

Position Description

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Report Run Date	Sep 28 2017
Position Number:	02018705
Dept:	ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:	ITX HELP DESK CONSULTANT
Approved Payroll Title Code:	7558
Approved Payroll Title:	BUS TCHL SUPP ANL 2
Approved MSP Salary Grade:	
Approved PSS Salary Grade:	PSS19
POSITION DETAILS	
Job Summary:	<p>Under the direction of the IT Express Supervisor and Lead, provide first-tier computer and network technical support services via telephone and email. Provide excellent interpersonal communications and customer support for interactions with faculty, staff, students, affiliates, vendors, and all customers interacting with IT Express via telephone, email, and in-person at the campus' main computing help desk. As a first-tier technical support provider, report, research, troubleshoot, and resolve problems and support requests for Windows and Macintosh computer systems, data network infrastructure services, voice network and voicemail system, and their associated software and hardware. Maintain accurate, effective, and timely incident response documentation in accordance with department policies, procedures, and practices. Participate in meetings and ad hoc workgroups. Provide other similar technical support services assigned by the supervisor or other designated managerial staff. Programmer II positions are expected to have advance skills in multiple areas.</p> <p>Research, learn, and document solutions for technical problems. Research and learn new technologies in order to support and advise clients. Provide other similar services assigned by the supervisor or other designated managerial staff.</p>
Campus Job Scope:	
Department Specific Job Scope:	This is one of twelve positions providing a high level of customer service to clients via phone, online and email.
Positions Supervised:	None
Essential Responsibilities:	<p>80% COMPUTER AND NETWORK TECHNICAL SUPPORT Provide first-tier computer and network support services for University students, staff, and faculty via telephone, email, and in-person at the campus' main computing help desk. As a first-tier technical support provider, report, research, troubleshoot, and resolve problems and support requests for Windows and Macintosh computer systems, Maintain accurate, effective, and timely incident response documentation in accordance with department policies, procedures, and practices. Provide other similar technical support services assigned by the supervisor or other designated managerial staff.</p>

	<p>Support data network infrastructure services, voice network and voicemail system, and their associated software and hardware. Participate in meetings and ad hoc workgroups. Assist in training P1s. Provide Tier 2 support during busy or peak periods.</p> <p>15% RESEARCH AND EDUCATION Research, learn, and document solutions for technical problems. Research and learn new technologies in order to support and advise clients. Provide other similar services assigned by the supervisor or other designated managerial staff.</p> <p>5% SPECIAL PROJECTS AND ASSIGNMENTS Assist the workgroup, department, or division with special projects. Work on short-term and long-term assignments within the division. Assignments will be at the department's discretion, but related to work performed by the department or division.</p>
Physical Demands:	Talk on the telephone and read LCD screens for extended periods of time. Use computer equipment for extended periods.
Work Environment:	<p>Due to the mission-critical services provided by this department, this position will work hours other than M-F 8-5.</p> <p>Work occasional overtime on short notice.</p> <p>Work with clients via telephone for extended periods of time. Calls are frequently monitored for: adherence to customer service guidelines; to ensure service knowledge is up to date; and to monitor problem solving abilities.</p> <p>Occasional travel required.</p> <p>UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space. Additional information and specifics regarding the policy are available at http://breathefree.ucdavis.edu/index.html</p>
Background Check:	Yes
QUALIFICATIONS	
Minimum Qualifications:	<ul style="list-style-type: none"> -Experience assimilating complex technical concepts, terms, and material, and explaining this material to non-technical clients. -Skills to independently research, plan, test, document, and resolve incidents and problems. -Experience to support Windows and Mac OS supported operating systems. -Experience to provide technical support for web-based and client server application services, e.g. Sakai, Google apps and other similar services. -Experience to provide technical support for supported email clients, web browsers, and software programs, packages. -Experience to provide advanced technical support for the campus' central email system (powered by Cyrus) and DavisMail (powered by Gmail), Microsoft Exchange, and Microsoft Office 365.

Preferred Qualifications for Selection:	<p>-Experience to provide technical support for middleware services, e.g., distributed web authentication, LDAP, computing account management, and other similar technologies.</p> <hr/> <p>-Experience to provide advanced technical support for supported middleware applications such as computing account management systems, course management, content management systems and other similar technologies.</p> <p>-Experience in using ServiceNow, or other IT Service management ticketing systems.</p> <p>-Experience to provide interpersonal communications and customer support for interactions with faculty, staff, students, affiliates, vendors, and all customers interacting with IT Express.</p> <p>-Develop and apply creative and innovative concepts to incident and request resolution.</p> <p>-Work independently and in a team environment to provide technical support and consulting services to clients.</p> <p>-Present information in an appropriate style and content to audiences to effect an optimal learning environment.</p> <p>-Quickly learn and assimilate new technologies and develop new skills or enhance existing skills by utilizing technical documentation.</p> <p>-Experience to provide support for Microsoft Active Directory, Microsoft Exchange services.</p> <p>-Learn the UC Davis campus network infrastructure, including the overall topology and services, and apply that learning to client support activities.</p> <p>-Experience to provide support for the campus voice network and telephone systems.</p> <p>-Experience to read email logs on Unix-based email servers.</p> <p>-Experience to provide support for enterprise level wired and wireless networks.</p>
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Expectations

Job Expectations	<p>Read and follow the UCD Principles of Community</p> <p>Meet client and management expectations by being consistently punctual, reliable, and flexible.</p> <p>Meet or exceed key point indicators as defined in the yearly goals of the employee performance appraisal.</p> <p>Provide excellent diplomatic interpersonal communications for interactions with faculty, staff, students, affiliates and vendors.</p> <p>Maintain accurate, effective, and timely incident response documentation in accordance with department policies, procedures, and practices.</p> <p>Maintain accurate, effective, and timely customer service in accordance with department policies, procedures, and practices.</p>
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