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| --- | --- | --- | --- | --- | --- |
| Employee Name: |  |   |  | Fresno State ID # |   |
| Classification: |  | Information Technology Consultant - Career  | Working Title: |  IT Liaison  |
| Prepared By (MPP/Chair): |  Harold Zahlis  |  | Department: | Technology Services – Technology Support Services  |
| Bargaining Unit: |  R09  | FLSA Status: |  Exempt  | Date Prepared: |  7/2024  |

**POSITION DESCRIPTION**

# Overview:

Each IT Liaison (ITL) acts as the liaison and interface between the faculty and staff of the college, school, or division, and Technology Services resources and staff. The ITL is the primary on-site presence responding to the end-user IT service needs of employees in the college, school, or division they are assigned to support. The ITL works in conjunction with the Technology Services Service Desk, and second level support teams to meet these needs in the most effective manner. The IT Liaison works under the general direction of the Manager of Technology Support Services, with a dotted-line reporting relationship to appropriate school, college, or division managers, and may also receive direction from a Lead IT Liaison. The IT Liaison shall possess the experience to be fully proficient in performing most or all of the duties of their position.

IT Liaisons provide first contact resolution, on-site consultation, and coordinate the response of central IT resources to meet the IT needs of colleges, schools, and divisions. These staff serve as technical advisors to the faculty and staff on software and hardware relevant to the specific mission of the organizations they serve. IT Liaisons seek to deliver IT services in a manner aligned with the priorities and practices of the colleges, schools, and divisions they serve, with best practice defined by Technology Services, and with the Technology strategic plan and campus strategic plan.

IT Liaisons work both as members of a team supporting the colleges, schools and divisions, and perform work independently. They participate with colleagues in the definition of best practices and use centrally-provide tools and procedures to improve the efficiency and effectiveness of IT service delivery.

The employee shall allocate priority and time to the duties defined below based upon direction from the manager to whom this employee reports. The manager will communicate these priorities and time allocation at least annually and when necessary.

# General Responsibilities:

All members of the Technology Services staff must perform their work in accordance with the principles below. Specific service levels and procedures associated with these responsibilities will be defined by the employee’s manager and may vary depending on the duties, tasks and projects assigned.

* Maintain positive working relationships and appropriate interpersonal interactions with colleagues and members of the University community. For example:
	+ Show courtesy and respect towards others
	+ Communicate in an effective and timely manner and take steps to ensure proper understanding
	+ Collaborate willingly with others to help advance the goals of the division and University
* Interact with customers, and those supporting services to customers, in a manner that ensures that we deliver the best possible service. For example:
	+ Respond quickly and affirmatively to ensure that customers and support staff are aware that their issues are being addressed and know when they have been resolved
	+ Complete work of a quality that helps ensure ongoing customer satisfaction with the capability, performance and timeliness of services provided
	+ Provide timely communication to customers and support staff to so that they are kept up to date on the progress of their Incidents, Service Requests and Problems.
	+ Communicate appropriately to internal and vendor support teams regarding operational matters.
* Work towards the stated goals and outcomes of the division and University and take an active role in maintaining your understanding of these goals and outcomes.
* Comply with University and division policies and take an active role in maintaining your understanding of these policies.
* Comply with University and departmental procedures and practices as defined by employee’s manager and take an active role in maintaining your understanding of these procedures and practices.
* Maintain regular attendance and respect your colleagues’ time by arriving promptly for work, shared tasks and meetings.
* Maintain appropriate security and confidentiality according to University policies and industry best practices.

**Specialized Duties:** In addition to the duties defined below, the IT Liaison assigned to support a specific college, school, or division must:

* Provide support for specialized units, including non-state organizations, associated with that organization.
	+ Consult with these units to assist them in purchasing computers, software, and other IT solutions that are consistent with campus standards.
	+ Clearly identify IT solutions and practices used by these organizations that represent exceptions to campus standards.
	+ Work with the Manager of Technology Support Services and college, school, or division managers to determine and communicate whether exceptions will be supported and to what extent.
* Maintain and support
	+ Supported software titles specific to this organization
	+ Supported IT hardware specific to this organization.

# Major duties of the job include:

The following work activities indicate the responsibilities of this position and are separated by functional area.

Support

* Provide support to faculty, staff and students within the colleges, schools, and divisions and according to defined service level objectives and procedures.
	+ Provide general consultation.
	+ Proactively respond to Service Requests and Incidents.
	+ Provide first contact resolution.
* Facilitate the escalation of Service Requests, Incidents and Problems.
	+ by coordinating the dispatch of appropriate central IT resources.
	+ by redirecting these Service Requests and Incidents to the appropriate central IT teams.
* Update users on the progress of their Incidents and Service Requests and communicate appropriately with other internal and vendor support teams on operational matters.
* Provide account management support for central identity, directory, and authentication services.
* Monitor Service Requests and Incidents affecting the colleges, schools, and divisions, throughout their life cycle, to ensure appropriate and effective service fulfillment and incident resolution.
* Coordinate with colleges, schools, and divisions the management of IT assets throughout their life cycle (acquisition, maintenance, refresh, surplus) through activities including life-cycle planning, asset tracking, acquisition and maintenance planning, and asset refresh.

Consult

* Advise and assist faculty, staff, and students in the selection of available software, hardware and/or database systems, and sources to meet their needs.
* Research available products and systems and recommend alternatives to meet identified needs.
* Assist colleges, schools, and divisions with development of specifications for acquisition and/or

maintenance contracts.

* Prepare requests for proposals, cost estimates, and justifications.
* Provide asset and cost information to customer’s managers when requested.

Coordinate

* Coordinate with central IT the effective delivery of central IT services within the colleges, schools, and divisions and collaborate on changes to those services.
* Participate where appropriate with managers and workgroups from central IT, including other IT Liaisons, to define, deliver or change services to faculty, staff and students within the colleges, schools, and divisions.
* Provide guidance and training to staff and student assistants including setting work priorities and scheduling work.
* Establish strong relationships with the Service Desk team and second level support teams to maximize resolution of Incidents, Requests and Problems.
* Notify end-users of Problems affecting the colleges, schools, and divisions ensuring effective communication and coordination of known problems, workarounds and resolution.
* Coordinate for the colleges, schools, and divisions the faculty laptop program, campus workstation refresh programs, and campus software licenses with administrative staff and the Desktop Services team.

Advocate

* Address opportunities within the colleges, schools, and divisions and, where possible, align the response to the opportunity with Technology Services initiatives and standards in collaboration with the Project Management Office.
* Inform the Manager of Technology Support Services where opportunities exist to improve services to meet service expectations.

Knowledge

* Update and maintain databases, including the central service management system, with accurate and current information regarding customer contacts, configuration items, or assets.
* Notify the Service Desk and second level teams where an opportunity exists to improve the quality of customer-facing support sites and the internal knowledge base including self-service sites and knowledge base articles

**Secondary duties of the job include:**

* Provide project coordination for technical projects including feasibility studies; project design and planning; ongoing resource, materials, and time management; and implementation.
* Perform other duties as assigned

Supervisory Responsibility:

|  |  |
| --- | --- |
| Who Supervises this Position: | Manager of Technology Support Services |
| Who is Responsible for completing the Performance Appraisal: | Manager of Technology Support Services |
| What other classifications does this position supervise or provide lead, work oversight: | Student assistants |

# Minimum Requirements: Knowledge, Skills, and Abilities:

* Knowledge of:
	+ Service management tools for tracking Incidents, Service Requests, Problems, and Changes.
	+ Applications: campus standard applications.
	+ Operating Systems: Microsoft Windows 10 and later versions including Active Directory, Apple Macintosh OS 10.x and later versions.
	+ Hardware: Intel PC systems, Apple Macintosh systems.
	+ Connectivity and network administration for fixed-wire, broadband and wireless connections.
	+ Copyright laws and industry standards.
* Strong customer service skills and proactive, customer focused attitude.
* Excellent communication (verbal and written), particularly telephone and email skills.
* Excellent interpersonal skills.
* Strong interpersonal and influencing skills with ability to engage with different levels.
* Proficiency in using standard campus applications, desktops, and laptops.
* Coordination and implementation of data exchanges and conversions.
* Ability to:
	+ Independently apply technical judgment to both standard and non-standard applications and systems, integrate multiple applications to match user and business process needs, and use systems to provide solutions to a wide range of common business problems.
	+ Provide strong fault isolation and problem solving.
	+ Initiate and manage multiple tasks and projects under competing deadlines and maintain flexibility in response to constantly shifting priorities.
* A history of regular attendance and positive performance evaluations.

# Education and Experience:

* Bachelor’s degree in computer science, information systems, educational technology, communications, or related fields, or equivalent combination of education and specialized experience in an appropriate field of work.
* 4 years’ experience in customer support environment supporting technical services.

**Preferred Skills:**

* 6 years’ experience in a customer support environment supporting technical services for a large organization.
* Experience within higher education with an IT focus.
* ITIL Foundation Certification desirable or relevant experience in ITIL environment.
* Knowledge of:
	+ Systems design and technology integration techniques.
	+ Data administration principles and techniques.
* Abilities:
	+ Demonstrated ability to apply consulting skills to assess user needs and provide appropriate solutions in cooperation with colleagues to resolve user problems and meet discipline specific needs.
	+ Develop and create multimedia/video productions.
	+ Database design and administration for mySQL, SQL Server and/or Oracle.
	+ System, database, and network maintenance.
	+ Software development and programming support for applications.

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html) [Executive Order 1095.](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html)

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| Employee Name: |   | Position: |  IT Liaison  |
| Department: | Technology Services – Technology Support Services  | Date Prepared: |  7/2024  |

**WORKING ENVIRONMENT**

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number of hours/day |  |  | Number of hours/day |  |
| N/A | 1-2 | 3-4 | 5-6 | 7+ |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting | **☐** | **☐** | **☐** | **☒** | **☐** | 12. Lifting or carrying | **☐** | **☐** | **☐** | **☐** | **☐** |
| 2. Standing | **☐** | **☒** | **☐** | **☐** | **☐** | A. 10 lbs. or less | **☒** | **☐** | **☐** | **☐** | **☐** |
| 3. Walking | **☐** | **☐** | **☒** | **☐** | **☐** | B. 11 to 25 lbs. | **☐** | **☒** | **☐** | **☐** | **☐** |
| 4. Bending Over | **☐** | **☒** | **☐** | **☐** | **☐** | C. 26 to 50 lbs. | **☐** | **☒** | **☐** | **☐** | **☐** |
| 5. Crawling | **☐** | **☒** | **☐** | **☐** | **☐** | D. 51 to 75 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Climbing | **☒** | **☐** | **☐** | **☐** | **☐** | E. 76 to 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 7. Reaching overhead | **☐** | **☒** | **☐** | **☐** | **☐** | F. Over 100 lbs. | **☒** | **☐** | **☐** | **☐** | **☐** |
| 8. Crouching | **☐** | **☒** | **☐** | **☐** | **☐** | 13. Repetitive use of hands/arms | **☐** | **☐** | **☐** | **☐** | **☒** |
| 9. Kneeling | **☐** | **☒** | **☐** | **☐** | **☐** | 14. Repetitive use of legs | **☐** | **☒** | **☐** | **☐** | **☐** |
| 10. Balancing | **☒** | **☐** | **☐** | **☐** | **☐** | 15. Eye/hand coordination | **☐** | **☐** | **☐** | **☐** | **☒** |
| 11. Pushing or pulling | **☐** | **☒** | **☐** | **☐** | **☐** |  |  |  |  |  |  |
|  |  |  |  |  | Yes | No |  |  |  |  |  |
| 16. Driving cars, trucks, forklifts and other equipment | ☒ | ☐ |  |  |  |  |  |
| 17. Being around scientific equipment and machinery | ☐ | ☒ |  |  |  |  |  |
| 18. Walking on uneven ground |  |  |  |  | ☐ | ☒ |  |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **MENTAL EFFORT** |  |  |  | **ENVIRONMENTAL FACTORS** |  |
| Number of hours/day |  | Number of hours/day |  |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others | **☐** | **☐** | **☐** | **☐** | **☒** | 1. Inside | **☐** | **☐** | **☐** | **☐** | **☒** |
| 2. Writing | **☐** | **☐** | **☐** | **☐** | **☒** | 2. Outside | **☐** | **☒** | **☐** | **☐** | **☐** |
| 3. Using math/calculations | **☐** | **☐** | **☒** | **☐** | **☐** | 3. Humid | **☒** | **☐** | **☐** | **☐** | **☐** |
| 4. Talking | **☐** | **☐** | **☐** | **☐** | **☒** | 4. Hazards | **☒** | **☐** | **☐** | **☐** | **☐** |
| 5. Working at various tempos | **☐** | **☐** | **☐** | **☐** | **☒** | 5. High places | **☒** | **☐** | **☐** | **☐** | **☐** |
| 6. Concentrating amid distractions | **☐** | **☐** | **☐** | **☐** | **☒** | 6. Hot | **☐** | **☒** | **☐** | **☐** | **☐** |
| 7. Remembering names | **☐** | **☐** | **☐** | **☐** | **☒** | 7. Cold | **☐** | **☒** | **☐** | **☐** | **☐** |
| 8. Remembering details | **☐** | **☐** | **☐** | **☐** | **☒** | 8. Dry | **☒** | **☐** | **☐** | **☐** | **☐** |
| 9. Making decisions | **☐** | **☐** | **☐** | **☐** | **☒** | 9. Wet | **☒** | **☐** | **☐** | **☐** | **☐** |
| 10. Working rapidly | **☐** | **☐** | **☐** | **☐** | **☒** | 10. Change of temp | **☐** | **☒** | **☐** | **☐** | **☐** |
| 11. Examining/observing details | **☐** | **☐** | **☐** | **☐** | **☒** | 11. Dirty | **☒** | **☐** | **☐** | **☐** | **☐** |
| 12. Discriminating colors | **☐** | **☐** | **☐** | **☒** | **☐** | 12. Dusty | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  | 13. Odors | **☒** | **☐** | **☐** | **☐** | **☐** |
|  |  |  |  |  |  | 14. Noisy | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  | 15. Working With others | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  | 16. Working around others | **☐** | **☐** | **☐** | **☐** | **☒** |
|  |  |  |  |  |  | 17. Working alone | **☐** | **☒** | **☐** | **☐** | **☐** |

This position description is not an employment agreement or contract. Management has the exclusive right to alter this Position Description. Notification of changes will be