Information Technology Consultant - Career	PD No.:PD-7667

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
Internal Team:*	FL-IT-Administration - 10008
Job Code/Employee Classification:*	Info Tech Consultant 12 Mo
	Job Code: **0420**
Classification Title:	Info Tech Consultant 12 Mo
MPP Job Code:	
Position Number:	Info Tech Consultant 12 Mo
	Position no: FL-10017561
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:	Dhusdee Chandswang
Reports To:*	Director of College Support Services
	Position no: FL-10007868
Campus:*	Fullerton
Division:*	VP, Academic Affairs
College/Program:*	AA IT Administration
Department:*	College Centralized IT - 10393
FLSA Status:	Exempt
Hiring Type:	Temporary
Workplace Type (Exclude Inst Fac):	On-site (work in-person at business location)
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:*

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 College Centralized IT 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.

The Information Technology Consultant will provide user consultation and help desk support; implement and maintain hardware, software, and server operations; create documentation and provide general server support, ensuring secure reliable technology services. Monitor and maintain equipment such as computers, mobile devices, printers, scanners, cameras in labs, classrooms, centers, and other spaces. Provides support of audio and visual technology components in laboratories, classrooms, conference rooms, computer clusters, learning spaces, and at college special events. Responsible for full inventory lifecycle purchasing, receiving, tracking, and e-wasting of equipment. Manage warranties, hardware/software licensing, server certificates, and hardware/software upgrades. Implement and support servers, including applying security requirements, monitoring performance, setting up appropriate permissions, implementing upgrades, and ensuring backup and disaster recovery of critical systems. Other duties as assigned.

Minimum Qualifications:*

Bachelor's degree from an accredited four-year college or university in Computer Science, Computer Information Systems, Information Systems, Telecommunications, Engineering, Engineering Technology or a related field plus two years of relevant full-time experience or the equivalent part-time experience. Eight years of relevant full-time experience or an associate's degree from an accredited college or university in a related field and four years of relevant full-time experience may be substituted for the previously listed education and experience requirement.

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.

Required Qualifications:

Preferred Qualifications: Excellent documentation, written and oral communication skills.
Excellent customer service skills with the ability to communicate technical knowledge to functional units.
Experience offering help desk support and end-user hardware and software support and maintenance.
Experience imaging, maintaining, upgrading computers.
Experience with server administration.
Familiarity with Active Directory, Office 365, Azure, AWS.
Experience with cloud infrastructure deployment.
Experience supporting Linux, Solaris, Windows physical servers.
Working knowledge of virtualization, VMWare, or equivalent.
Knowledge of Linux: RedHat, CentOS, Debian, etc.
Knowledge of systems and networking software, hardware, and networking protocols.

Special Conditions: May require evening and/or weekends.

License / Certification:

Supervises Employees:*   ○ Yes   ● No

If position supervises other employees; list position titles:

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
35%	Technology Operations Support: - Image, install, configure, deploy, and maintain computer equipment, following security policies and requirements. - Monitor and maintain equipment such as computers, mobile devices, printers, scanners, cameras in labs, classrooms, centers, and other spaces. - Implement, maintain and support hardware/software/application, including virtual (cloud-based) solutions. - Troubleshoot hardware/software/application issues and take appropriate actions to maintain secure technology operations. - Provides support of audio and visual technology components in laboratories, classrooms, conference rooms, computer clusters, learning spaces, and at college special events.	Essential
25%	Help Desk Support: - Provide technical support in-person, via telephone, web conference, email, etc. to users, tracking and reporting on customer requests regularly. - Ensure user applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions. - Assist users in using applications and computer equipment and their features and develop and provide training materials as necessary.	Essential
25%	Administrative and Server Support: - Responsible for full inventory lifecycle including purchasing, receiving, tracking, and e-wasting of equipment. - Manage warranties, hardware/software licensing, server certificates, and hardware/software upgrades. - Implement and support servers, including applying security requirements, monitoring performance, setting up appropriate permissions, implementing upgrades, and ensuring backup and disaster recovery of critical systems. - Create, maintain, and update documentation, policies, standards and guidelines as required. Work with users to develop, maintain, and support websites as required.	Essential
15%	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:	Frequently - Essential
Standing:	Frequently - Essential
Stooping Kneeling or Squatting:	Occasionally - Essential
Walking:	Frequently - 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 College Centralized IT 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:	Matthew Wilken replacement (position number 10017561)
	Pablo Lozano replacement (position number 10017795)
Hiring Administrator:*	Denise Chow
	Email address: dchow@fullerton.edu
Approval process:*	FL - PD Approval (Staff/MPP) - No Dept. Head

1.	MPP Supervisor/Associate Dean:	Dhusdee Chandswang ✔ Approved Jun 21, 2024
2.	HR Classifier:	Chris Schloffer ✔ Approved Jun 25, 2024
3.	Appropriate Administrator/Dean:	Willie Peng ✔ Approved Jun 26, 2024
4.	Position Management:	FL-HRDI PM ✔ Approved Jun 27, 2024

HR/Faculty Affairs Representative:*   FL-HRDI Classifier

Email address: hrrecruitment@fullerton.edu