



Job Bulletin E16 – 12/13

Information Technology Consultant – Career Level

Time base – Full Time

Application Deadline: Friday, November 16, 2012

ABOUT THE CALIFORNIA MARITIME ACADEMY:

The California Maritime Academy is a specialized campus of the California State University (CSU) system serving a student population of approximately 925. The campus, situated on the shore of the Carquinez Strait 30 miles northeast of San Francisco, currently offers baccalaureate degrees in Mechanical Engineering, Facilities Engineering Technology, Marine Engineering Technology, Marine Transportation, Global and Maritime Studies, and Business Administration. A Master of Science degree in three areas of Transportation and Engineering Management is offered.

MAJOR RESPONSIBILITIES:

User Services Support: Provide consultative support and services to the user community to ensure problem resolution, system/data access and optimal system performance. Work activities include:

- Provide telephone, email, remote control software or on-site support.
- Assist users to develop or use applications and software packages and their features. Provides training as needed.
- Assess needs and advise customers in the selection of available software, hardware and/or database systems, and sources to meet their needs. Research available products and systems and make recommendations.
- Install, configure, and modify applications and other systems.
- Develop and maintain expertise with the hardware platforms and software applications supported by CSU Maritime.
- Responsible for technical support in the labs.
- Alerts appropriate campus personnel when critical IT systems malfunction.

System Software: Provide PC/workstation support for hardware and systems software interfaces. Examples of typical work activities include:

- Install and configure standard operating and network systems and integrate them with related systems.
- Ensure system integrity between hardware and operating systems.
- Troubleshoot errors in system operations and related networks.
- Perform software and hardware modifications.
- Maintain and support hardware and software for stand-alone systems.
- Perform system backups.

Physical Installation: Perform the installation of equipment and/or systems in a timely manner ensuring appropriate installation and connections: Examples of typical work activities include:

- Assist in planning and implementing installation and facility layouts.
- Install and test PC/workstations, printers, and other peripherals.
- Perform physical installation.
- Document and/or log equipment/system installations and/or modifications.
- Act as a vendor liaison.
- Move or relocate equipment.
- Respond to IT Support requests for assistance.
- Maintain servers and all lab computers onboard the Training Ship GOLDEN BEAR.

Hardware Operation and Maintenance: Ensure that equipment and systems in assigned areas are in good condition and are properly maintained. Examples of typical work activities include:

- Perform preventative maintenance, equipment alignment and calibration.
- Replace or repair worn parts.

- Evaluate replacement alternatives.
- Perform equipment and system set up (including necessary interconnections) and performance monitoring.
- Maintain technical shop facilities, inventory, repair logs and/or work order systems.
- Maintain licensing agreements and operations manuals.

SPECIAL REQUIREMENTS:

The finalist will be required to successfully complete a background investigation. 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 to participate in the training cruise.

MINIMUM QUALIFICATIONS:

- A Bachelor’s degree and a minimum of three years of professional experience in the information technology field. Additional relevant experience may be substituted for equivalent education on a year for year basis.
- Ability to apply consultative skills to assess user needs and provide appropriate support.
- Demonstrated interpersonal and communication skills in working with users to interpret needs and provide appropriate solutions.
- Knowledge of information technology systems and/or applications, including campus wide systems and multimedia environments, access procedures, networks, and/or databases
- Ability to use the following:
 - Microsoft Office
 - PC using Windows 7, Microsoft Office 2007/10, virus protection, web browsers, and other network utilities
 - Printers, scanners, and other miscellaneous peripherals
 - Remote Access/dialup support
 - Desktop security practices
- Ability to troubleshoot equipment and knowledge of how and why the equipment works.
- Ability to analyze data requirements and research data availability and access methods.
- Subject matter expertise in a specialized discipline or body of knowledge.
- Excellent customer service skills. Ability to follow through with user support.
- Thorough knowledge and understanding of networking issues and applications on PC computers.
- Ability to coordinate and implement data exchanges and conversions.
- Ability to read and write at a level appropriate to the duties of the position and to follow oral and written directions effectively.

DESIRABLE QUALIFICATIONS:

- Knowledge of data administration principles and techniques
- Knowledge of network administration
- Ability to integrate multiple applications and/or systems

SALARY: \$4314 - \$8831 per month. Salary budgeted at \$4500 per month (commensurate with experience).

APPLICATION PROCESS: Interested parties may submit a cover letter, resume and salary requirements to:

hr@csum.edu (reference E16 in the subject line) or mail to:
Human Resources Office, Job Bulletin E16
California Maritime Academy
200 Maritime Academy Drive
Vallejo, CA 94590

Based upon a review of the resume and accompanying documents, only those persons whose qualifications best match job requirements will be interviewed. Applicants selected for an interview will be notified of interview appointments by telephone. Additional information about the California Maritime Academy and job openings can be found at www.csum.edu.

BENEFITS: The California Maritime Academy offers a broad range of benefits for qualifying positions including medical, dental, vision, life and disability insurances, retirement (CalPERS), fee waiver, vacation and sick leave.

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.

The California Maritime Academy is committed to a diverse work force and is an equal opportunity employer.