Job Title: Desktop Support Technician

Job ID: 504043

Full/Part Time: Full Time

Regular/Temporary: Regular

Job Code: 0420 Info Tech Consultant

Job Grade: Career

Salary From: $4,372 Salary To: $6,000 If applicable

Department: IT Support Services-8216

Major Duties

Under general supervision, the Desktop Support Technician uses technical support/management tools to create, maintain, deploy operating system images, application packages, build/rebuild computers, generate hardware/software reports, and carry out other technical administration tasks. The incumbent deploys new software/applications to existing systems; analyzes business technology needs, builds workstations for end users, monitors system performance and designs enterprise-wide environment through management applications such as System Center Configuration Manager (SCCM), JAMF Pro, and Active Directory.

- Uses Active Directory to manage computer objects, users, groups, organizational units, build, and manage group policy objects (GPO).
- Provides ongoing support to campus community with regard to their computing needs.
- Analyzes, deploys, migrates, and implements computer applications, systems and network configuration to client computers or endpoints.
- Performs other duties as assigned.

Qualifications

- Equivalent to graduation from an accredited four-year college or university in a job-related field.
- Certification training and applied experience may be substituted for the required education, on a year-for-year basis.
- Three years of full-time, progressively responsible field-related experience that includes knowledge of relevant hardware, software, maintenance, and user support.
- Experience in using help center/Incident Management to manage and processes cases is 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.
Functional knowledge of, managing and maintaining endpoint operating systems such Windows 10, macOS Catalina, Big Sur and iOS devices desirable. Working knowledge of Desktop Support and Architect group operations, troubleshooting best operations.

Ability and specialized skills to: identify, analyze and address user needs and problems, and propose effective solution; understand functional and procedural requirements, develop alternative solutions and relate them to departmental management and staff. Ability to organize workflow and priorities.

Communicate effectively both orally and in writing; make presentations; conduct meetings; develop and/or provide user training; and establish and maintain cooperative working relationships with students, faculty, staff, and administration.

Pay, Benefits, & Work Schedule

The university offers an excellent benefits package, including but not limited to; medical, dental, vision, retirement & savings, tuition waiver and more.

The salary range for this classification is: $4,372 - $10,792 per month. The anticipated HIRING RANGE: $4,372 - $6,000 dependent upon qualifications and experience.

HOURS: Full-Time; 40 hours per week; Monday through Friday; may include evening 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 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 September 8, 2021 and will be considered in the initial review and review 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/

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.

(8/27/21)