Job Title: Desktop Architect

Job ID: 8741

Full/Part Time: Full Time

Regular/Temporary: Regular

Job Code: 0420 Information Technology Consultant - 12

Job Grade: Expert

Salary From: $6,249  Salary To: $12,100 If applicable

Department: IT Support Services - 8216

**Major Duties**

Under general supervision, the Desktop Architect is responsible for analyzing, deploying, migrating, implementing computer applications, systems and network configuration to client computers or endpoints. The incumbent deploys new software/applications to existing systems; analyzes business technology needs, builds workstations for end user, monitors system performance and designs enterprise-wide environment through management applications (e.g., JAMF, Active Directory, and etc.); manages and maintains endpoint operating systems for Mac and iOS devices; builds and maintains operating system images, scripts, application packages, builds/rebuilds workstations, patches workstations, generates workstation hardware/software reports, and carries out technical administration tasks; uses Active Directory to manage computer objects, users, groups, organizational units, and build/manage group policy objects (GPO); assists campus technical contacts on design, deployment, and implementation of endpoint devices and software applications; assists campus with implementation and utilization of approved computer disk encryption programs (e.g. Filevault 2 etc.); serves as an escalation point for technically complex problems/service requests from IT Desktop Support, Help Center, and technical staff residing in areas across campus (e.g., PPM, A&R, and college technicians, etc.); provides assistance and technical guidance to less experienced staff members where appropriate and as required for training purposes; reviews new and upgraded versions of software applications and computer hardware; develops and completes software and hardware test plans; provides management with recommendations concerning industry trends in computer hardware and software; performs maintenance, installation, troubleshooting of computers, mobile devices, printers, and other peripheral equipment and endpoint devices; and performs other duties as assigned.

**Qualifications**

Equivalent to graduation from an accredited four-year college or university in Computer Science or a job-related field. Equivalent to five years of full-time, progressive experience in JAMF Mac Management, operating systems imaging using JAMF, creating and deploying applications, software updates, including one year of project management, team leadership, systems implementation and development. Experience in using Help Desk/CMR to manage and process cases. Experience working with contractors (software consultants), reviewing maintenance agreements or consulting contracts preferred.

**Knowledge, Skills, & Abilities**

Thorough knowledge of a variety of software application packages, equipment platforms, reference database systems and sources, and training methods and a basic understanding of networks, data communication, and multimedia systems. In-depth knowledge of operating systems such as Windows, macOS X, iOS, etc.; and Microsoft products such as Office 365/2003/2007/2013/2016. Working knowledge of Desktop Support and Architect group operations, troubleshooting best operations; and database software to maintain and monitor applications, connect and middleware installations, support client access tools such as SQL Management Studio, SQL Native Client, Oracle Client, etc. Knowledge and experience in writing and developing DOS batch, PowerShell scripts, SQL and/or WQL queries; Microsoft Azure, OMS, MMS, Hyper-V, MDOP and other related technology; and relational databases and client-server concepts. Knowledge of campus procurement processes and procedures. Ability and specialized skills to: organize workflow and priorities; apply and assess user needs; identify, analyze and address user problems; provide ongoing project leadership to technical development staff; analyze problems and propose effective solution; understand functional and procedural requirements and develop alternative solutions; relate system solutions to departmental management and staff; and communicate and consult effectively with all levels of the campus community including internal IT technical support, campus executives,
faculty, staff, student and college/department technical support staff; make presentations; conduct meetings; provide user training; and establish and maintain effective working relationships with others.

**Pay, Benefits, & Work Schedule**
The university offers an excellent benefits package.

The salary range for this classification is: $6,249 - $12,100 per month.
The anticipated HIRING RANGE: $8,000 - $8,500, dependent upon qualifications and experience.

HOURS: Full-Time; 40 hours per week; 8:00am - 5:00pm, Monday through Friday. May include some evenings and weekends.

REG: This is a Regular position; end date to be determined.

**General Information**
A background check (including a criminal records check) must be completed satisfactorily 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.

**How to Apply**
Candidates should apply by completing the CSUN on-line application utilizing [http://bit.ly/HR_CSUN](http://bit.ly/HR_CSUN) link and must attach a cover letter that addresses the qualifications above and a current resume, including names of three professional references. NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

Initial review begins February 7, 2020 and will continue until position is filled.

For more detailed information on the application and hiring process, please view the link below: [http://www.csun.edu/careers/](http://www.csun.edu/careers/)

**Equal Employment Opportunity**
California State University, Northridge is an Affirmative Action/Equal Opportunity Employer. We consider applicants for employment without regard to race, color, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, or disability. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services.

(1/30/2020)