. Perform other job-related duties and special projects as assigned.

Required Education, Experience, and Credentials

Education and Experience:

- Bachelor's degree and two years of relevant experience.
- Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

- N/A

Required Skills, Knowledge, and Abilities

1. Demonstrated ability to translate technological solutions into terms understandable by a variety of users; demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
2. Demonstrated ability to research and evaluate new technologies and software to meet user needs and to use creative problem-solving skills and apply effective technical solutions.
3. Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.

4. Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
5. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
6. Ability to initiate, establish, and foster communication and teamwork by maintaining positive and professional working relationships within a diverse population from various cultural backgrounds; ability to use tact and diplomacy to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
7. Demonstrated customer service skills, including a high level of diplomacy and professionalism.
8. Interest and ability to maintain and enhance technical currency.
9. General knowledge of requirements for accessibility and other regulatory compliance.
10. Working knowledge of common software application packages and deployment automation tools for performance monitoring and issues tracking.
11. Comprehensive knowledge in desktop support and demonstrated ability to apply it effectively.
12. Demonstrated knowledge and skills working with Windows, Mac and iOS operating systems.
13. Working knowledge of media equipment and systems.

Preferred Skills and Experience

- Degree in computer science or related field.
- Demonstrated experience in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Two years of experience in a customer service setting.
- Working knowledge and application of Active Directory.
- Working knowledge of remote desktop support tools.
- Working knowledge of deploying technology and working in virtual environments.
- Experience using system monitoring and performance tools in a large-scale environment.
- Demonstrated experience in identifying opportunities to enhance the customer experience, provide supplemental training, improve service offerings, and support continuous improvement Knowledge of web conferencing/distance learning technologies.
- Working knowledge of and experience with network/client/server/AV protocols.
- InfoComm/AVIXA CTS, CTS-I, or CTS-D professional certifications.
- Working knowledge of lean/agile work management processes and project management.
- Experience resolving tough interpersonal situations with diplomacy and tact.
- Working knowledge of Windows, Mac and iOS operating systems.

Special Conditions

- Must be willing to travel and attend training programs off-site for occasional professional development.
- Must be able to work additional hours, occasional holidays, and adjust working hours to meet job requirements as assigned. May be called back periodically to perform work as needed on an emergency basis.
- Must be available to work during Cal Poly normal operating business day.
- 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.

- Must be able to successfully pass a pre-employment background/fingerprint check.
- Must be able to safely move equipment up to 50 pounds with or without assistance.
- Ability to safely drive a state vehicle.
- Ability to climb ladders and get under tables to check network wiring connections.
- Ability to identify visual status lights and audible alarm signals.
- This position classification has been defined as "Exempt" and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

INCUMBENT: I have read this position description and understand its contents.

INCUMBENT NAME	SIGNATURE	DATE
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SUPERVISOR: I certify that all statements on this form are complete and accurate.

IMMEDIATE SUPERVISOR NAME AND TITLE	SIGNATURE	DATE
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DEPARTMENT HEAD: I certify that all statements on this form are complete and accurate.

DEPARTMENT HEAD NAME AND TITLE	SIGNATURE	DATE
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HUMAN RESOURCES USE ONLY

Employee ID#: _____	REQUEST FOR:	CLASSIFICATION INFORMATION
Position Number: _____	<input type="checkbox"/> Update Review for File	Classification Title: ITC Career
FTE: _____	<input type="checkbox"/> Classification Review	Class Code/Range: 04/20/2
<input type="checkbox"/> Permanent	<input type="checkbox"/> New Position Recruitment	CBID: R09
<input type="checkbox"/> Temporary	<input type="checkbox"/> Replacement Recruitment	MPP Job Code: N/A
<input type="checkbox"/> COI Position		Classifier Initials: LD
Recruitment Number: _____		Date: 7/11/24