Position Title: IT Help Desk Consultant

Job Bulletin Number: 103217

Classification: Information Technology Consultant, Foundation

Department: Information Technology

Full/Part-time: Full-time

Employment Type: Probationary/Permanent

Bargaining Unit: CSUEU, Unit 9

Pay Plan: 12 month

Salary Range: $3,470 - $6,681 per month. Hiring salary will be $3,500 - $4,000/month commensurate with education and experience.

Benefits: Premium benefit package includes outstanding health, dental and vision plans; life and disability insurances; pension (CalPERS); tuition fee waiver; and 14 paid holidays per year. See our benefits website for additional information.

Pre-Employment Conditions: Background including a DMV records check

Closing Date: Open until filled. A review of applications will begin Tuesday, October 22 and the review period may end at any time thereafter.

HOW TO APPLY: Interested parties should submit the Cal Maritime Employment Application, a cover letter and resume. Apply on-line at http://www.csum.edu/web/hr/careers.

ABOUT THE CALIFORNIA STATE UNIVERSITY MARITIME ACADEMY:
Established in 1929, California State University Maritime Academy, a campus of the California State University, is the only degree-granting maritime academy on the West Coast. Located on a scenic waterfront site in Vallejo, the campus serves a student population of approximately 1100 undergraduates and 50 graduate students. The campus currently offers undergraduate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A master’s degree in Transportation and Engineering Management is offered as well as a number of extended learning programs and courses.
POSITION SUMMARY:
Under the general supervision of the Chief Information Officer, and the direction of the Help Desk Lead, the incumbent provides technology support to Cal Maritime’s faculty, staff, and students. The incumbent provides first-level consulting support for customers through walk-in, email, phone, remote control, and on-site visits, and coordinates with other IT areas to resolve technology issues.

MAJOR RESPONSIBILITIES:

Customer support
- Provide, telephone, email, remote control, and on-site support to faculty, staff, and students for information technology and audio-visual services including problem resolution
- Assist users with audio-visual and computing equipment and software in classrooms and conference rooms
- Issue port passes to cadets, faculty and staff
- Gather customer requirements and collaborate with help desk staff to provide recommendations for software, hardware, and other components necessary for a complete technology solution
- Provide support and training for computer labs and conference rooms

Setup and configuration
- Install and configure audio-visual and computing equipment
- Setup audio-visual and computing equipment for events and conferences

Documentation
- Report on projects and progress to help desk lead
- Document frequently occurring issues into knowledge base
- Create and read schematics and knowledge base articles
- Create, monitor and complete tickets and distribute tickets to other IT staff (systems, network, PeopleSoft, information security, etc.) when needed

Asset management & inventory
- Organize and maintain orderly work environment, label equipment to be used as spares or e-waste, keep equipment grouped by categories
- Assist with inventory of information technology and audio-visual equipment
- Decommission obsolete or inoperative equipment and prepare e-waste documentation

Research and training
- Develop and maintain expertise with hardware and software supported by Cal Maritime
- Attend training for new products and applications; keep current on new technologies

REQUIRED QUALIFICATIONS:
- A Bachelor’s degree (or equivalent) required with at least one year of related experience.
- Work experience in support of audio-visual, computers, and peripherals in help desk environment
- Knowledge of desktop and mobile operating systems including:
  - Microsoft Windows
  - MacOS
  - iOS
  - Android
- Knowledge of desktop applications, related hardware, and workstation management tools such as:
  - Microsoft Office365 online and installed applications
  - Desktop security products including anti-virus solutions
  - Adobe Creative Cloud applications
  - Active Directory
- Knowledge of current technological trends and developments
- Experience with computers and peripherals and the interrelationship to network infrastructure, systems administration, administrative applications, and information security
• Ability to develop and document guidelines for technical and end-user staff
• Analytical, troubleshooting, and problem-solving skills
• Strong interpersonal and communication skills
• Good organizational skills and ability to manage numerous concurrent projects
• Team approach to projects, including the ability to work with internal IT staff, vendors and other external partners
• Ability to multi-task and use independent judgment
• Experience providing audio-visual support including projectors, TVs, sound systems, adapters
• Strong customer-service experience
• A valid California Driver’s license is required.

PREFERRED QUALIFICATIONS:
• Experience working in higher education or similar organizational environment
• Knowledge of work management solutions, such as ticketing solutions
• Experience with academic software packages such as SPSS, Minitab, MATLAB, ArcGIS/ESRI
• Experience working on projects
• ITIL Foundation Certification, Microsoft certification(s), Project Management Certification

SPECIAL CONDITIONS:

PHYSICAL, MENTAL and ENVIRONMENTAL CONDITIONS:
• Up to 40% of the activities involve sitting, standing, squatting, kneeling or walking; involves lifting heavy weight objects limited to 50 pounds; may involve pushing and pulling objects within the weight limits.
• Drives motorized equipment.

HOURS OF WORK/TRAVEL: The incumbent may be required to work evenings, weekends and holidays.

The incumbent may be required to provide IT support for up to two months on the annual training cruise aboard the Training Ship Golden Bear. Incumbent will be subject to an annual cruise physical and drug screening prior to participation. The incumbent must also have or be able to obtain, a U.S. Passport and a Merchant Mariner Credential to participate in the training cruise.

BACKGROUND CHECK: A background check (including a criminal records check and DMV records check) must be satisfactorily completed before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

ELIGIBILITY TO WORK: Applicants must provide proof of U.S. citizenship or authorization to work in the United States within three days of the date of hire.

Equal Opportunity Employer/Minorities/Females/Veterans/Individuals with a Disability