Job Title: Desktop Architect Lead

Job ID: 8847

Full/Part Time: Full Time

Regular/Temporary: Regular

Job Code: 0410 Operating Systems Analyst - 12

Job Grade: Expert

Salary From: $6,249 Salary To: $9,200 If applicable

Department: IT Support Services - 8216

Major Duties
Under general supervision, the Desktop Architect Lead 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, build workstations for end user, monitor system performance and design enterprise-wide environment through management applications (e.g., System Center Configuration Manager (SCCM), Active Directory, and etc.); manages and maintains endpoint operating systems for Windows, Mac, and iOS devices; builds and maintains operating system images, scripts, application packages, build/rebuild workstations, patch workstations, generate workstation hardware/software reports, and carry 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 SCCM MS Bitlocker administration (MBAM); 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 a job-related field. Specifically, applicable technical training and/or experience may be substituted for the entirety of the degree. Five years of full-time, in-depth experience in System Center Configuration Manager, operating systems imaging using SCCM, MDT, creating and deploying applications, software updates, OSD task sequences. Experience in using help desk/CMR to manage and process cases. Experience working with contractors (software consultants), reviewing maintenance agreements or consulting contracts.

Knowledge, Skills, & Abilities
Extensive knowledge of: Windows Directory Services (AD); internal desktop operating system technology, computer operations and hardware, network printers, and personal, hand-held devices; operating systems like Windows, macOS X, iOS and etc.; and Microsoft products such as Office 365/2016. 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. Working knowledge of Desktop Support and Architect group operations, troubleshooting best operations; 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.; and campus procurement process and procedures. Knowledge of Mac MDM tools such as JAMF. Ability and specialized skills to: deliver high-quality customer support to both technical and non-technical customers; perform advanced desktop systems administration and integration in a distributed, networked, multi-vendor computing environment; organize workflow priorities; provide guidance and ensure Mac management process follows PC Management fundamentals; 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; Occasional light lifting (moving computer equipment).

**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: $6,249 - $9,200, 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; with a one-year probationary period.

**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 March 25, 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.

(3/16/20)