



Job Title: IT Desktop Support Technician (University Level)

Job Classification: Non-Exempt

Closing Date: Two positions open until filled

Reporting Responsibility: Reports directly to the IT Director of the University

Responsibilities:

This position is an IT technical position in Elk Grove, Ca. that requires support to the user end experience during fixed normal business hours but be willing to work flexible hours as circumstances dictates. This position will at the minimum require technical support in areas including; user end support (desktops, laptops, software), application support, managing helpdesk type systems like ticketing systems and imaging software, basic networking, network printing and audio/video and telephony (VoIP)

The candidate will need to have a firm understanding and experience on best practices relating to desktop support, customer service and other IT related areas as this is a key position in the production IT team for the University in Elk Grove. This position will support faculty, staff, administration and students.

Required Qualifications and Job Description:

- 1.) Experience with high quality customer desktop support including desktop applications and devices such as printers. This includes fast response rates and accurate and thorough resolutions to desktop issues.
- 2.) A minimum of 3+ years of desktop support experience in a production environment.
- 3.) Experienced in with managing help desk ticketing systems (responding, assigning, closing and following up on help desk request tickets).
- 4.) Experience with desktop imaging.
- 5.) Able to assist faculty, staff and students on class room audio video issues.
- 6.) Data administration, retention and recovery experience and knowledge of the different methods and techniques of data retention.
- 7.) Experience in basic networking including wireless, wired, security and basic design.
- 8.) Experience with producing support documentation for supported products.
- 9.) Experience with corporate applications including Microsoft Office and Adobe applications
- 10.) Experienced in Active Director Account Administration
- 11.) Experienced in Microsoft Outlook and corporate email systems (interfacing at a high level like accounts and connection to the server).
- 12.) Experienced with badge card entry systems (management of badges)

13.) A high level of communication skill including written and verbal skills. Verbal skills include the ability to communicate technical IT issues to non-IT technical staff/faculty.

Desired Qualifications:

- 1.) Experience with enterprise class level networking.
- 2.) Scripting – basic logon scripts, etc.
- 3.) Academic experience and academic related applications like Learning Management Systems and Clicker systems.
- 4.) Excellent customer support experience for faculty, staff and students with understanding and creative personality.
- 5.) Higher education or small/mid-sized business IT production experience.
- 6.) Experience with ERP systems or stand-alone financial and HR systems.
- 7.) Experienced with technical writing for documentation and instructions on processes.
- 8.) A candidate who is very security minded

Additional Requirements:

Possession of a valid California Class C Driver's license may be required. Independent travel between work sites or facilities may be required.

Performance Expectation/Mission: Shares in and displays a commitment to the mission and philosophy of the University in providing excellent IT service. Actions and decision-making exemplify the mission, demonstrate cultural sensitivity, dedication, compassion and are in the best interests of CNU, its faculty and students.

Teamwork:

An IT Desktop Support Technician demonstrates the ability to work harmoniously with others to accomplish tasks, promotes positive work environment and respect for others; resolves issues and conflicts. This position is required to communicate effectively with others and provides constructive suggestions to improve team performance.

Leadership: Acts in a self-directed manner; takes action before being directed by others or forced by events. Seizes opportunities and is proactive in avoiding potential problems.

Applicants should submit:

- Cover letter of interest that address qualifications, experience and career goals
- Resume
- List of professional references

Please send application materials to jstovall@cnsu.edu. Review of applicants will begin immediately and will continue until position is filled.

California Northstate University is an Equal Opportunity and Affirmative Action Employer. All qualified candidates are encourage to apply.