Position Description

Requisition #  03020271
This contract appointment ends 1 year from the date of hire, with the possibility of extension or conversion to career.

Position Number:  02020691
Dept:  ENT APPS & INFRASTRUCTURE SVCS - 061419
Position:  ITPS CONSULTANT
Approved Payroll Title Code:  7309
Approved Payroll Title:  INFO SYS ANL 3
Approved MSP Salary Grade:  
Approved PSS Salary Grade:  PSS23

POSITION DETAILS

Job Summary:  Under direction of the ITPS manager and supervisor, provide second- and third-tier computer workstation and IT service troubleshooting and support via telephone, email, remote administration tools, and onsite visits to customer premises. Research, propose, and implement automated support solutions for desktop and laptop computer hardware and peripherals, 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. Maintain hardware and software asset management data, personnel. Assist the workgroup, unit, or department with special projects.

Campus Job Scope:  This is one of ten positions providing workstation support, systems administration, and network administration to IET and campus clients.

Department Specific Job Scope:  This position works independently with a high degree of integrity and exceptional customer service skills with IET, supporting desktops systems and applications used by the student, faculty, and staff.

Positions Supervised:  N/A

Essential Responsibilities:  
40% COMPUTER WORKSTATION & IT SERVICES SUPPORT
- Provide support and troubleshooting for workstation hardware and
peripherals, Windows and Mac operating systems, application software, networking, and other IT services in a complex computing environment via telephone, email, remote support applications, and in person at customer premises.
- Provide advanced support of Exchange/Office365 to both internal and external clients.
- Create and maintain accurate and timely ticket entries of all work performed and information gathered.
- Initiate and coordinate problem management processes and transfer tickets to other support staff, linking incident tickets to problem tickets, and communicating workarounds/resolutions to clients.
- Routinely fulfill service requests such as the purchase and provisioning of hardware, software, and systems access.
- Maintain detailed customer and billing records.
- Provide point of technical escalation and guidance for unit staff at the Business Technical Support Analyst level.
- Provide complex networking support utilizing Infoblox Network Management infrastructure managed by the Network Operations Center.
- Provide occasional ad-hoc IT consulting and support services on a recharge basis to varied campus clients.
- Develop and adhere to documented procedures, install and configure standard operating systems, software applications, anti-malware and remote administration tools.
- Configure workstations to match unit specific configurations and to comply with campus security policies.
- Backup, restore and migrate user data and preferences.
- Install and upgrade software.

40% SYSTEM ADMINISTRATION & DESKTOP ENGINEERING
- Manage and maintain MDT and WSUS servers for the deployment and maintenance of Microsoft operating systems and applications.
- Perform higher-level administrative tasks such as the maintenance of Active Directory objects, Group Policies, and fileserver access control lists.
- Work with BigFix, Jamf Pro, and other system management applications, in accordance with established policies, to manage and patch software and settings for Macs, PCs, and other devices.
- Conduct complex testing of patch and deployment automation software to ensure proper operation and conformance to test plans.
- Provide recommendations for the development and review of hardware and software standards.
- Assist with the software release process for testing and validating new versions of software to ensure compatibility with supported systems and the campus computing environment.
- Manage and maintain OS X disk images with updated patches,
20% ASSET MANAGEMENT & SPECIAL PROJECTS
- Maintain accurate and timely hardware and software asset management data.
- Assist in annual ad-hoc physical audits of all inventoried assets.
- Assist with computer warranty repairs.
- Dispose of physical assets in compliance with University and departmental policies.
- Work on short- and long-term special assignments and projects within the department.

Reach, bend, and stoop to work with equipment mounted in computer racks and access and work with equipment that may be located anywhere from the bottom (floor level) to the top of 7-foot high racks.

Physical Demands:
- Read computer and device screens for extended periods of time.
- Lift computer equipment weighing up to 50 lbs.

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.

Routinely on-call and carry cell phone.

Work sites may vary between central campus, UCD Medical Center, and other University locations in the Davis and Sacramento regions.

Work Environment:
- Work in a busy office environment with frequent interruptions.
- Valid CA driver's license; participate in the Department of Motor Vehicles (DMV) Pull Notice System.

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
Minimum Qualifications:

- Experience installing, configuring, troubleshooting, and performing basic maintenance on computer workstations, printers, monitors, and assorted peripheral hardware.
- Experience with and ability to support Microsoft Office 2010+ and other common productivity applications such as Adobe Acrobat and web browsers.
- Experience with and ability to support Exchange email and calendaring client applications.
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- Experience providing well-developed customer service.
- Experience and skills to analyze business needs and expectations, and provide recommendations to clients and colleagues that can become effective solutions to meet those business needs.
- Experience with Windows and OS X networking and filesharing in complex Active Directory environments.
- Experience and ability to support computers running Mac OS X 10.10+ and Windows 7+.
- Experience and ability to support Office 365 on Android and iOS phones, tablets, and similar mobile devices.
- Experience and skills to assess client needs and expectations, plan, write and present researched, documented and project proposals, service agreements, project plans and status reports.
- Experience and skills in supporting Microsoft Active Directory and Group Policy Objects.
- Experience and skills in supporting Microsoft Exchange services.
- Experience assimilating technical concepts, terms, and material, and explaining this material to non-technical clients.

Preferred Qualifications for Selection:

- Organizational skills and diligence to coordinate and execute multiple activities within deadlines and scheduling requirements.
- Demonstrated ability to assimilate complex technical concepts, terms, and materials, and explain their fundamentals to non-technical people.
- Experience with Exchange 2013 and Office 365.
- Experience with using PowerShell to manage Active Directory and Exchange objects.
- Familiarity with Adobe Creative Cloud applications.
- Experience using BigFix and Jamf Pro.
- Excellent communication and interpersonal skills, written and verbal, and a well-developed understanding of customer service.

Expectations

Job Expectations

Demonstrate commitment and support of the UC Davis Principles of Community.
Provide computer support and consulting services in accordance with
client and/or department timelines, standards and guidelines.
Self-organize time and task priorities to meet all task and project goals and to provide status reports to unit management.
Independently follow projects through to successful completion with a high degree of quality and effectiveness.
Consistent punctuality, reliability, and flexibility in a dynamic work environment with multiple client sites and frequent changes in work priority, scope, and schedules.
Learn and understand business needs, applying solutions to meet business needs practically, sustainably, and scalably.
Consistently perform technical support tasks and project management of small- to medium-sized projects with minimal direction.
Follow unit and departmental practices to escalate problems and incidents to appropriate teams and individuals.
Tactfully and professionally provide and receive directions and information with clients, colleagues, and vendors.
Assess knowledge gaps and needs, then develop and present technical content to both technical and non-technical audiences.
Learn, develop and apply new skills and technology from self-guided study and University-provided training.
Evaluate new and emerging technologies to meet business needs, and advise and/or implement migrations or transitions from older technologies.
Think creatively and apply innovative concepts to problem resolution.
Accountability for the custodianship of University resources.
Maintain accurate and timely billing records in accordance with department policies, procedures and practices.
Exercise discretion and confidentiality in the performance of duties.
Exercise rigorous integrity and ethics in performance of responsibilities.