



UC HASTINGS

COLLEGE OF THE LAW

EST. 1878

The University of California Hastings College of the Law was founded in 1878 as the law department of the University of California and was the first law school in California. Over the years, it has built a legacy and reputation of being a preeminent institution comprised of renowned faculty committed to the study of legal theory and research, preparing students for careers in the judicial system, public service, and industry.

The College is redefining legal education through an experiential, interdisciplinary, and international approach to the law. By integrating rigorous academics with hands-on practice, the College is preparing its graduates to tackle the legal challenges—and leverage the opportunities—of the 21st century.

Desktop Computer and Network Systems Support Specialist Information Technology

Classification: Level 2/ Class Code 1530 / Non-Exempt / Full-Time / Benefited / Represented

Hiring Salary Range: \$ 22.97 - \$30.77 per hour (commensurate with qualifications)

Posting Date: 4/2/2018

THE ROLE

The person in this position will coordinate with other IT infrastructure teams (Audio Visual, Network, Campus Applications, and Desktop Support) to manage the delivery of technical support in all aspects of desktop support, network connectivity, computer operating systems, and software applications.

RESPONSIBILITIES

Typical duties and responsibilities consist of, but are not limited to, the following:

- Provide backup management of day-to-day ticket flow; working with leadership to set daily priorities to meet department goals. Provide data to support staffing decisions and support the leadership of IT in staff planning.
- Facilitate successful IT onboarding and off-boarding of new students, faculty and staff.
- Develop and continually review team training materials; creation and periodic review of IT knowledge base articles.
- Establish an IT training program for student workers so that they may successfully deliver technical support and services.
- Coordinate with the Network Engineer to diagnose difficult network performance problems and interact with application support teams to diagnose network or application performance issues.
- Resolve desktop support requests and inquiries, assisting with advanced computer hardware problem resolution.
- Learn and apply Windows system administration principles in the fields of account administration (AD profile administration, AD removals, listserv creation), Windows mail server, Windows file server, Microsoft System Center (including System Center Configuration Manager and System Center Operations Manager), Windows Group Policy, Windows print server, etc.

- Provide computer hardware movement coordination and support with, particular attention to Mac OS.
- Learn and comply with IT policies and procedures, especially those for quality and productivity standards that enable the team to meet established client service levels
- Monitor desktop and server computers via System Center Operations Manager.
- Monitor antivirus work for all computers via System Center Endpoint Protection.
- Participate in special projects and perform other duties as assigned.

REQUIREMENTS

EDUCATION AND EXPERIENCE

- 2 year Information Technology related degree is desired.
- A+, Network +, MCDST, MCSA certifications are desired.
- Minimum 3 years experience preferred in networking support and desktop administration.
- Experience with in network security with a focus on Cisco and Meraki hardware preferred.

KNOWLEDGE, SKILLS & ABILITIES.

- A positive attitude and ability to develop productive relationships with staff at all organizational levels.
- Desktop Oriented (MS office, various software, Operating systems, troubleshooting, printers); understanding of security issues involved in Windows computing.
- Understanding of high level network architecture and design; knowledge of routing and switching concepts.
- Working knowledge of IT platforms: Microsoft Windows7 and later, Mac OSX.
- Working knowledge of Windows Server systems, including System Center, Group Policy, PowerShell.
- Ability to explain networking concepts and trade-offs to a wide variety of technical and non-technical audiences.
- Working knowledge of: security specific protocols (SSH/HTTPS/SSL, etc.), network protocols (NTP, DNS, DHCP, etc), LAN administrator practices and concepts, desktop support, LAN operations.
- Understanding of VOIP protocols and applications (Skype for Business, Zoom, etc.).
- Ability to lift and carry PCs and peripherals.
- Ability to multi-task.

BENEFITS

Health and Welfare Benefits

- Comprehensive medical, dental and vision insurance coverage
- Flexible Spending Accounts for transportation-related, healthcare and dependent care expenses
- Employee Assistance Program

For your Financial Future

- Life Insurance
- Disability Insurance
- Legal Insurance
- University of California Retirement Plan (defined benefit)
- Deferred Compensation Plans/Pre-tax Retirement Savings Programs

For your Work/Life Balance

- Fourteen paid holidays per year
- Generous vacation and sick leave
- Commuter Benefits Program

THE HIRING PROCESS

To apply, go to:

<http://hrnetlogin.net/uchastings/app/app.cgi?positionsdesiredtext=Desktop%20Computer%20Specialist%20-%20IT%20Apr2018>

Failure to provide the information as required on the application form including attaching a cover letter and a resume shall immediately disqualify an applicant from employment consideration.

Note: Do not close the web browser/tab until you have completed the application and selected the submit button at the end. Otherwise, your application will not be saved and you will need to restart the process.

Please Note: ****This position has been designated as “sensitive” and requires a pre-employment background check.**

Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please contact Human Resources if you require a reasonable accommodation to apply for a job. Examples of reasonable accommodation include making a change to the application process, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment.

WHAT TO EXPECT

Applicants who meet the position requirements will be competitively evaluated to identify the individuals whose breadth and depth of experience and education most closely relate to the stated requirements and the needs of the College. Depending on the quality and number of the applications received, only the better qualified applicants may be contacted for an interview. **The position is open until filled.**

UC Hastings College of the Law is an Equal Opportunity Employer. C Hastings strives to provide a diverse and inclusive educational environment that fosters cultural awareness, mutual understanding and respect. UC Hastings College of the Law is interested in candidates who will contribute to diversity and equal opportunity in higher education through their teaching. Qualified women and members of underrepresented minority groups are strongly encouraged to apply.

Opportunity Employer