Position Description

REQUISITION #   03020233
Position Number:  02020919
Dept:  ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:  IT SUPPORT SPECIALIST
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:
Under direction of the ITPS manager and supervisor, provide second-tier computer workstation and IT services support via telephone, email, and onsite visits to customer premises. Provide support for desktop and laptop computer hardware and peripherals, Windows and Mac operating systems, application software, and IT services. Troubleshoot hardware, software, and network connectivity issues using all available tools such as desktop remote control.

Assist in the management of Windows and Mac client workstations. Plan, build, initialize, and update workstations as new releases, upgrades, patches, and hotfixes become available and approved. Following documented procedures, install and configure standard operating systems, software applications, antimalware, and remote administration tools. Configure workstations to match department or unit specific configurations and to comply with campus security policies. Backup, restore, and transfer user data and preferences when applicable.

Maintain hardware and software asset management data. Follow policies and procedures to purchase, receive, deploy, and transfer computer hardware, software, and related equipment. Assist with computer warranty repairs including but not limited to equipment pickup, shipping, tracking, return and verification of repairs. In accordance with University and department timelines, standards, and guidelines, coordinate computer disposal.
Assist the workgroup, unit, or department with special projects. Work on short- long-term assignments within the division.

Campus Job Scope:

This is a position providing workstation support, systems administration, and network administration to IET and campus clients. This position demands a high degree of integrity and exceptional customer service skills, supporting desktop systems and applications used by staff and faculty.

Department Specific Job Scope:

Positions Supervised:  
N/A

Essential Responsibilities:

50% COMPUTER WORKSTATION & IT SERVICES SUPPORT
- Providing support for desktop & laptop computer hardware & peripherals, Windows & Mac operating systems, application software, & IT services via telephone, email, remote control applications, & in-person at customer premises.
- Following incident management process to log all incidents in IT Service Management system.
- Troubleshooting hardware, software, & network connectivity issues using all available tools, such as desktop remote control, when available.
- Maintenance of accurate, effective, & timely incident response documentation in accordance with department policies, procedures, & practices.
- Initiating problem management processes, escalation of issues to specialist staff, linking incident tickets to problem tickets, & communication of workarounds &/or resolutions to clients.
- Executing the service request fulfillment process, determining applicability & provisioning service accounts & features for clients.
- Maintaining detailed customer & billing records.
- Participation in meetings & ad hoc workgroups.
- Providing other similar technical support services assigned by the ITPS supervisor, manager or other designated supervisory staff.

25% COMPUTER WORKSTATION LIFECYCLE MANAGEMENT
- Assisting in the management of Windows & Mac client workstations.
- Planning, building, initializing, & updating workstations as new releases, upgrades, patches, & hotfixes become available
& approved.
- Following documented procedures, install & configure standard operating systems, software applications, antimalware, & remote administration tools.
- Configuring workstations to match department or unit-specific configurations & to comply with campus security policies.
- Backing up, restoring, & transferring user data & preferences when applicable.
- Installing & upgrading software in response to client requests, campus standards, security requirements, or to resolve problems.
- Providing input to develop hardware & software standards.
- Assisting with software release processes for testing new versions of software to ensure compatibility with business systems & the campus computing environment.

10% ASSET MANAGEMENT & SPECIAL PROJECTS
- Maintaining hardware & software asset management data.
- Following policies & procedures to purchase, receive, deploy, & transfer computer hardware, software, & related equipment.
- Under the direction of the ITPS manager & supervisor, performing annual & ad hoc physical audit of all items in inventory.
- Assisting with computer warranty repairs including but not limited to equipment pickup, shipping, tracking, return & verification of repairs.
- In accordance with University & department timelines, standards, & guidelines, coordinating disposal of computers, data storage devices, & other electronic waste.
- Providing other similar services assigned by the ITPS manager or supervisor.
- Assisting the workgroup, department, or division with special projects. Work on short- & long-term assignments within the division. Assignments will be at the department's discretion, but related to work performed by the department or division.
- Other special IT-related projects, testing, or support, as required.

15% SYSTEM ADMINISTRATION
- Managing Microsoft Deployment Toolkit to deploy OS builds & other software to Windows workstations.
- Managing DeployStudio to deploy OS builds & other software to Apple workstations.
- Providing uConnect support to both internal & external clients.
- Active Directory administration as required including associated components such as Group Policy Management, & related subsystems of Windows Server environments.
- Using IBM Endpoint Manager to manage resources & deploy software updates & patches to all supported platforms.

Physical Demands:

Lift and move materials weighing up to 50 pounds.

Due to the mission-critical services provided by this department, this position may work hours other than M-F 8-5, especially in response to system problems. Shift reassignments may occur to meet operational needs.

Must be routinely on call as required and carry pager/cell phone.

Work in a busy office environment with frequent interruptions.

Travel between campus and off-campus locations is required.

Position requires reaching and working with equipment mounted in computer racks. The holder of this position will work with equipment that may be located anywhere from floor level to the top of 7' high server racks.

Read CRT, LCD, LED and various other types of screens for extended periods of time.

Work occasional overtime on short notice.

Use computer equipment for extended periods.

Work with clients via telephone for extended periods of time.

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.

Background Check: Yes

**QUALIFICATIONS**

- Journey level experience to independently research, plan, test, document, and resolve incidents and problems.
- Journey level experience to troubleshoot and maintain PC and Mac hardware, operating systems, and related software applications.
- Journey level experience to provide support for Windows 8/7/Vista, and Mac OS X 10.8 ? 10.10 operating systems.
- Journey level experience to provide technical support for Microsoft Office 2010-2013 and Adobe Acrobat.
- Journey level experience to provide support for wired and wireless networks.
- Journey level experience to provide support for Microsoft Outlook and mobile Microsoft Exchange clients.
- Journey level experience to provide support for Microsoft Active Directory and Group Policy Objects.
- Journey level experience to provide support for Microsoft Exchange services.
- Journey level experience to provide technical support for physical and logical disk management, data encryption, printer and other device drivers, peripheral connection technologies and devices that use USB, FireWire, serial, parallel, and SCSI; numerous email clients, web browsers, and software programs, packages.
- Experience assimilating technical concepts, terms, and material, and explaining this material to nontechnical clients.

**Preferred Qualifications for Selection:**

- Experience communicating with multiple levels of an organization.
- Knowledge of the OSI 7-layer model and its application to IP networking.
- Experience to provide technical support for the campus's on-premises and cloud email and calendaring services.
- Demonstrated experience developing and applying creative and innovative concepts to problem resolution.
- Experience working both independently and in a team environment to provide technical support and consulting.
services to clients.
- Experience to deploy, maintain, and support workstations using Microsoft System Center Configuration Manager and Windows Deployment Services.
- Experience to deploy, maintain, and monitor hardware and software assets with IBM Endpoint Manager.

### Expectations

- Understand and model the UC Davis Principles of Community.
- Effective oral, written, and graphical presentations to coworkers and clients as required.
- Use of tact and diplomacy during interactions with others.
- Effectively and understandably describe technical requirements to technical and nontechnical audiences.
- Conveying a helpful and positive attitude in support of the department's client service environment.
- Being consistently punctual, reliable, and flexible.
- Provide excellent, diplomatic interpersonal communications for interactions with faculty, staff, students, affiliates, and vendors.
- Maintain accurate, effective, and timely incident response documentation in accordance with department policies, procedures, and practices.
- Maintain effective, productive, and timely customer service in accordance with department policies, procedures, and practices.
- Be highly motivated and result-oriented.
- Maintain flexibility in a continuously changing and fast-paced work environment.
- Independently exercise good judgment to prioritize workload, organize tasks, and implement solutions in a demanding work environment.
- Working independently under general direction from management, to manage workload across multiple simultaneous projects, to maintain a high level of productivity, and to meet deadlines under time constraints and continuously shifting priorities.
- Independently follow projects through to successful completion with a high degree of quality.
- Be willing to learn and apply new technology and develop skills to promote professional growth.
- Accountability for the stewardship and security of resources in the employee's care and custody.
- Working cooperatively and collaboratively with others in
support of the mission of the Davis campus and the University of California.
- Demonstrate flexibility and willingness to assist in other areas of the department when needed.